

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Global Chief Supply Chain Officers Leadership Team: Team Leader (GCSCOTML)

2024

Gartner G-Cloud 14 Service Definition

Service Description

Global CSCO Leadership Team: Leader is for the most senior supply chain executive in the client company, typically the CSCO, and his or her leadership team. The Service provides an ongoing advisory relationship with Gartner, a thinking partner to contextualise Gartner insights, and an elite peer network to validate strategies.

Service Benefits

- A personalised service delivery model led by Program Director
- Client Success Manager provides personalised, proactive, concierge-level service
- Team Members can join the Leader in Team Inquiry
- Targeted content based on role, preferences, and key initiatives
- Gain objective insights on Supply Chain products, services, and initiatives
- Digital executive and team guidance, insights and skills transfer

Service Features

- Assigned Service Delivery Team
- Virtual Team Workshop
- Supply Chain Research and related content
- Peer Community Contributed Content
- Research Briefing
- Facilitated Peer Networking and Events
- Individual Inquiry and Team Inquiry
- Leaders Forum Invitation
- Supply Chain Conference Ticket

Invoicing

- The service is provided to one licensed user for a period of twelve months
- All invoices are payable net 30 days from date of invoice

Full List of Service Features

- Assigned Service Delivery Team — A Program Director and a client success manager will serve as the Leader's primary points of contact for this Service. The Program Director manages the Client's overall satisfaction with the Service and coordinates interactions with peers and a Gartner research expert to drive meaningful insights into the most critical executive priorities.
- Client Success Manager — an experienced service professional who understands the Client's context and priorities, helps Client understand the entitlements of their Service, and provides personalised, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The client success manager facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader

- Virtual Team Workshop — Up to half-day annual virtual session on application of Gartner research and action planning. The session may include non-Team Members up to a total of 25 (twenty-five) participants
- Supply Chain Research — Foundational research, best practices, maturity models and toolkits help supply chain leaders run a demand-driven organisations. Includes vertical- specific supply chain content across the following industries: retail, consumer products, high-tech, chemical, industrial equipment and components, healthcare providers, and life sciences. Research technology areas covered include ERP, BI, CRM, and Supply Chain Management. In addition, supply chain leaders have access to the relevant Gartner IT Industry content published to the IAS Manufacturing and IAS Retail services
- Virtual Research Briefing — One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the client company, up to a total of 25 (twenty-five) participants
- Peer Community Contributed Content — Access to a library of peer contributed videos, webinars and case studies to learn from real life best practices
- Peer Experiences — Gartner provides opportunities for peer engagement in a variety of ways. Licensed Users have access to Gartner assets that enable ratings and reviews, connecting with qualified peers, access to community features, and exclusive features specific to client role
- Facilitated Networking — Service Delivery Team will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise
- Individual Inquiry — Unlimited, 50-minute sessions with Gartner research advisors to ask questions based on published research or request reviews of business-related documents. Participation is limited to the research advisor and the Partner, Delegate or Advisor Team Members. Partners, Delegates or Advisor Team Members may participate in each other's inquiry sessions
- Team Inquiry — Includes 50-minute sessions with Gartner research advisors to ask questions based on published research or request reviews of business-related documents. Team Members may lead the discussion or pose questions to the research advisor on their behalf or on the behalf of the team, provided the sessions are scheduled and attended by the Leader to advance the Team Leader's agenda
- Leader's Forum Invitation — One complimentary, nontransferable invitation to participate in the Leaders Forum annual meeting
- Supply Chain Conference Ticket — Admission for one attendee to attend a Supply Chain Executive Conference

Additional Terms & Conditions

- Limited release service subject to pre-qualification
- One (1) Leader plus a minimum of three (3) and a maximum of ten (10) additional members are required for this product option. One (1) Advisor Team Member must be included for every Partner Team Member
- Participation in inquiry calls is limited to the Licensed User(s) and the research advisory only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with a research advisory ("Individual Inquiry"), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with a research advisor and the Leadership Team ("Team Inquiry"). For

Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader's agenda

- The Gartner Supply Chain Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Supply Chain Conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner research offering are valid only for Gartner conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any other Gartner conference
- Depending on travel advisories and/or government orders, at Gartner's sole discretion, some meetings and events may be held virtually
- Use of the Service is governed by the Gartner Usage Policy and the Gartner Copyright and Quote Policy, which are accessible on the Policies section of [gartner.com](https://www.gartner.com).