

# **A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Leadership Team Plus: Partner Team Leader (EPLPPRTL)**

2024

Gartner G-Cloud 14 Service Definition

## Service Description

Executive Programs Leadership Team Plus: Partner Team Leader permits the client to identify an individual reporting to the CIO, for professional development. Providing indispensable insights on best practice for cloud deployment and strategy.

## Service Benefits

- Service Delivery Team; Leadership Partner and Client Success Manager
- Serviced response to specific requests for Gartner research and insight
- Individualised strategies based on client priorities and initiatives
- Ongoing engagement and delivery of value
- Digital strategic and team guidance, insights and skills transfer
- Virtual Strategy Meetings, Analyst interactions and local events
- Symposium attendance and peer networking interactions
- Best Practice and Decision Support Content

## Service Features

- Assigned Service Delivery Team
- Access to Gartner Analysts and Virtual Team Workshop
- Gartner IT Symposium/Xpo and Special Interest Groups
- Peer Community Events and Peer Networking
- Gartner for IT Leaders Research and IT Initiative Based Research
- Strategic Business Content for IT Executives
- Peer & Practitioner Research and Role-specific IT Research
- Executive Programs Research and Related Content
- Leadership Development
- Digital Execution Scorecards

## Invoicing

- The Service, which is part of Executive Programs Leadership Team Plus, requires the separate purchase of Executive Programs Leadership Team Plus: Leader
- Gartner will bill for 100% of the fees at contract signing
- All invoices are payable net 30 days from date of invoice
- The service is provided to one licensed user for a period of twelve months

## Full List of Service Features

- Assigned Service Delivery Team — A Leadership Partner and client success manager will serve as the Partner Team Leader's primary points of contact for this Service. They will maintain the relationship through the delivery of the Services and implementation of a Member Value Plan. The service professional will facilitate Inquiry and respond to specific requests for Gartner research and insight

- The client success manager, an experienced service professional who understands the Client's context and priorities; helps the 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 service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Team Leader
- Member Value Plan — Customised service plan created in collaboration with the Partner Team Leader at the beginning of the Service and reviewed and revised periodically through the membership life cycle. Elements include Partner Team Leader expectations, value criteria, up to three (3) key initiatives, and action plan
- Annual Virtual Strategy Meeting — Partner Team Leader will meet with the Leadership Partner for coaching and advice on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Peer Community
- Virtual Team Workshop — Participate in a half-day annual strategy session (jointly determined by the Executive Partner and Leader) facilitated by the Executive Partner, which focuses on application of Executive Programs Research and action planning. Topic is selected by Leader and Executive Partner from a list of available Executive Programs workshops
- Research Advisor Inquiry for the Partner Team Leader — Provides access to Advisors who are associated with this Service. Participation is limited to the Gartner Advisors, the Partner Team Leader, and other Team Members. The Partner Team Member must schedule and lead the inquiry sessions
- Attendance at Gartner IT Symposium/Xpo — One (1) complimentary, non-transferable invitation for the Partner Team Leader to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements
- Peer Community Events — Held up to two (2) times per year, these virtual events focus on Partner Team Leader- and Member-selected Gartner for Enterprise IT Leaders topics, provide a venue for networking and peer exchange, feature Member presentations on working solutions, and include facilitated workshops with research experts. Gartner may, as necessary, change or supplement the expert
- Special Interest Groups (SIGs) — TTopical Web conferences, open only to Partner Team Leaders and Team Members and their extended teams, on key issues related to peer-selected topics. Group members share strategies and tactics, and experts provide insight and context. Webinars are scheduled without previous planning when there is significant interest in a shared topic within the client community. At the start of the webinar, Members are advised that the call is being recorded and may request that the call not be recorded
- Peer Networking: Peer Directory — Access to searchable directory of senior technology leaders. Online Forums — Access to virtual discussions of common issues among peers on gartner.com. Offline Meet-ups — Access to designated lounges at Gartner IT Symposium/Xpo. Facilitated Networking — Service Delivery team will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise. Peer Roundtables — Access to facilitated discussions with peers; participation limited to executives with similar job roles
- Gartner for IT Leaders Research and Related Content — Includes Gartner Core IT and Role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner Analysts

- Strategic Business Content for IT Executives — Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers
- Peer & Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates
- IT Initiative Based Research and Role-specific IT Research
- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains
- Executive Programs Research and Related Content — Research Reports — Up to 12 (twelve) Reports per year, covering Gartner-selected topics on areas where business and IT intersect. (Schedules are approximations and are dependent on the publication schedule of relevant Research.) Includes associated tools and teleconferences hosted by Executive Programs authors to discuss their Research Reports. Business Research and Related Content — Targeted to CIOs, CFOs, and other business executives
- Leadership Development: Leadership Development Research and Related Content — Customised professional development content for technology leaders, targeted to Team Members. Leadership Development Coaching — The Executive Partner (who is aligned with the Leader and has past experience in senior technology executive roles) and Partner Team Leader create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Partner Team Leader to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Partner Team Leader in the context of the Partner Team Leader’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan
- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology
- Digital Execution Scorecards — The Digital Execution Scorecard provides a comprehensive set of digital strategy benchmarks to accelerate decision making and drive execution.

## Additional Terms & Conditions

- At least three (3) Advisor Team Member or Cross Function Team Member seats must be sold with each Executive Programs Leadership Team Plus Partner Team Leader seat
- Partner Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the client company. If a Key Insight summary is not available, the Partner Team Leader may forward a PDF copy of the full document. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses
- The Conference invitation entitles the Licensed User to register for one (1) Conference and is valid for 12 (twelve) months from the date of issue. A conference invitation provided as part of a Gartner Research offering is valid only for a conference during the contract term of that Research offering. Invitations are not transferable. A single invitation may not be used by more than one (1) employee of the client company and may not be used for admission to any conference other than the Gartner IT Symposium/Xpo 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://gartner.com).