

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Leadership Team Plus with Industry: Essentials Team Member (EPLPESSI)

2024

Gartner G-Cloud 14 Service Definition

© 2024 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark of Gartner, Inc. or its affiliates. This Gartner G-Cloud 14 Service Definition, including all supporting materials, is proprietary to Gartner, Inc. and/or its affiliates and is for the sole internal use of the intended recipients. Because this Gartner G-Cloud 14 Service Definition may contain information that is confidential, proprietary or otherwise legally protected, it may not be further copied, distributed or publicly displayed without the express written permission of Gartner, Inc. or its affiliates.

Gartner[®]

Service Description

Executive Programs Leadership Team Plus with Industry: Essentials Team Member permits the client to identify an essentials team member, typically an individual reporting to the most senior IT executive, usually the CIO. Providing indispensable insights on best practice for cloud deployment and strategy.

Service Benefits

- Client Success Manager is the Member's primary point of contact
- The Client Success Manager understands the client's context and priorities
- Digital executive and team guidance, insights and skills transfer
- Provides personalised, proactive, concierge-level service
- Helps the team leverage the most relevant Gartner resources
- Facilitates a coordinated service approach for the team
- Delivered through a Cloud-based service

Service Features

- Assigned Client Success Manager
- Virtual Team Workshop and Access to Gartner Analysts
- Industry-Specific IT Research
- Access to Gartner for IT Leaders Research and Related Content
- Strategic Business Content for IT Executives
- Peer and Practitioner Research and Peer Networking
- Executive Programs Research on Cloud Services and Technologies
- Leadership Development Research and Related Content
- IT Initiative Based Research, and Role-specific IT Research
- IT Key Metrics Data and Digital Execution Scorecards

Invoicing

- The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of the Executive Programs Leadership Team Plus: Leader Service
- 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 Client Success Manager — A Client Success Manager will serve as the Essentials Team Member's primary point of contact for this Service. The 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 Leader

- Virtual Team Workshop — Participate in a half-day annual strategy session (jointly determined by the Executive Partner and Executive Programs Leadership Team Leader) facilitated by the Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by Executive Programs Leadership Team Leader and Executive Partner from a list of available Executive Programs workshops
- Research Advisor Inquiry for the Essentials Team Member — Essentials Team Member(s) may participate in inquiry sessions, including sessions with Research Experts related to the specific industry pre-selected by the Client at the time of purchase, provided the sessions are requested and moderated by the Leader. The Leader must be present on the call and manage and lead the discussion and questions to advance the Leader Agenda
- 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
- 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 experts
- 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 and Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates
- Industry-specific IT Research — Access to Gartner Research related to the specific industry preselected by Client at time of purchase
- 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 Research and related content — Customised professional development content for technology leaders, targeted to Team Members. The Essentials Team Member (i) may open an unmetered number of Weekly Picks, News Analysis, and Webinars; and (ii) is entitled to access Gartner Research documents from the Gartner for IT Leaders, Executive Programs and Leadership Development Research Deliverables above, as follows: Shared Document Allocation — Shared access to a total document allocation among all Essential Team Members equal to 20 (twenty) Gartner Research documents times the number of Essentials Team Members on the Team. Reversals — Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term
- 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

- One (1) Leader plus a minimum of three (3) and a maximum of ten (10) additional members are required for this product option
- 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.