

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for I&O Leaders Self-Directed — Team Member (G4IOSDTM)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Gartner for I&O Leaders Self-Directed: Team Member is designed for individuals who usually support the senior most infrastructure and IT operations (I&O) leader in the client company, typically the head of I&O. The service provides an ongoing advisory relationship with Gartner, supported by a service delivery team.

Service Benefits

- A Client Success Manager will serve as primary point of contact
- Ongoing engagement and delivery of value
- Gartner Analyst interactions
- IT Summit Conference access & peer networking interactions
- Exclusive research and content to advance critical priorities
- Live and virtual events with peer executives
- Digital executive guidance, insights and skills transfer
- Unlimited, on-demand advisory and research advisor support

Service Features

- I&O Role-based Content and Tools, IT Initiative Based Research
- Gartner for IT Leaders Research and Peer & Practitioner Research
- Strategic Business Content
- Industry-specific IT Research
- IT Key Metrics Data, Diagnostic Tools and Templates
- Individual and Team Inquiry
- IT Summit Conference Ticket

Invoicing

- The service is provided for one licensed user for a period of 12 months
- Gartner will bill for 100% of the fees at contract signing
- All invoices are payable net 30 days from date of invoice

Full List of Service Features

- Client Success Manager — A client success manager will serve as the Licensed User's primary points of contact for the Service. The client success manager is an experienced service professional who understands the Licensed User's context and priorities and helps them to understand their entitlements and leverage the most relevant Gartner resources
- Facilitated Networking, Peer Community Research and Content
 - Facilitated Networking: Service Delivery Team will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise.

- Peer & Practitioner Research: Includes peer benchmarks, best practices, case studies, tools and templates.
- I&O Role-based Content and Tools — Insight and Tools tailored to meet the unique and evolving needs of a specific role within an organisation. Topics span from building and maintaining programs to demonstrating business value, empowering clients to serve as strategic partners within their organisations and enable growth
- Gartner for IT Leaders Research — Enables clients to access the entire Core Research catalogue (e.g., Magic Quadrants, Vendor Ratings, Hype Cycles) and the additional tools from Gartner's IT Leaders library such as Toolkits (e.g., IT Score, ITBudget), Diagnostic Tools, and IT Key Metrics Data (e.g., IT performance measurement database, IT staffing levels, IT investment levels, key tech cost, performance metrics and trends). This provides clients with a complete set of pragmatic advice and decision-making tools to apply to their daily activities assisting them in applying Gartner methodologies to their specific situations
- Strategic Business Content — Select business and role-focused content related to business topics of strategic interest to the role
- Industry-specific IT Research — Research that provides analysis and advice on major issues within the following industry sectors: banking and investment services, energy and utilities, insurance, manufacturing or retail. Industry research is designed to deliver key technology insights to technology leaders, business-focused IT professionals, and business executives
- IT Key Metrics Data — Based on a comprehensive IT performance measurement database, provides access to data on IT staffing levels, IT investment levels, key technology cost, performance metrics and trends. The reports include: 1) data on trends in IT spending and staffing in more than 20 industries, 2) unit cost and performance measures and trends across critical IT domains, and 3) data on information security investment levels and outsource market price benchmarks for the technology domains
- Individual Inquiry — Inquiry sessions of up to 30 minutes with a Research Expert which may be scheduled independent of other team members, and which also may be used to request reviews of business-related documents or contracts of up to 20 pages, including attachments
- Team Inquiry — Team Members are entitled to inquiry sessions with a Gartner research advisor and the Leadership Team
- Webinars — Periodic web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners
- IT Summit Conference Ticket — The Gartner IT Summit Conference Ticket provides admission to one (1) Gartner IT Summit Conference. Tickets provided as part of a Gartner Research offering are valid only for Gartner conferences that take place during the contract term of the Research offering for which the Ticket has been issued. Ticket may not be used for admission to any conference other than an IT Summit

Additional Terms & Conditions

- Each Team must consist of one (1) Leader and one (1) to ten (10) Members. All Member licenses must be coterminous with the Leader license
- Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”)

which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”)

- The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from the date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner research service are valid only for 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 Gartner conference other than IT Summit
- 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.