A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Chief HR Officers: Individual Access Advisor (GCHROIAE)

2024
Gartner G-Cloud 14 Service Definition

Gartner

Service Description

Gartner for Chief HR Officers is designed for the CHRO/head of Human Resources. It provides indispensable insights and ongoing advisory support for Human Resources Leaders, and access to research covering the Human Resources sector and roles.

Service Benefits

- Research to understand and solve human resources challenges

- Peer benchmarks, diagnostics and case studies

- Effective resource allocation, issues diagnosis, and best practice insights

- Network with other Human Resources professionals

- Targeted content based on role, preferences, and key initiatives

- Provides relevant content, data, and access

- Digital executive guidance, insights and skills transfer

- Live and virtual events with peer executives

- Unlimited, on-demand advisory and research advisor support

Service Features

- Gartner Research for HR Roles and HR Initiative Based Research

- Role-specific HR Research

- Peer & Practitioner Research and Peer Networking

- Tools and Templates and Maturity Assessments

- Functional & Employee Diagnostics

- Peer Benchmarks and Case Studies

- Individual Analyst Inquiry

- Gartner ReimagineHR Conference Ticket

- Virtual and/or Live Peer Meetings and Webinars

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

- Service Delivery Team — A Service Partner, who is a member of the Assigned Service Delivery Team, will serve as Licensed User's primary point of contact for this Service. The Service Partner will work with Licensed User to develop and continuously evolve an advisory plan to: (i) highlight value sought, (ii) identify key issues on which service delivery will focus, and (iii) define how the Service will deliver that value. The Service Partner will, as necessary, select and synthesise research in accordance with the plan. A client success manager, also a member of the Delivery Team, will work in partnership with the Service Partner to facilitate a coordinated service approach

Gartner®

- Gartner Research for HR Research, HR Initiative Based Research and Role-specific HR Research — Gartner technology research for HR leaders

- Peer & Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates

- Tools and templates — Step-by-step toolkits to execute on key initiatives

- Functional diagnostics — Tools for diagnosing the current state of the function and/or its roles. Licensed Users may deploy Functional Diagnostics to both Licensed and non-Licensed Users in the client company

- Peer benchmarks and case studies — Benchmarking reports and best-practice insights

- Analyst Inquiry — Access to individual discussions with research advisors

- Peer networking — Client may request facilitated meetings or conference calls with peers on a specific topic to exchange information about best practices or areas of expertise

- Live events — Access to live meetings and events

- Virtual events — Access to online meetings and events

- Employee diagnostics — Tools for diagnosing the current state of the employee experience

- ReimagineHR Conference Ticket

- Maturity Assessments

Additional Terms & Conditions

- Licensed Users may deploy Functional Diagnostics to both Licensed and non-Licensed Users within the Client company

- Participation in inquiry sessions with a research advisor "Analyst Inquiry" is limited to the Licensed User(s) and the research advisors only (i.e., nonusers, either inside or outside of the Client company, may not attend or otherwise participate on the call

- The Conference Ticket is a numbered identifier (e.g., 424562) that entitles Licensed User to register for one (1) Gartner conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from date of issue, per expiration date on the Ticket Letter. Tickets provided as part of a Gartner research offering are valid only for conferences during the contract term of that research offering. Tickets are non-transferable. A single Ticket may not be used by more than one (1) employee and may not be used for admission to any conference other than the ReimagineHR 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.

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