

# **A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for IT Executives CIO Signature (ITESIG)**

2024

Gartner G-Cloud 14 Service Definition

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## Service Description

The Gartner for IT Executives CIO Signature service is for the most senior-level IT Executives of complex organisations. The service provides indispensable insights and a tailored service to assist members with their key challenges. It is focused on supporting IaaS, PaaS, SaaS, Cloud Security & IT cost optimisation through Cloud.

## Service Benefits

- Personalised service delivery to the Member by an Executive Partner
- Service from former CIOs or equivalents
- Client Success Manager who develops an individualised program
- Custom-made service to deliver value
- Delivery to the member and their organisation
- Unique insight into the CIO role
- Role relevant CIO Research
- Digital executive guidance, insights and skills transfer
- CIO community including member-only events & networking opportunities

## Service Features

- Assigned Service Delivery Team and Virtual Strategy Meetings
- Executive Programs Research and related content
- Professional Development Content and Professional Development for the Delegate
- Gartner for IT Leaders Research and related content
- Team Inquiry
- Gartner IT Symposium/Xpo with Executive Programs VIP access
- Executive Programs Events
- Networking
- Role-specific IT Research and IT Initiative Based Research

## Invoicing

- The service is provided to two licensed users (Member & Delegate) for a period of twelve months
- Gartner will bill for 100% of the fees at contract signing
- All invoices are payable net 30 days from date of invoice
- Renewal Only

## Full List of Service Features

- Client may designate two (2) Licensed Users, referred to herein as: (i) the “Member,” who may access the Deliverables described below (except for the Professional Development for the Delegate); and (ii) the “Delegate,” who has access only to the Assigned Service Delivery Team, Access to research experts (Team Inquiry),

Professional Development for the Delegate, Gartner IT Symposium/Xpo™, and Facilitated Networking.

- Each user designated by Client (“Licensed User”) is entitled to the following Gartner Deliverables:
  - Assigned Service Delivery Team
  - Virtual Strategy Meetings
  - Research Briefing
  - Virtual Team Workshop
  - Access to Research Experts
  - Select Peer Experience Features
  - Gartner IT Symposium/Xpo™ with Exclusive Member Experience
  - Executive Programs Events
  - Executive Programs Research and related content
  - Gartner for IT Leaders Research and related content
  - Professional Development content
  - Professional Development for the Delegate
- Additional Deliverable Entitlements:
- Assigned Service Delivery Team — An Executive Partner with experience in senior technology executive roles and a client success manager will serve as the Member’s primary points of contact. The Delivery Team works with Member to develop a member engagement plan to highlight value sought, identify key issues on which Service delivery will focus, and define how the Service will deliver that value. The Delivery Team will, as necessary, select and synthesize Gartner Research in accordance with the plan
- Expert Interactions — Access to Gartner research experts is associated with this Service. This service includes access to participate in Inquiry call sessions which must be requested and moderated by the Leader, who must be present on the call to manage and lead the discussion and questions to advance the leader agenda
- Virtual Strategy Meetings — Up to four (4) times per year, the Executive Partner will meet with either the Member, the Member and the Delegate, or the Delegate on the Member’s behalf to (i) review and apply Executive Programs Research, the annual Executive Programs CIO Agenda, or other relevant content; (ii) provide advice on issues of relevance to Member; and/or (iii) develop, discuss progress of, and where necessary, modify the Member Engagement Plan
- Substitutions for Virtual Strategy Meetings — The Delivery Team and the Member will jointly determine whether any of the following services should be included in the Member Engagement Plan. Member must be present at these sessions, and participation is limited to Member and Member’s Team (as required for Member’s business purposes) and session is limited to 25 (twenty-five) participants. Each session used by Member counts as one (1) of the four (4) Strategy meetings to which they are entitled annually and may be used only once per contract year:
- Research Briefing — One (1) briefing session per contract period with a Research Expert (“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

- Virtual Team Workshop — An up to half-day annual strategy session (jointly determined by the Executive Partner and Leader), facilitated by the Executive Partner and focused on application of Executive Programs research and action planning. Workshop topic is selected from a list of available Executive Programs workshops. The session may include non-Team Members up to a total of 25 (twenty-five) participants
- 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 topics of their reports
- Business Research and Related Content — Targeted to CIOs, CFOs, and other business executives
- Selected Research — On an as-needed basis, the Delivery Team will email the Member or Delegate Research which has been selected in accordance with the Member Engagement Plan
- Professional Development Content — Developed for the aspiring CIO and the professional development of the Delegate and accessed via the Gartner for Leadership Development Website
- Gartner for IT Leaders Research and Related Content — Includes Gartner Core IT and Role specific Research and IT Podcast Series
- Team Inquiry — Inquiry sessions provide access to experts who are associated with this Service. Participation is limited to the expert, the Member, and the Member's team (as reasonably required for the Member's business purposes). In all instances, the Member or the Delegate must be present on the inquiry call and must manage and lead the discussion and questions. The inquiry topic may be any area of Gartner-covered Research so long as the purpose is to advance the Member's agenda
- Professional Development for the Delegate — At Member's option, the following will be offered to the Delegate:
  - Individual Development Plan — The Executive Partner works with the Delegate to develop an Individual Development Plan to highlight objectives, identify key areas of focus, and outline how the Service can effectively meet those goals. Progress against the Individual Development Plan will be reviewed during the contract year as follows:
  - Coaching Teleconferences — Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Delegate to: (i) review and apply Gartner for Leadership Development Research, Executive Programs Research, or other relevant content; (ii) to advise the Delegate in the context of the Delegate's professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Delegate's Individual Development Plan
  - Professional Development Content — Developed for the aspiring CIO and the professional development of the Delegate and accessed via the Gartner for Leadership Development website
- Events
- Gartner IT Symposium/Xpo — Two (2) non-transferable invitations to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus an exclusive member experience that may include priority booking for onsite One-on-One meetings with Gartner experts, access to an Exclusive Member Lounge and meeting

rooms in the Exclusive Member Meeting Center, and networking opportunities with peers and Gartner Service Delivery associates. These invitations are non-transferable except within the client company between the Member and their named Delegate

- Executive Programs Events — Complimentary, nontransferable invitation to attend virtual content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available
- Networking
- Facilitated Networking — Member may request meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.
- Select 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, and access to select community features

## **Additional Terms & Conditions**

- This product is only available as a renewal product for existing license holders only
- Member and Delegate may each, on an occasional and infrequent basis, forward to other individuals in Client's organization no more than 25 (twenty-five) individual Gartner Research documents per contract year. This may not be done on a routine basis, or via posting on Client's intranet, or in any other manner that has the intent or effect of avoiding the purchase of additional Gartner User licenses
- The invitation or "Ticket" is a numbered identifier (e.g., 424562) that entitles Licensed User to register for one (1) 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 service are valid only for conferences during the contract term of that service; one (1) Ticket is issued per 12-month (twelve-month) contract term – a shorter contract term does not entitle Client to a Ticket. Tickets are not transferable within the client company and may not be transferred to another company. A single Ticket may not be used by more than one (1) individual, and may not be used for admission to any conference other than 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://www.gartner.com).