

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner Research Board Global CIO Team Plus — Team Leader (GCIOTL)

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

Gartner Research Board Global CIO Team Plus: Global CIO (Team Leader) is designed for the most senior technology executive in the largest client companies, typically the CIO, and their leadership team. This Service provides access to peer engagement and insights, proprietary research, and an ongoing advisory relationship with Gartner.

Service Benefits

- Assigned service delivery team to maximise service value
- Access to Gartner expert Analysts
- Helps clients shape and achieve their mission-critical priorities
- Confidential, forward-thinking research
- Strategic insights, in-depth meetings and one-on-one discussions
- Collaborative environment
- Tailored insights, 360-degree viewpoints and provocative ideas
- Learn from a unique, global ecosystem of experts
- CIO and team guidance insights and skills transfer

Service Features

- Service Delivery Team including Client Success Manager and Program Director
- Access to Research Experts
- Peer Experiences
- Consult the Board Peer Inquiry
- Gartner IT Symposium/Xpo™ with Global CIO VIP Access
- Research Board Meetings
- Virtual Team Workshop
- Research Briefing
- Research Board Research and related content
- Executive Programs Research and related content

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

- Assigned Service Delivery Team — A Program Director and client success manager serve as the Leader's primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives ("leader agenda") and ensure ongoing engagement and value delivery to Client.
- Access to Research Experts

- Inquiry — Provides access to Gartner experts associated with this Service. Participation is limited to the experts, Team Leader, and Team Members. The Leader must be present on the inquiry call and lead the discussion and questions in order to advance the leader agenda. Team Leader may, on an occasional and infrequent basis (not to exceed 10 (ten) times per contract year, and not to exceed more than 25 (twenty-five) individuals per session), include in inquiry sessions non-Team Members from within the client company.
- Prioritized Scheduling: The Leader is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.
- 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, access to community features, and exclusive features specific to client role.
 - Peer & Practitioner Research: Includes peer benchmarks, best practices, case studies, tools and templates.
 - Facilitated Networking: Service Delivery Team will, upon request, arrangement meetings with peers around a specific topic or area of expertise.
 - Consult the Board Peer Inquiry: Members may poll a subset of their peer community for answers to relevant questions faced by member organizations.
- Gartner IT Symposium/Xpo™ with Global CIO VIP Access — One (1) complimentary, nontransferable invitation or ticket (“Ticket”) to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus Global CIO VIP access.
- Research Board Meetings — A non-transferable invitation to attend virtual Global CIO Research Board Meetings. Participation in Board Meetings or other peer engagement and insights type gatherings shall comply in all respects with the Antitrust Guidelines, which are provided at the outset of such meetings. Member materials and conversations are confidential and may not be shared outside of the company.
- Virtual Team Workshop — An up to half-day annual strategy session on application of Gartner research and action planning. The session may include non-Team Members up to a total of 25 (twenty-five) participants.
- Research Briefing — One (1) briefing session per contract period with a Gartner 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.
- Research Access Research Board Research and related content — Includes Research Board studies on topics selected by the membership, materials created for and distributed at Board meetings, and access to the Consult the Board Library.
- Executive Programs Research and related content:
 - Research Reports — Exclusive CIO-focused research reports, covering Gartner-selected topics on areas where business and IT intersect. Includes associated tools and teleconferences hosted by Executive Programs authors to discuss their Research Reports, business insights and leadership development-related content.
 - Business Research and related content: Targeted to CIOs, CFOs, and other business executives.
- Gartner for IT Leaders Research and related content — Includes Gartner Core IT and Role specific Research and IT Podcast Series.

- 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.
- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

Additional Terms & Conditions

- This product is available by invitation only.
- This service requires the separate purchase of either Global CIO Team Plus: Global IT Leader (Team Member) or Global CIO Team Plus: Divisional CIO (Team Member).
- The conference invitation or Ticket entitles Licensed User to register for one (1) conference and is valid for 12 (twelve) months from 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 service. One (1) Ticket is issued per contract term of twelve (12) months – a shorter contract term does not entitle Client to a conference invitation. Invitations are nontransferable. A single invitation may not be used by more than one (1) client company employee and may not be used for admission to any conference other than Gartner IT Symposium/Xpo Conference.