

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Leadership Team: Advisor Team Leader (EPLTADL)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Executive Programs Leadership Team: Advisor Team Leader permits the client to identify an advisor team leader, typically an individual reporting to the most senior IT executive, usually the CIO. The service provides 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 and Virtual Team Workshop
- Access to Subject Matter Expert Analysts
- Gartner IT Symposium/Xpo
- Peer Networking
- Access to Gartner for IT Leaders Research and Related Content
- Role-specific IT Research and IT Initiative Based Research
- Executive Programs Research on Cloud Services and Technologies
- Leadership Development Research and Related Content
- Best Practice and Decision Support Content
- IT Key Metrics Data and Digital Execution Scorecards

Invoicing

- The Executive Programs Leadership Team is composed of two sets of users: The Leader, and Team Members
- 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 Advisor Team Leader's primary point of contact for this Service. The Client Success Manager (CSM), an 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 CSM facilitates a coordinated service approach for the team, as well as

alignment between Team Members and the Leader of the Executive Program Leadership Team

- Virtual Team Workshop — Participate in a half-day annual session (jointly determined by the Executive Partner and the Team Leader) facilitated by the Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and Executive Partner from a list of available Executive Programs workshops
- Research Advisor Inquiry for the Advisor Team Leader — Provides access to Advisors who are associated with this Service. Participation is limited to the Gartner Advisor, the Advisor Team Leader, and the Team Members. The Advisor Team Leader must schedule and attend the Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Research Advisor on behalf of the team to advance the Advisor Team Leader's agenda
- Attendance at Gartner IT Symposium/Xpo — One (1) complimentary, non-transferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements
- 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. Offline Meetups — Access to designated lounges at Gartner IT Symposium/Xpo
- 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 Analysts
- Best Practice and Decision Support Content — Includes peer benchmarks, best practices, case studies, tools, and templates
- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains
- IT Research, IT Initiative Based Research, and Role-specific IT Research
- 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
- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspective 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

- The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of: 1) the Executive Programs Leadership Team: Leader service, and 2) the Gartner for IT Leadership Team Member services which comprise this advisor team leader's team.

- Advisor Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client organisation. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses
- 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.