

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Member Basic for Midsize Enterprise with Industry (EPBASICMSI)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Gartner Executive Programs Member Basic for Midsize Enterprise with Industry provides indispensable insights to the most senior technology executive in the organisation, typically the CIO. It provides the client an ongoing advisory relationship with Gartner and an Executive Partner (EP) to contextualise Gartner insights on Cloud Services, SaaS, PaaS & IaaS.

Service Benefits

- Personalised service delivery to the Member by an EP
- Service from former CIOs or equivalents
- Client Success Manager who will develop an individualised program
- CIO guidance, insights and skills transfer
- Custom-made service to deliver value
- Delivery to both the member and their organisation
- Unique insight into the CIO role
- Delivered through Cloud Based Service
- Role-relevant CIO research
- A rich, CIO-specific online experience

Service Features

- Assigned Service Delivery Team who carry out Value Reviews
- IT Research, IT Initiative Based Research, and Role-specific IT Research
- Access to Subject Matter Expert Analysts
- Gartner IT Symposium/Xpo with Exclusive Member Experience
- Executive Programs Events
- Peer Networking and Peer & Practitioner Research
- Gartner for IT Leaders Research and Cloud Related Content
- IT Key Metrics Data
- Executive Programs Research on Cloud Services & Technologies
- Industry Research

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 — An Executive Programs CIO Expert, who has practical experience gained from having held significant IT roles, and a client service manager will serve as the Member's primary point of contacts. The Executive

Programs CIO delivery expert will facilitate the identification and leverage of targeted Gartner offerings to meet Member initiatives and priorities in the Member's context

- Value Reviews — A CIO Expert will periodically conduct Value Reviews with the Member to review value received in delivery to the Member against the Member Agenda
- Executive Programs Research and Related Content — Up to 12 Reports per year, covering Gartner-selected topics, such as IT Governance, Business Value of IT, Architecture, and other areas where business and IT intersect. Includes associated tools and teleconferences hosted by Executive Programs Research Report authors to discuss topics of their Research Reports. Business Research and Related Content Targeted to CIOs, CFOs, and other business executives. May include podcasts, Road Notes, toolkits, and top research picks. Third-party content such as Harvard Business Review articles and other news reports specifically chosen based on the current issues impacting CIOs and their organisations
- Access to Research Advisors— Inquiry — Unlimited, 30-minute teleconference, which may be extended at research advisor's discretion. Participation is limited to the research advisor and the Member. In all instances, the Leader must be present on the call and must manage and lead the discussion and questions. Access to IAS research advisors is available only with the IAS version of products. Prioritized scheduling for sessions with research advisors. Leaders also have priority for scheduling research advisor 1-on-1 sessions at IT Symposium/Xpo
- Conference and Events — Attendance at Gartner IT Symposium/Xpo — One non-transferable invitation 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
- Executive Programs Events — Complimentary, nontransferable invitation, for the Member to attend local, content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available
- 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 research advisors
- IT Research, IT Initiative Based Research, and Role-specific IT Research
- Industry Research — Research that provides analysis and advice on major issues within the following industry sectors: Banking & Investment Services, Energy & Utilities, Insurance, Manufacturing and Retail. Industry Research is designed to deliver key technology insights to technology leaders, business-focused IT Professionals and business executives. Access to Industry content is limited to the Industry purchased
- Peer & Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates
- 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
- Facilitated Networking — CIO expert will, upon request, set up meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise

- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains
- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology

Additional Terms & Conditions

- This product is only available as a renewal product for existing license holders only
- Purchase of this product is subject to eligibility conditions. Please contact your Gartner Account Team to confirm eligibility
- 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.