

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner Global IT Leadership Team Plus : Global Partner Team Member (GGTGEPR)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Gartner for Global IT Leadership Team Plus: Global Partner Team Member is for senior functional leaders in the information technology organisation. The Service provides access to Gartner research and research experts.

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

Service Features

- Service Delivery Team including Leadership Partner
- Access to Research Experts
- Peer Experiences
- Gartner IT Summit with VIP Access
- Research Board Research and related content
- Consult the Board Library
- Gartner for IT Leaders Research
- Executive Leadership Research and 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 — The Leadership Partner and client success manager serve as the Member's primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives ("Member Agenda").
- Value Reviews: The Leadership Partner will periodically conduct Value Reviews with the Member against the Member Agenda.
- Team Workshop: Leadership Partner-led one (1) half-day annual session (jointly determined by the Leadership Partner and Global Partner member), facilitated by the Leadership Partner, focused on application of research and action planning. Based on a joint decision between the Global Partner member and the Leadership Partner,

the session may include non-Team Members up to a total of 25 (twenty-five) participants.

- Quarterly Team Calls: Licensed Users may participate in quarterly remote calls, provided these remote calls are setup and attended by the Member and are facilitated by the Leadership Partner. Based on a joint decision between the Member and the Leadership Partner, these sessions may include non-Team Members.
- Research Board Research and related content: Includes Research Board studies on topics selected by the membership, materials created for and distributed at Board meetings.
- Consult the Board Library: Licensed User has access to all inquiries and responses collected as part of the peer decision support process.
- Individual Inquiry — Inquiry sessions of up to 30 minutes with a Research Expert which may be scheduled independent of other team members, and which also may be used to request reviews of business-related documents or contracts of up to 20 pages, including attachments
- Team Inquiry — Team Members are entitled to inquiry sessions with a Gartner research advisor and the Leadership Team
- Gartner for IT Leaders Research: Includes Gartner Core IT and role-specific research.
- Strategic Business Content: 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.
- Enterprise IT Leaders Webinars: Topical Web conferences on members' priorities open only to members and their extended teams.
- 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 and Practitioner Research: Includes peer benchmarks, best practices, case studies, tools, and templates. Facilitated Networking: Executive Partner will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise.
- Shared Research Folder: Team Members may add documents to a common folder in My Library.
- IT Key Metrics Data: Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- Conferences and Events Attendance at Gartner IT Summit: One (1) complimentary invitation to attend Gartner IT Summit.
- Webinars: Periodic multi-client virtual events (live and/or replays) where Gartner expert(s) present research on a topic and clients participate through Q&A chats/polls. Clients have access to webinars through gartner.com.

Additional Terms & Conditions

- This product is available by invitation only.
- This Service requires the separate purchase of Gartner for Global IT Leadership Team Plus: Team Leader.
- The Gartner IT Summit 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 transferable within the Client company but 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 an IT Summit.