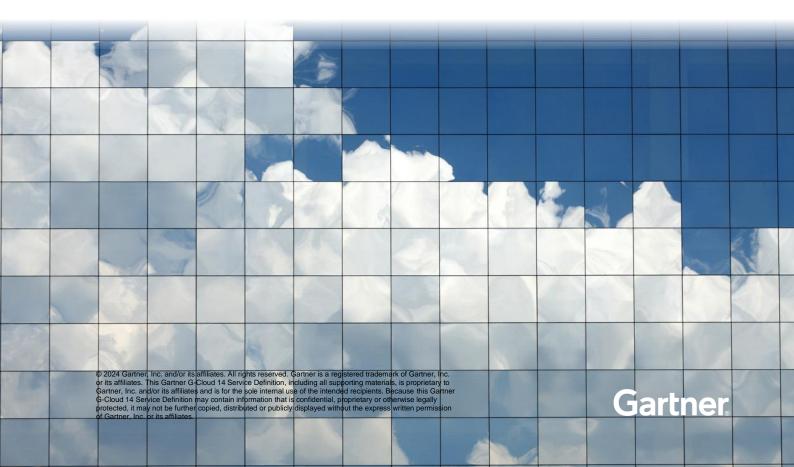# A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for CDAOs Executive — Team Member (GCDAOETM)

2024
Gartner G-Cloud 14 Service Definition

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# Service Description

The Gartner for CDAOs Executive Team Member service is designed to empower individuals who typically support the senior most data and analytics leaders in the Client company, usually the Chief Data & Analytics Officer (CDAO), to build and lead a data and analytics organisation that is core to the business strategy and drives better outcomes. The service provides actionable insights, access to top experts, tools, events, and peer networks.

# Service Benefits

- Individualised strategies based on client priorities and initiatives
- Ongoing engagement and delivery of value
- Gartner Analyst interactions
- IT Summit Conference access & peer networking interactions
- Exclusive research and content to advance critical priorities

# Service Features

- CDAO Role-based Content and Tools, IT Initiative Based Research
- Gartner for IT Leaders Research and Peer & Practitioner Research
- Strategic Business Content and Industry-specific IT Research
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual and Team Inquiry
- IT Summit Conference Ticket

# 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

- CDAO Role-based Content and Tools — Insight and Tools tailored to meet the unique and evolving needs of a specific role within an organisation. Topics span from building and maintaining programs to demonstrating business value, empowering clients to serve as strategic partners within their organisations and enable growth
- Gartner for IT Leaders Research — Enables clients to access the entire Core Research catalogue (e.g., Magic Quadrants, Vendor Ratings, Hype Cycles) and the additional tools from Gartner's IT Leaders library such as Toolkits (e.g., IT Score, ITBudget), Diagnostic Tools, and IT Key Metrics Data (e.g., IT performance measurement database, IT staffing levels, IT investment levels, key tech cost, performance metrics and trends). This provides clients with a complete set of pragmatic advice and decision-making tools to apply to their daily activities assisting them in applying Gartner methodologies to their specific situations

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- Peer & Practitioner Research — Includes peer benchmarks, best practices, case studies, tools and templates

- Strategic Business Content — Select business and role-focused content related to business topics of strategic interest to the role

- Industry-specific IT Research — Research that provides analysis and advice on major issues within the following industry sectors: banking and investment services, energy and utilities, insurance, manufacturing or retail. Industry research is designed to deliver key technology insights to technology leaders, business-focused IT professionals, and business executives

- IT Key Metrics Data — Based on a comprehensive IT performance measurement database, provides access to data on IT staffing levels, IT investment levels, key technology cost, performance metrics and trends. The reports include: 1) data on trends in IT spending and staffing in more than 20 industries, 2) unit cost and performance measures and trends across critical IT domains, and 3) data on information security investment levels and outsource market price benchmarks for the technology domains

- Gartner Peer Insights — Peer Community accessed through My Gartner, that provides access to a safe collaboration space for members to share content and advice

- Webinars — Periodic web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners

- 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

- IT Summit Conference Ticket — The Gartner IT Summit Conference Ticket provides admission to one (1) Gartner IT Summit Conference. Tickets provided as part of a Gartner Research offering are valid only for Gartner conferences that take place during the contract term of the Research offering for which the Ticket has been issued. Ticket may not be used for admission to any conference other than IT Summit

## Additional Terms & Conditions

- Each Team must consist of one (1) Leader and one (1) to ten (10) Members. All Member licenses must be coterminous with the Leader license

- The Team Member may use Key Insights Document Share on gartner.com to share with others in the client company Key Insights summaries of up to 25 (twenty-five) Gartner research documents per contract year. This sharing may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses

- Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert ("Individual Inquiry") which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team ("Team Inquiry")

- The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference as

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specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from the 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. 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) client employee and may not be used for admission to any Gartner conference other than IT Summit

- 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.

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