

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Global Chief Supply Chain Officers Leadership Team: Partner Team Member (GCSCOPRT)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Global Chief Supply Chain Officers Leadership Team: Partner Team Member permits Client to identify an individual reporting to the most senior supply chain executive for professional development. The Service provides an ongoing advisory relationship, a thinking partner to contextualise Gartner insights, and an elite peer network to validate strategies.

Service Benefits

- Leadership Partner and a client success manager
- Member Value Plan
- Targeted content based on role, preferences, and key initiatives
- Gain objective insights on Supply Chain products, services, and initiatives
- Digital executive and team guidance, insights and skills transfer

Service Features

- Assigned Service Delivery Team
- Virtual Team Workshop
- Strategy Meeting
- Supply Chain Research and related content
- Peer Experiences
- Facilitated Peer Networking and Events
- Special Interest Groups
- Individual Inquiry and Team Inquiry
- Leadership Development Coaching
- Supply Chain 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

- Assigned Service Delivery Team — The Leadership Partner and a client success manager will serve as the Team Member's primary points of contact for this Service. They will maintain the relationship through the delivery of the Service and implementation of a customised member value service plan created in collaboration with the Team Member at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting Team Member's expectations, value criteria, up to three (3) key initiatives, and action plan. The client success manager also facilitates inquiry sessions and respond to specific requests for Gartner research and insight
- Virtual Team Workshop — Up to half-day annual virtual 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

- Virtual Strategy Meeting — Leadership Partner will meet with Team Member for coaching and advice with focus on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner research and the peer community
- Supply Chain Research — Foundational research, best practices, maturity models and toolkits help supply chain leaders run a demand-driven organisations. Includes vertical- specific supply chain content across the following industries: retail, consumer products, high-tech, chemical, industrial equipment and components, healthcare providers, and life sciences. Research technology areas covered include ERP, BI, CRM, and Supply Chain Management. In addition, supply chain leaders have access to the relevant Gartner IT Industry content published to the IAS Manufacturing and IAS Retail services
- Peer Community Contributed Content — Access to a library of peer contributed videos, webinars and case studies to learn from real life best practices
- 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
- Facilitated Networking — Service Delivery Team will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise
- Individual Inquiry — Unlimited, 50-minute sessions with Gartner research advisors to ask questions based on published research or request reviews of business-related documents. Participation is limited to the research advisor and the Partner, Delegate or Advisor Team Members. Partners, Delegates or Advisor Team Members may participate in each other's inquiry sessions
- Team Inquiry — Includes 50-minute sessions with Gartner research advisors to ask questions based on published research or request reviews of business-related documents. Team Members may lead the discussion or pose questions to the research advisor on their behalf or on the behalf of the team, provided the sessions are scheduled and attended by the Leader to advance the Team Leader's agenda
- Leadership Development Coaching — Leadership Partner and Team Member will have phone-based consultations up to four (4) times per year to review practitioner best practices based on topics selected by the Team Member
- Supply Chain Conference Ticket — Admission for one attendee to attend a Supply Chain Executive Conference

Additional Terms & Conditions

- Limited release service subject to pre-qualification
- One (1) Leader plus a minimum of three (3) and a maximum of ten (10) additional members are required for this product option. One (1) Advisor Team Member must be included for every Partner Team Member
- Participation in inquiry calls is limited to the Licensed User(s) and the research advisory only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The Partner Team Member is entitled to two types of inquiry: (i) inquiry sessions with a research advisory ("Individual Inquiry"), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with a research advisor and the Leadership Team ("Team Inquiry"). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose

questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader's agenda

- The Gartner Supply Chain Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Supply Chain 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 offering are valid only for Gartner 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 other Gartner 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.