

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Enterprise IT Leaders Individual Access (EITLIM)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Gartner for Enterprise IT Leaders Individual Access is for senior IT leaders in large, complex enterprises who are managing IT functions for a business unit or the entire enterprise. Gartner provides indispensable insights on all aspects of cloud including IaaS, PaaS, SaaS, Cloud security and IT cost optimisation through cloud.

Service Benefits

- Membership-based service for CIO direct reports
- Combines expert coaching with pragmatic Gartner research
- Tailored exclusively to professionals in IT leader roles
- Based on Leaders' individual value plans
- Tied to their key Cloud initiatives
- Digital executive guidance, insights and skills transfer

Service Features

- Assigned Service Delivery Team
- Member Value Plan and Annual Virtual Strategy Meeting
- Gartner Advisor Inquiry
- Facilitated Peer Networking and Community Events
- Core IT Research and Role-Specific IT Research
- IT Key Metrics Data
- Peer & Practitioner Research
- IT Summit Conference Ticket
- Tools & Templates and Selected Vendor Reports
- Weekly Picks & News Analysis

Invoicing

- The service is provided for one licensed user for a period of 12 months
- Gartner will bill for 100% of the fees at contract signing
- All invoices are payable net 30 days from date of invoice

Full List of Service Features

- Assigned Service Delivery Team — The Executive Partner and a client success manager will serve as Licensed User's primary points of contact for this Service. They will maintain the relationship through the delivery of the Services and implementation of a member value plan. The service professional will facilitate inquiry and respond to specific requests for Gartner research and insight
- Member Value Plan — The customised service plan is created in collaboration with the Licensed User at Service kick-off and reviewed periodically through the membership lifecycle. Elements include setting Licensed User's expectations, value criteria, up to three (3) key initiatives and an action plan

- One (1) Annual Virtual Strategy Meeting — Executive Partner will meet with Licensed User in a strategy meeting for coaching and advice, strategic planning, and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner research and the member peer community
- Facilitated Networking — Team Leader may request meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise
- Peer & Practitioner Research — 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 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
- Research Advisor Inquiry — Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call)
- IT Summit Conference Ticket

Additional Terms & Conditions

- This product is only available as a renewal product for existing license holders only
- The Conference 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
- 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.