A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs v2 Guided Team: Advisor Member (EXPV2G11)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

This service permits the client to identify an advisor team member, typically an individual reporting to the CIO, for professional development. Service provides an ongoing advisory relationship with Gartner and is supported by service delivery team.

Service Benefits

- Client Success Manager to help maximise service value
- Digital strategic and team guidance, insights and skills transfer
- Delivered through a Cloud-based service
- Stay on top of emerging trends
- Greater team collaboration
- Access to Gartner Analysts
- Leadership development content

Service Features

- Assigned service delivery team, including a Client Success Manager
- Executive Programs Research and Related Content
- All industry research
- Business initiatives content
- Schedule Individual Inquiries with Gartner Analysts
- Attend Team Inquiries with Gartner Analysts scheduled by Leader
- Ticket to Gartner IT Summit
- Online Peer Community for networking

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 – Client Success Manager. The client success manager is an experienced service professional who understands the Licensed user's context and priorities, helps them understand their entitlements and leverage the most relevant Gartner resources.
- Individual and Team Inquiry — Access to Gartner experts associated with this Service. Inquiry call participation is limited to the expert, the Leader, and Team Members. The Licensed user can schedule individual sessions with an expert and team sessions. Team sessions must be requested and moderated by the Licensed user, who must be present on the call and lead the discussion and questions to advance the Team agenda. The Licensed user may, on an occasional and infrequent basis (not to exceed 10 (ten) times per contract year, and not to exceed more than 25 (twenty-five) individuals per session), include in inquiry calls non-Team Members from within the client company.

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- 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 report topics. Business Research and Related Content is 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.
- CIO Exclusive Leadership Development Content — Written for aspiring CIOs and focused on the professional development of Team Members. Targeted to professionals, typically direct reports to the CIO, who are interested in developing the skills necessary for technology leadership.
- Role-specific Research — Insight and Tools tailored to meet the unique and evolving needs of a specific role within an organization. Topics span from building and maintaining programs to demonstrating business value, empowering clients to serve as strategic partners within their organisations and enable growth.
- Industry 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.
- Emerging Technology and Trends — Reports that analyse the key trends and recommendations across multiple dimensions such as technology, channel, vertical, et. al. This research provides high-level guidance on countries with rapidly developing technology markets.
- Facilitated Networking — Service Delivery Team will, upon request, arrange meetings with peers around a specific topic or area of expertise.
- Document Forwarding — Licensed User may, on an occasional and infrequent basis, forward to others in client company no more than 25 (twenty-five) individual Gartner Research documents per contract year. This may not be done on a routine basis, or via posting on Client’s intranet, or in any other manner that has the intent or effect of avoiding the purchase of additional Gartner User licenses
- Gartner IT Summit — 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

- This product is only available to organisations with over 4000 employees
- The Service is part of Executive Programs v2 and requires the separate purchase of Executive Programs v2 Guided Team Leader Service.
- The conference invitation entitles the Licensed User to register for one (1) conference and is valid for 12 (twelve) months from the date of issue. A conference invitation provided as part of a Gartner Research offering is valid only for a conference during the contract term of that Research offering. Invitations are not transferable. A single invitation may not be used by more than one (1) employee of client company and may be used for admission to any IT Summit.

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