

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner Industry Advisory Services Leadership Team: Cross Function Team Member (IASLTCFM)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Gartner Industry Advisory Services Leadership Team: Cross Function Team Member pairs the technical know-how of Gartner for IT Leaders with indispensable insights including industry-specific research and analysis. IAS provides data, insights, and practical solutions related to industry issues, market dynamics, and emerging information technologies.

Service Benefits

- Aids the productivity of clients who work in team environments
- Leader can share the Gartner relationship with his/her team
- Team Members can join the Leader in Team Inquiry
- Targeted content based on role, preferences, and key initiatives
- Network with other IT professionals
- Gain objective insights on IT products, services, and initiatives
- Digital executive and team guidance, insights and skills transfer

Service Features

- Industry-specific IT Research and Role-specific IT Research
- Core IT Research and IT Initiative Based Research
- Peer and Practitioner Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports and Weekly Picks & News Analysis
- IT Podcast Series and Webinars
- Team Analyst Inquiry

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

- Industry-specific IT Research — Access to Gartner Research related to the specific industry preselected by the Client at time of purchase
- Select *Harvard Business Review* content — Specially selected documents that leverage Harvard business expertise in key industries
- Core IT Research, IT Initiative Based Research and Role-specific IT 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

- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across IT domains
- Diagnostic Tools — Interactive web-based tools that allow clients to apply Gartner methodologies to their specific situations. Diagnostic Tools deliver a customised set of recommended actions based on the clients' answers to a series of questions
- Templates and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis — Access to additional research, without impact on Document and Reversal Allocations. Weekly Picks are selected by Gartner research advisors (10 per week, with at least one document selected per Gartner for Enterprise IT Leaders role). These documents refresh weekly and are available only during the week they are selected. News Analysis is informed and immediate insight from Gartner on breaking news in IT
- Peer and Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates
- Webinars — Periodic web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners
- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology
- Peer Networking: Peer Community — Access an exclusive, trusted community of IT and business professionals who share unbiased references and opinions on technology products and vendors to help avoid pitfalls and leverage one another's experiences with strategic IT initiatives
- Team Inquiry — Includes 30-minute sessions with Gartner Analysts 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 analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Leader to advance the Team Leader's agenda

Additional Terms & Conditions

- At least three (3) Advisor Team Member or Cross Function Team Member seats must be sold with each Industry Advisory Services Leadership Team: Team Leader. The maximum number of Members per Team is ten (10)
- Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users either inside or outside of the Client company, may not attend or otherwise participate on the call). Team Members are entitled to inquiry sessions with an Analyst and the Team Leader ("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 Analyst on behalf of the team, provided all such questions and discussions advance the Team Leader's agenda

- 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.