

# **A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for CDAOs Executive: Tech Professional Team Member (GCDAOETP)**

2024

Gartner G-Cloud 14 Service Definition

## Service Description

Gartner for CDAOs Executive: Tech Professional Team Member is designed for individuals focused on technical implementation who typically support the data and analytics domain in the client company. The Service is part of Gartner for CDAOs Executive and requires the separate purchase of Gartner for CDAOs Executive: Team Leader.

## 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
- Technical guidance, insights and skills transfer

## Service Features

- Tech Professional Research and Advisory Tools and Reports
- Peer Experiences
- Enhanced Vendor Selection Reports
- Individual and Team Inquiry
- Webinars
- Gartner IT Summit

## 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
- This product is only available as a renewal product for existing license holders only

## Full List of Service Features

- A Client Success Manager (CSM) will serve as the primary service point of contact and work to drive engagement with the client and client's team
- Tech Professional Research and Advisory Tools and Reports — Covers application platforms, collaboration and content management, data center, data management, identity and privacy, network and telecom, and security and risk management
- Peer Experiences — Gartner provides opportunities for peer engagement in a variety of ways. Licensed Users have access to Gartner assets that enable rating and reviews, connecting with qualified peers, community features, and exclusive features specific to client role
- Enhanced Vendor Selection Reports — Vendor Rating Research, Gartner Peer Insights Voice of the Customer Research, Select Magic Quadrants and Critical Capabilities Research aligned to GTP vendor market coverage
- 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 — Inquiry-enabled licensed seat holders may schedule 30-minute sessions with research experts to cover entitled content. Team Members may join other Team Member inquiries. Team inquiry session topics must align to Team Members' research entitlements
- 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

- This product is only available as a renewal product for existing license holders only
- Each Team must consist of 1 Leader and 1 to 10 coterminous Team Members. All Team Member licenses must be coterminous with the Leader license
- Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research 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 invitation or "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](https://gartner.com).