

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner Industry Advisory Services Leadership Team: Team Leader (IASLTLDR)

2024

Gartner G-Cloud 14 Service Definition

Service Description

Gartner Industry Advisory Services Leadership Team: Team Leader 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
- Individual and Team Inquiry
- IT Summit Conference Ticket and Peer Networking

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 — Research that provides analysis and advice on major issues within the selected industry (Banking & Investment, Energy & Utilities, Insurance, Manufacturing or Retail). Industry research is designed to deliver key technology insights to technology leaders, business-focused IT professionals, and business executives
- 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

- Best Practice and Decision Support Content — Includes peer benchmarks, best practices, case studies, tools, and templates
- Select *Harvard Business Review* content — Specially selected documents that leverage Harvard business expertise in key industries
- 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
- Webinars — Periodic web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners
- 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
- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology
- Analyst Inquiry — Includes 30-minute sessions with Gartner analysts to ask questions based on published research or request reviews of business-related documents.
- Team Inquiry — The Team Leader must schedule and attend the Team Inquiry sessions which are up to 30 minutes. 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
- IT Summit Conference Ticket — The IT Summit Conference Ticket provides admission to one Gartner 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
- Key Insight Document Share — Allows the team leader to share, with non-Gartner licensed users, via an online experience, the key insights (e.g., summary, key findings, key figures, recommended reading, etc.) for up to 25 documents. The online experience also includes access to webinars and a selection of complementary Gartner content

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 Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non- Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). 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
- The Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner 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 Research offering. 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) employee and may not be used for admission to any Gartner Conference other than 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://www.gartner.com).