

# **A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Executive Programs Leadership Team Plus with Industry: Partner Team Leader (EPLPPRTL)**

2024

Gartner G-Cloud 14 Service Definition

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## Service Description

Executive Programs Leadership Team Plus with Industry: Partner Team Leader permits the client to identify an individual reporting to the CIO, for professional development. The service provides indispensable insights and specific guidance on best practice for cloud deployment and strategy, plus industry insights.

## Service Benefits

- Service Delivery Team; Executive Partner and Client Success Manager
- Digital executive and team guidance, insights and skills transfer
- Serviced response to specific requests for Gartner research and insight
- Individualised strategies based on client priorities and initiatives
- Ongoing engagement and delivery of value
- Virtual Strategy Meetings, Analyst interactions and events
- Industry-specific IT Research and Industry-focused Research Advisors
- Symposium attendance and peer networking interactions
- Best Practice and Decision Support Content

## Service Features

- Assigned Service Delivery Team and Access to Gartner Analysts
- Virtual Annual Meeting and Virtual Team Workshop
- Gartner IT Symposium/Xpo
- Peer Community Events, Special Interest Groups and Peer Networking
- Access to Gartner for IT Leaders Research and Related Content
- Strategic Business Content and Peer & Practitioner Research
- Industry-specific IT Research and IT Initiative Based Research
- Executive Programs Research and Related Content
- Leadership Development Research and Role-specific IT Research
- Digital Execution Scorecards and IT Key Metrics Data

## Invoicing

- The Executive Programs Leadership Team Plus with Industry: Partner Team Leader is composed of two sets of users: The Leader, and Team Members.
- 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 — An Executive Partner with past experience in senior technology executive roles and a Client Success Manager will serve as the Leader'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 Client Success Manager (CSM) will facilitate Inquiry and respond to specific requests for Gartner research and insight. The CSM, an experienced service professional who understands the Client's context and priorities, helps the Client understand the entitlements of their Service, and provides personalised, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The CSM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Executive Programs Leadership Team Leader

- Member Value Plan — Customised service plan created in collaboration with the Partner Team Leader at the beginning of the Service and reviewed and revised periodically through the membership life cycle. Elements include Partner Team Leader expectations, value criteria, up to three (3) key initiatives, and action plan
- Annual Virtual Strategy Meeting — The annual virtual strategy meeting between the Partner Team Leader and the Executive Partner is to review and apply Executive Programs research or other applicable content and to provide advice on issues of relevance to the Partner Team Leader.
- Virtual Team Workshop — An up to half-day strategy session facilitated by an Executive Partner and focused on application of Executive Programs research and action planning. Workshop topic is selected from a list of available Executive Programs workshops by Partner Team Leader and the Delivery Team.
- Advisor Inquiry for the Partner Team Leader — Provides access to Gartner Advisors who are associated with this Service. Participation is limited to the Gartner Advisor, the Partner Team Leader, and the Team Members. The Partner Team Leader must schedule and attend the Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the research advisor on behalf of the team to advance the Partner Team Leader's agenda.
- Attendance at Gartner IT Symposium/Xpo — One (1) complimentary, non-transferable invitation for the Partner Team Leader to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements
- Special Interest Groups — Topical Web conferences, open only to Licensed Users and their extended teams, on key issues related to peer-selected topics. Licensed Users share strategies and tactics, and experts provide insight and context. At the start of the webinar, Licensed Users are advised that the call is being recorded and may request that the call not be recorded.
- Peer Networking: Peer Directory — Access to searchable directory of senior technology leaders. Online Forums — Access to virtual discussions of common issues among peers on gartner.com. Offline Meet-ups — Access to designated lounges at Gartner IT Symposium/Xpo. Facilitated Networking — Service Delivery team will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise
- Gartner for IT Leaders Research and Related Content — Includes Gartner Core IT and Role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner Research Advisors
- Strategic Business Content for IT Executives — Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers
- Best Practice and Decision Support Content — Includes peer benchmarks, best practices, case studies, tools, and templates
- IT Research, IT Initiative Based Research, and Role-specific IT Research

- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains
- Executive Programs Research and Related Content — Research Reports — Up to 12 (twelve) Reports per year, covering Gartner-selected topics on areas where business and IT intersect. (Schedules are approximations and are dependent on the publication schedule of relevant Research.) Includes associated tools and teleconferences hosted by Executive Programs authors to discuss their Research Reports. Business Research and Related Content — Targeted to CIOs, CFOs, and other business executives
- Leadership Development — Leadership Development Research and Related Content — Customised professional development content for technology leaders, targeted to Team Members. Leadership Development Coaching — The Executive Partner (who is aligned with the Leader and has past experience in senior technology executive roles) and Partner Team Leader create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Partner Team Leader to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Partner Team Leader in the context of the Partner Team Leader’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan
- IT Podcast Series — Advisor commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device
- Digital Execution Scorecard — The Digital Execution Scorecard provides a comprehensive set of digital strategy benchmarks to accelerate decision making and drive execution.

## Additional Terms & Conditions

- The Service, which is part of the Executive Programs Leadership Team Plus with Industry, requires the separate purchase of: 1) the Executive Programs Leadership Team Plus: Leader service, and at least 2 Advisor Team Member or Cross Function Team Member seats
- The Partner Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client organisation. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses
- 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 the client company and may not be used for admission to any conference other than the Gartner IT Symposium/Xpo Conference
- 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.