

A G-Cloud 15 Service Definition for Gartner for Chief Audit Executives: Team Leader (CAETL)

Gartner G-Cloud 15 Service Definition
2026

Service Description

Gartner for Chief Audit Executives - Team Leader is for the Chief Audit Executive and their leadership team. The Product provides user with (i) an ongoing advisory relationship with Gartner, and (ii) access to insights covering the legal, risk, compliance and audit sectors and specific roles in a team environment..

Service Benefits

- Research to understand legal, compliance, and data-privacy risks
- Peer benchmarks, diagnostics and case studies
- Effective resource allocation, issues diagnosis, and best practice insights
- Targeted content based on role, preferences, and key initiatives
- Dedicated service delivery
- Provides relevant content, data, and access
- Live and virtual events with peer executives
- Unlimited, on-demand advisory and research advisor support
- Access to online peer community for collaboration and advice
- Accessible by browser and app

Service Features

- Assigned Customer Success Team
- Gartner Insights for Legal, Risk, Compliance and Audit Roles
- Peer & Practitioner Research
- Peer Networking, plus Peer Benchmarks and Case Studies
- Virtual and/or Live Peer Meetings and Webinars
- Tools and Templates
- Functional Diagnostics and Employee Culture Diagnostic
- Individual Analyst Inquiry & Team Analyst Inquiry
- Gartner Enterprise Risk, Audit and Compliance Conference Ticket
- AskGartner AI tool, providing tailored actionable Gartner insights on demand

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 Customer Success Team** — An Executive Partner, who is a member of the Assigned Customer Success Team (“Success Team”), will serve as Licensed User’s primary point of contact for this Product. The Executive Partner will work with Licensed User to develop and continuously evolve an advisory plan to: (i) highlight value sought, (ii) identify key issues on which product delivery will focus, and (iii) define how the Product will deliver that value. The Executive Partner will, as necessary, select and synthesize insights in accordance with the plan. Client interactions with the Executive Partner may include Strategy Meetings, insights expert dialogues, Gartner Enterprise Risk, Audit and Compliance Conference attendance, Peer Engagement and Insights, Executive Partner teleconferences or meetings. A Client Success Manager, also a member of the Executive Team, will work in partnership with the Executive Partner to facilitate a coordinated service approach.
- **Virtual Strategy Meetings:** Success Partner will conduct virtual meetings with Client to (i) review and apply relevant insights content, (ii) recommend appropriate experts on issues of importance to Client, and/or (iii) discuss progress of and, when necessary, modify the advisory plan.
- **Peer & Practitioner Research** — Research content and validated approaches for solving critical challenges
- **Tools and templates** — Step-by-step toolkits to execute on key initiatives
- **Functional diagnostics & Employee Culture Diagnostic** — Tools for diagnosing the current state of the function and/or its roles. Licensed Users may deploy Functional Diagnostics and Employee Culture Diagnostic to both Licensed and non-Licensed Users in the client company
- **Peer benchmarks and case studies** — Benchmarking reports and best-practice insights
- **Virtual Strategy Meetings** — Success Partner will conduct virtual meetings with Client to (i) review and apply relevant insights content, (ii) recommend appropriate experts on issues of importance to Client, and/or (iii) discuss progress of and, when necessary, modify the advisory plan
- **Analyst Inquiry** — Access to individual discussions with research advisors
- **Team Inquiry** — Participate in team discussion with research advisors
- **Peer networking** — Access to peer networking through facilitated inquiries
- **Live events** — Access to live meetings and events
- **Virtual events** — Access to online meetings and events.
- **AskGartner** — AskGartner is a generative AI-powered tool available on gartner.com. Sourced solely from proprietary Gartner data, it provides our unbiased perspective and expertise through AI-powered conversational interactions, replacing older keyword-based searching and providing a more holistic overview of Gartner insight on a given topic or question.

Additional Terms & Conditions

- The Product requires the separate purchase of Chief Audit Executive Member Products.
- Licensed Users may deploy Functional Diagnostics & Employee Culture Diagnostic to both licensed and non-licensed users within the Client company
- 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 of the client company, may not attend or otherwise participate on the call). The Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Leader’s agenda.
- The Conference 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 insights offering are valid only for Gartner conferences during the contract term of that product. One (1) Ticket is issued per contract term of 12 (twelve) months – 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 a Gartner Enterprise Risk, Audit and Compliance Conference.
- 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).