

A G-Cloud 15 Service Definition for Gartner for Chief Human Resource Officers Executive — Team Leader (GCHROBLE)

Gartner G-Cloud 15 Service Definition
2026

Service Description

The Gartner for CHROs Executive: Team Leader service is designed for the CHRO/head of human resources, and his or her leadership team. The Service provides Client with (i) an ongoing advisory relationship with Gartner, and (ii) access to research covering the human resources sector and specific human resources roles in a team environment.

Service Benefits

- Assigned Service Delivery Team
- Research to understand and solve human resources challenges
- Effective resource allocation, issues diagnosis, and best practice insights
- Network with other Human Resources professionals
- Targeted content based on role, preferences, and key initiatives
- Digital executive and team guidance, insights and skills transfer
- Live and virtual events with peer executives
- Accessible via browser and app
- Access to online peer community for collaboration and advice
- AskGartner - AI tool providing tailored, actionable Gartner insights on demand

Service Features

- Assigned Service Delivery Team and Virtual Strategy Meeting
- Gartner Research for HR Roles and HR Initiative Based Research
- Role-specific HR Research
- Peer & Practitioner Research and Peer Networking
- Tools and Templates and Maturity Assessments
- Functional & Employee Diagnostics
- Peer Benchmarks and Case Studies
- Individual Analyst Inquiry and Team Inquiry
- Gartner HR Symposium/Xpo™ Ticket
- Virtual and/or Live Peer Meetings and Webinars

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

- Service Delivery Team — A Service Partner, who is a member of the Assigned Service Delivery Team, will serve as Licensed User's primary point of contact for this Service. The Service 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 service delivery will focus, and (iii) define how the Service will deliver that value. The Service Partner will, as necessary, select and synthesise research in accordance with the plan. Client interactions with the Service Partner may include Strategy Meetings, Gartner research expert dialogues, Gartner HR Symposium/Xpo™ Conference attendance, Peer Networking interactions or Service Partner teleconferences. A client success manager, also a member of the Delivery Team, will work in partnership with the Service Partner to facilitate a coordinated service approach
- Strategy Meetings — Service Partner will meet virtually with Licensed User for coaching and advice on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner research and the Peer Community
- Gartner Research for HR Roles, HR Initiative Based Research and Role-specific HR Research — Gartner technology research for HR leaders
- Peer & Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates
- Tools and templates — Step-by-step toolkits to execute on key initiatives
- Functional diagnostics — Tools for diagnosing the current state of the function
- and/or its roles. Licensed Users may deploy Functional Diagnostics to both Licensed and non-Licensed Users in the client company
- Peer benchmarks and case studies — Benchmarking reports and best-practice insights
- Analyst Inquiry — Access to individual discussions with research advisors
- Team Inquiry — Participate in team discussion with research advisors
- Peer networking — Client may request facilitated meetings or conference calls with peers on a specific topic to exchange information about best practices or areas of expertise
- Live events — Access to live meetings and events
- Virtual events — Access to online meetings and events
- Employee diagnostics — Tools for diagnosing the current state of the employee experience
- Gartner HR Symposium/Xpo™ Ticket
- Maturity Assessments.
- AskGartner — 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

- One (1) Leader plus a minimum of three (3) and a maximum of ten (10) additional members are required for this product option
- Licensed Users may deploy Functional Diagnostics to both Licensed and non-Licensed Users within the Client company
- Team Leader may, on an occasional and infrequent basis, forward to others in client company up to 25 (twenty-five) Gartner research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding purchase of additional User licenses
- Participation in inquiry calls is limited to Licensed User(s) and Gartner expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert ("Individual Inquiry"), which may be scheduled and attended independent of Team Members; and (ii) inquiry sessions with an expert and the 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 Symposium Ticket is a numbered identifier (e.g., 424562) that entitles Licensed User to register for one (1) Gartner Symposium as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from date of issue, per expiration date on the Ticket Letter. Tickets provided as part of a Gartner research offering are valid only for conferences during the contract term of that research offering. Tickets are non-transferable. A single Ticket may not be used by more than one (1) employee and may not be used for admission to any conference other than the Gartner HR Symposium/Xpo™
- 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).