

# **A G-Cloud 15 Service Definition for Executive Programs Leadership Team Plus with Industry: Cross Function Team Member (EPLPCFI)**

Gartner G-Cloud 15 Service Definition  
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## Service Description

Executive Programs Leadership Team Plus with Industry: Cross Function Team Member permits the client to identify a cross function team member, typically an individual reporting to the most senior IT executive, usually the CIO. The service provides indispensable insights on best practice for Cloud deployment and strategy.

## Service Benefits

- Client Success Manager is the Member's primary point of contact
- The Client Success Manager understands the client's context and priorities
- Digital executive guidance, insights and skills transfer
- Individualised strategies based on client priorities and initiatives
- Ongoing engagement and delivery of value
- Virtual Strategy Meeting and Analyst interactions
- Symposium attendance and peer networking interactions
- 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 Access to Gartner Analysts
- Access to Subject Matter Expert Analysts and Virtual Team Workshop
- Gartner IT Symposium/Xpo and Peer Networking
- Leadership Development Research and Related Content
- Gartner for IT Leaders Research and Related Content
- Strategic Business Content and Peer & Practitioner Research
- IT Initiative based Research and Industry-specific IT Research
- Executive Programs Research on Cloud Services & Technologies
- IT Key Metrics Data
- Digital Execution Scorecards

## 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 Client Success Manager** — A Client Success Manager will serve as the Cross-Function Team Member's primary point of contact for this Service. The Client Success Manager (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 Leader
- **Virtual Team Workshop** — Participate in a half-day annual strategy session (jointly determined by the Executive Partner and Leader) facilitated by the Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by Leader and Executive Partner from a list of available Executive Programs workshops
- **Research Advisor Inquiry for the Cross-Function Team Member** — Cross Function Team Member(s) may participate in Advisor Inquiry provided the Inquiry sessions are requested and moderated by the Leader. The Leader must be present on the Inquiry call and manage and lead the Inquiry discussion and questions in order to advance the Leader Agenda
- **Attendance at Gartner IT Symposium/Xpo** — One (1) complimentary, non-transferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements
- **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 Meetups** — Access to designated lounges at Gartner IT Symposium/Xpo
- **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 Analysts
- **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
- **Peer & Practitioner Research** — Includes peer benchmarks, best practices, case studies, tools, and templates
- **Industry-specific IT Research** — Access to Gartner Research related to the specific industry preselected by the Client at time of purchase
- **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 Research and Related Content — Customised professional development content for technology leaders, targeted to Team Members
- IT Podcast Series — A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology
- Digital Execution Scorecards — The Digital Execution Scorecard provides a comprehensive set of digital strategy benchmarks to accelerate decision making and drive execution.
- 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**

- This product is only available as a renewal product for existing license holders only
- One (1) Leader plus a minimum of three (3) and a maximum of ten (10) additional members are required for this product option
- 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 not transferable within the client company and 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 Gartner IT Symposium/Xpo 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.