

A G-Cloud 15 Service Definition for Gartner for Enterprise Architecture Leaders Guided — Team Leader (GEAG2)

Gartner G-Cloud 15 Service Definition
2026

Service Description

Gartner for Enterprise Architecture Leaders Guided: Team Leader is designed for the senior most enterprise architecture (EA) leader in the client company. It provides actionable insights, access to experts, tools, events, and peer networks that help EA Leaders accelerate their programs and collaborate with business stakeholders.

Service Benefits

- Ongoing engagement and delivery of value
- Executive Partner and Client Success Manager serve as primary points of contact
- Gartner Analyst interactions
- IT Summit Conference access & peer networking interactions
- Exclusive research and content to advance critical priorities
- Digital executive guidance, insights and skills transfer
- AskGartner - AI tool providing tailored, actionable Gartner insights on demand
- Access to online peer community for collaboration and advice
- Accessible by browser and app

Service Features

- EA Leaders Role-based Content and Tools
- IT Initiative Based Research
- An Executive Partner with experience in senior technology executive roles
- Gartner for IT Leaders Research and Peer & Practitioner Research
- Strategic Business Content and Industry-specific IT Research
- IT Key Metrics Data, Diagnostic Tools and Templates
- Selected Vendor Reports
- Webinars
- Individual and Team Inquiry
- IT Summit Conference Ticket with VIP Access

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

- **Client Success Manager:** A Client Success Manager will serve as the Licensed User's primary points of contact for the Product. The Client Success Manager is an experienced professional who understands the Licensed User's context and priorities and helps them to understand their entitlements and leverage the most relevant Gartner resources.
- **Executive Partner:** An Executive Partner with experience in senior technology executive roles will help define and develop customized plans based on Licensed User's priorities and initiatives. The Licensed User may interact monthly with the Executive Partner and Gartner to ensure ongoing engagement and delivery of value. Interactions may include virtual strategy meetings, peer networking or Executive Partner virtual discussions.
- **Gartner for IT Leaders 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
- **Peer & Practitioner Research** — Includes peer benchmarks, best practices, case studies, tools and templates
- **Strategic Business Content** — Select business and role-focused content related to business topics of strategic interest to the role
- **Industry-specific IT Research** — Research that provides analysis and advice on major issues within the following industry sectors: banking and investment services, energy and utilities, insurance, manufacturing or retail. Industry research is designed to deliver key technology insights to technology leaders, business-focused IT professionals, and business executives
- **Emerging Technology Reports** — Reports that build on the relevant Hype Cycle and provide more in-depth coverage of technologies that will impact clients. The purpose of this research is to educate the reader on the market impact of the emerging technology
- **IT Key Metrics Data** — Based on a comprehensive IT performance measurement database, provides access to data on IT staffing levels, IT investment levels, key technology cost, performance metrics and trends. The reports include: 1) data on trends in IT spending and staffing in more than 20 industries, 2) unit cost and performance measures and trends across critical IT domains, and 3) data on information security investment levels and outsource market price benchmarks for the technology domains
- **Individual Inquiry** — Inquiry sessions of up to 30 minutes with a Research Expert which may be scheduled independent of other team members, and which also may be used to request reviews of business-related documents or contracts of up to 20 pages, including attachments
- **Webinars** — Periodic web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners

- IT Summit Conference Ticket - Attendance at Gartner IT Summit with Exclusive Member Experience: One (1) complimentary invitation to attend Gartner IT Summit, including standard Summit entitlements plus an exclusive member experience that may include priority booking for onsite One-on-One meetings with Gartner experts, access to an Exclusive Member Lounge and meeting rooms in the Exclusive Member Meeting Center, and networking opportunities with peers and Gartner Customer Success associates
- 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

- The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from the 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. 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) client employee and may not be used for admission to any Gartner conference other than IT Summit
- 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.
- 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 the client company, may not attend or otherwise participate on an inquiry call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert ("Individual Inquiry") which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team ("Team Inquiry")
- The Team Leader may forward to others in the 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 the purchase of additional User licenses