

A G-Cloud 15 Service Definition for Gartner for I&O Leaders Self-Directed — Team Leader (G4IOSDTL)

Gartner G-Cloud 15 Service Definition
2026

Service Description

The Gartner for I&O Leaders Self Directed Team Leader service is designed to empower the senior most infrastructure and IT operations leaders in the Client company to build and lead an organisation that is core to the business strategy and drives better outcomes. The service provides actionable insights, access to top experts, tools, events, and peer networks that help I&O Leaders accelerate their programs and collaborate as strategic leaders with business stakeholders.

Service Benefits

- A Client Success Manager will serve as primary point of contact
- Ongoing engagement and delivery of value
- Gartner Analyst interactions
- IT Summit Conference access & peer networking interactions
- Exclusive research and content to advance critical priorities
- Live and virtual events with peer executives
- Digital executive guidance, insights and skills transfer
- Unlimited, on-demand advisory and research advisor support
- Accessible by browser and app
- Access to online peer community for collaboration and advice
- AskGartner - AI tool providing tailored, actionable Gartner insights on demand

Service Features

- I&O Role-based Content and Tools, IT Initiative Based Research
- Gartner for IT Leaders Research and Peer & Practitioner Research
- Strategic Business Content and Industry-specific IT Research
- Emerging Technology Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- 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

- Guided Service Partner — An Executive Partner and Client Success Manager will serve as the License User's primary points of contact for this Service and will maintain the relationship through the delivery of the Service and implementation of a member value plan. The customised service plan is created in collaboration with the License User at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting License User expectations, value criteria, up to three (3) key initiatives and action plan
- Annual Strategy Meeting — Licensed User will meet virtually with the Executive Partner 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
- Facilitated Networking, Peer Community Research and Content
 - Facilitated Networking: Service Delivery Team will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise.
 - Peer & Practitioner Research: Includes peer benchmarks, best practices, case studies, tools and templates.
- I&O Role-based Content and Tools — Insight and Tools tailored to meet the unique and evolving needs of a specific role within an organisation. Topics span from building and maintaining programs to demonstrating business value, empowering clients to serve as strategic partners within their organisations and enable growth
- Exclusive Leadership Research and related content — Access to content written on initiatives for Executive Leadership to address the specific and shared needs of leaders in their broader executive role regardless of domain e.g., Digital Business Transformation, Talent, Internal Communications, and others
- 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
- 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
- Team Inquiry — Team Members are entitled to inquiry sessions with a Gartner research advisor and the Leadership Team
- 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 with VIP Access — The Gartner IT Summit Conference Ticket provides admission to one (1) Gartner IT Summit Conference with VIP access. The VIP access provides an exclusive and elevated experience that is tailored executives. Tickets provided as part of a Gartner Research offering are valid only for Gartner conferences that take place during the contract term of the Research offering for which the Ticket has been issued. Ticket may not be used for admission to any conference other than an IT Summit
- 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

- Each Team must consist of one (1) Leader and one (1) to ten (10) Members. All Member licenses must be coterminous with the Leader license
- 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
- 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 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

- 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.