

A G-Cloud 15 Service Definition for Gartner Global CTO Research Board (GGCTORB)

Gartner G-Cloud 15 Service Definition
2026

Service Description

Gartner for Global CTOs is a forum for the development of chief technology officers and heads of infrastructure from the world's largest organisations. This Service provides access to a peer network, proprietary research, and board meetings.

Service Benefits

- Assigned service delivery team to maximise service value
- Access to Gartner expert Analysts
- Helps clients shape and achieve their mission-critical priorities
- Confidential, forward-thinking research
- Strategic insights, in-depth meetings and one-on-one discussions
- Tailored insights, 360-degree viewpoints and provocative ideas
- Learn from a unique, global ecosystem of experts
- 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

- Service Delivery Team including Client Success Manager and Program Director
- Access to Research Experts
- Peer Experiences
- Consult the Board Peer Survey
- IT Summit Conference
- Core IT Research
- IT Key Metrics Data

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 Service Delivery Team — Clients will have an assigned Service Delivery Team led by a Program Director, an executive serving as the Member's primary point of contact. The Program Director is responsible for the relationship between Gartner Research Board and the member organization and leads recurring consultations to provide timely and relevant information. In partnership with the Member, the Program

Director helps define and connect the Member to resources within Gartner to develop and refine strategies for the company to execute on to achieve top-level priorities and drive change within the organization.

- The Member may interact with the Program Director and Gartner monthly to ensure ongoing engagement and delivery of value. Interactions may include consultations, research expert interactions, local events, IT Symposium attendance, and peer networking interactions, including Gartner Research Board teleconferences. The Program Director is available to review and provide feedback as a confidant, sounding board and strategist for presentations to Member's executive team or Board members.
- Access to Research Experts
 - ❑ Inquiry: Provides access to Gartner research experts associated with this Service. Participation is limited to the expert and the Member. Inquiry topic may be any area of Gartner covered research so long as the purpose is to advance the member's agenda.
 - ❑ Prioritized Scheduling: The Member is entitled to prioritized scheduling for inquiry sessions and 1-on-1 sessions at the Conference. Member may initiate a 30-minute (thirty-minute) teleconference with any Gartner research expert.
- Peer Experiences — Gartner provides opportunities for peer engagement in a variety of ways. Licensed Users have access to Gartner assets that enable ratings and reviews, connecting with qualified peers, access to community features, and exclusive features specific to client role.
 - ❑ Peer & Practitioner Research: Includes peer benchmarks, best practices, case studies, tools and templates.
 - ❑ Facilitated Networking: Service Delivery Team will, upon request, arrangement meetings with peers around a specific topic or area of expertise.
 - ❑ Consult the Board Peer Inquiry: Members may poll a subset of their peer community for answers to relevant questions faced by member organizations.
- Gartner IT Summit — One (1) complimentary, nontransferable invitation or ticket ("Ticket") to attend a Gartner 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
- Up to three (3) Board Meetings per year: Only the Member may attend Board Meetings. Participation in Board Meetings or other peer forumtype gatherings shall comply in all respects with the Antitrust Guidelines provided at the outset of such meetings. Member materials and conversations are confidential and may not be shared outside of the organization.

- Three (3) Research Board Studies per year: Members may share Research Board Studies, Surveys, and analysis internally with members of their organization or company. This may not occur on a routine basis, or by means of posting on Client's corporate intranet, or in any other manner that has the intent or effect of avoiding the purchase of additional user licenses from Gartner.

- Research Access:

☐ Core IT Research and Role-specific IT Research

Additional Terms & Conditions

- This product is available by invitation only.
- 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 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 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 an IT Summit.