

A G-Cloud 15 Service Definition for Executive Programs Leadership Team: Leader (EPLTL)

Gartner G-Cloud 15 Service Definition
2026

Service Description

Executive Programs Leadership Team: Leader service is designed for the most senior technology executive in the client organisation, typically the CIO, and their leadership team; providing indispensable insights and specific guidance on best practice for cloud deployment and strategy.

Service Benefits

- An Executive Partner with experience in Senior Technology Executive roles
- Client Success Manager will serve as primary point of contact
- Individualised strategies based on client priorities and initiatives
- Interaction on a monthly basis with the Executive Partner
- Strategy Meetings, Analyst interactions & local events
- Symposium attendance & peer networking interactions
- CIO and team guidance insights and skills transfer
- 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, conducting Value Reviews
- Gartner for IT Leaders Research and Related Content
- Executive Programs Research on Cloud Services & Technologies
- Leadership Development Research and Related Content
- Role-specific IT Research and IT Initiative Based Research
- Analyst Briefings and Team Workshop
- Gartner IT Symposium/Xpo with Executive Programs VIP Access
- Executive Programs Events
- Peer Networking plus Peer & Practitioner research
- Digital Execution Scorecards

Invoicing

- The Executive Programs Leadership Team: Leader is composed of two sets of users: The Leader, and Team Members. The service period is twelve months
- Gartner will bill for 100% of the fees at contract signing
- All invoices are payable net 30 days from date of invoice

Full List of Service Features

- Assigned Service Delivery Team — An Executive Partner with past experience in senior technology executive roles and a Client Success Manager will serve as the Leader's primary points of contact for this Service. They will help define and develop individualised strategies based on their priorities and initiatives. The Leader may interact on a monthly basis with the Executive Partner and Gartner to ensure ongoing engagement and delivery of value. Interactions may include: Strategy Meetings, research advisor interactions, local events, Symposium attendance, peer networking interactions, or Executive Partner teleconferences
- Virtual Strategy Meetings between the Leader and by invitation of the Leader, one or more of the Leader's peers (typically the CEO, CFO, CxO, and others), and the Executive Partner may be to review and apply Executive Programs Research, the annual Executive Programs CIO Agenda, or other relevant content, provide advice on issues of relevance to Leader, and/or to drive the Leader Agenda
- 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
- Value Reviews — The Executive Partner will periodically conduct Value Reviews with the Leader against the Leader Agenda
- Virtual Team Workshop — A virtual 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. The session may include non-Team Members up to a total of 25 (twenty-five) participants
- Access to Research Advisors — Advisor Inquiry for the Leader — Provides access to Gartner Advisors who are associated with this Service. Participation is limited to the Gartner Advisors, the Leader, and Team Members. The Leader must be present on the Inquiry call and lead the Inquiry discussion and questions in order to advance the Leader Agenda. Leader may, on an occasional and infrequent basis (not to exceed 10 (ten) times per contract year, and not to exceed more than 25 (twenty-five) individuals per session), include in Advisor Inquiry non-Team Members from within Client organisation. Prioritised Advisor Scheduling — The Leader is entitled to prioritised scheduling for Advisor Inquiry and 1-on-1 sessions at Symposium/ITxpo. Research Briefing — One (1) briefing session per contract period with a Gartner Advisor, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the client's organisation, up to a total of 25 (twenty-five) participants
- Conference and Events — Attendance at Gartner IT Symposium/Xpo — One (1) complimentary, non-transferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements and Executive Programs VIP access. Executive Programs Events — Complimentary, non-transferable invitation to attend local content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available

- Peer Networking — Peer Directory — Access to searchable directory of senior technology leaders and CEOs. Online Forums — Access to virtual discussions of common issues among peers on gartner.com, including a private forum exclusive for Executive Programs Members and Leaders. Offline Meetups — Access to designated lounges at Gartner IT Symposium/Xpo. Facilitated Networking — Executive Partner will upon request set up meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise
- Leadership Development Research and Related Content — Customised professional development content for the development of technology leaders, targeted to Team Members
- 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 Advisors
- IT Research, IT Initiative Based Research, and Role-specific IT Research
- Best Practice and Decision Support Content — Includes peer benchmarks, best practices, case studies, tools, and templates
- 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 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 executivesDigital 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 Conference invitation entitles the Licensed User to register for one (1) Conference and is valid for 12 (twelve) months from the date of issue. A conference invitation provided as part of a Gartner Research offering is valid only for a conference during the contract term of that Research offering. Invitations are not transferable. A single invitation may not be used by more than one (1) employee of the client company and may not be used for admission to any conference other than the Gartner IT Symposium/Xpo Conference
- The Leader may, on an occasional and infrequent basis, forward to other individuals in Client's organisation no more than 25 (twenty-five) individual Gartner Research

documents per contract year. This may not be done on a routine basis, or via posting on Client's intranet, or in any other manner that has the intent or effect of avoiding the purchase of additional Gartner User licenses

- 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.