

A G-Cloud 15 Service Definition for Gartner for Chief HR Officers: Individual Access Advisor (GCHROIAE)

Gartner G-Cloud 15 Service Definition

2026

Service Description

Gartner for Chief HR Officers is designed for the CHRO/head of Human Resources. It provides indispensable insights and ongoing advisory support for Human Resources Leaders, and access to research covering the Human Resources sector and roles.

Service Benefits

- Research to understand and solve human resources challenges
- Peer benchmarks, diagnostics and case studies
- Effective resource allocation, issues diagnosis, and best practice insights
- Targeted content based on role, preferences, and key initiatives
- Digital executive guidance, insights and skills transfer
- Live and virtual events with peer executives
- Unlimited, on-demand advisory and research advisor support
- Accessible by browser and app
- Access to online peer community for collaboration and advice

Service Features

- Gartner Research for HR Roles and HR Initiative Based Research
- Role-specific HR Research
- Peer & Practitioner Research and Peer Networking
- Tools and Templates and Maturity Assessments
- Functional & Employee Diagnostics
- Peer Benchmarks and Case Studies
- Individual Analyst Inquiry
- Gartner HR Symposium/Xpo™
- Virtual and/or Live Peer Meetings and Webinars
- AskGartner AI tool, providing tailored actionable Gartner insights on demand

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

- Service Delivery Team — A Service Partner, who is a member of the Assigned Service Delivery Team, will serve as Licensed User's primary point of contact for this Service. The Service Partner will work with Licensed User to develop and continuously evolve an advisory plan to: (i) highlight value sought, (ii) identify key issues on which service delivery will focus, and (iii) define how the Service will deliver that value. The Service Partner will, as necessary, select and synthesise research in accordance with the plan. A client success manager, also a member of the Delivery Team, will work in partnership with the Service Partner to facilitate a coordinated service approach
- Gartner Research for HR Research, HR Initiative Based Research and Role-specific HR Research — Gartner technology research for HR leaders
- Peer & Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates
- Tools and templates — Step-by-step toolkits to execute on key initiatives
- Functional diagnostics — Tools for diagnosing the current state of the function and/or its roles. Licensed Users may deploy Functional Diagnostics to both Licensed and non-Licensed Users in the client company
- Peer benchmarks and case studies — Benchmarking reports and best-practice insights
- Analyst Inquiry — Access to individual discussions with research advisors
- Peer networking — Client may request facilitated meetings or conference calls with peers on a specific topic to exchange information about best practices or areas of expertise
- Live events — Access to live meetings and events
- Virtual events — Access to online meetings and events
- Employee diagnostics — Tools for diagnosing the current state of the employee experience
- Gartner HR Symposium/Xpo™ Ticket
- Maturity Assessments
- AskGartner — AskGartner is 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

- Users may deploy Functional Diagnostics to both Licensed and non-Licensed Users within the Client company
- Participation in inquiry calls is limited to the Licensed User(s) and Research Experts ("expert") only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call).

- The Symposium Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Symposium 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 offering are valid only for Gartner Conferences during the contract term of that Research offering. Tickets are non-transferable. A single Ticket may not be used by more than one (1) employee and may not be used for admission to any Gartner Symposium other than the Gartner HR Symposium/Xpo™
- 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