

A G-Cloud 15 Service Definition for Gartner Global CIO Research Board (GGCIORB)

Gartner G-Cloud 15 Service Definition
2026

Service Description

Global CIO Research Board is for the most senior-level IT executive of the largest organisations worldwide. This Service provides access to peer engagement and insights, proprietary research, and an ongoing advisory relationship with Gartner.

Service Benefits

- Assigned service delivery team to maximise service value
- Access to Gartner expert Analysts
- Helps clients shape and achieve their mission-critical priorities
- 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
- CIO and team guidance insights and skills transfer
- 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 Inquiry
- Gartner IT Symposium/Xpo™ with Global CIO VIP Access
- Research Board Meetings
- Virtual Team Workshop
- Research Briefing
- Research Board Research and related content
- Executive Programs Research and related content

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 Symposium/Xpo™ with Global CIO VIP Access** — One (1) complimentary, nontransferable invitation or ticket ("Ticket") to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus Global CIO VIP access.
- **Three (3) Global CIO Research Board Meetings per year:** Only the Member may attend Global CIO Research Board Meetings. Participation in Board Meetings or other peer engagement and insights type 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.

- Research Access Four (4) Global CIO Research Board Studies per year Member may share Global CIO Research Board Studies and Global CIO Research Board meeting materials 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 Briefing — One (1) briefing session per contract period with a Gartner expert, delivered remotely, not to exceed four (4) hours. May include a presentation delivered by a Gartner or Research Board research expert.
- Research Access Research Board Research and related content — Includes Research Board studies on topics selected by the membership, materials created for and distributed at Board meetings, and access to the Consult the Board Library.
- Gartner for IT Executives and Gartner for IT Leaders Research
- 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 available by invitation only.
- The conference invitation or Ticket entitles Licensed User to register for one (1) conference and is valid for 12 (twelve) months from 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 service. One (1) Ticket is issued per contract term of twelve (12) months – a shorter contract term does not entitle Client to a conference invitation. Invitations are nontransferable. A single invitation may not be used by more than one (1) client company employee and may not be used for admission to any conference other than Gartner IT Symposium/Xpo Conference.