

A G-Cloud 15 Service Definition for Gartner for IT Executives CIO Essentials (ITECIOESS)

Gartner G-Cloud 15 Service Definition
2026

Service Description

Gartner for IT Executives CIO Essentials service provides actionable insight on the client's critical Cloud priorities, and is intended to assist the most senior-level IT executives at the client company in operating their business as cost-effectively as possible.

Service Benefits

- Personalised service delivery by an associate with broad IT experience
- Unique insights into the CIO role
- Insight delivered through CIO experts and role-relevant CIO research
- Access to an unparalleled CIO community
- Access to exclusive member-only events and peer networking opportunities
- Digital executive guidance, insights and skills transfer
- Accessible via browser and app

Service Features

- Assigned Service Delivery Team and Review Meetings
- Executive Programs Research and related content
- Gartner for IT Leaders Research and related content
- Team Inquiry
- Gartner IT Symposium/Xpo with Exclusive Member Experience
- Executive Programs Events
- IT Initiative Based Research
- Networking

Invoicing

- The service is provided to two licensed users (Member & Delegate) for a period of twelve months
- Gartner will bill for 100% of the fees at contract signing
- All invoices are payable net 30 days from date of invoice
- Renewal Only Product

Full List of Service Features

- Assigned Service Delivery Team — A CIO Expert and a client success manager will serve as the Member's primary point of contact for this Service. The Delivery Team works with Member to develop a member engagement plan to highlight value sought, identify key issues on which Service delivery will focus, and define how the Service

will deliver that value. The Delivery Team will, as necessary, select and synthesise Gartner Research in accordance with the member engagement plan

- Review Meetings — Up to two (2) times per year, the CIO Expert will meet virtually with Member to (i) review and apply Executive Programs Research, the annual Executive Programs CIO Agenda, or other relevant content and/or (ii) develop, discuss progress of, and where necessary, modify the member engagement plan
- Executive Programs Research and related content
- Research Reports: Up to 12 (twelve) 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 topics of their reports
- Business Research and related content — Targeted to CIOs, CFOs, and other business executives
- Gartner for IT Leaders Research and related content — Includes Gartner Core IT and Role specific Research and IT Podcast Series
- Team Inquiry — Access to Gartner experts associated with this Service. Inquiry call participation is limited to the expert, the Member, and the Member's team (as reasonably required for the Member's business purposes). In all instances, the Member must be present on the inquiry call and manage and lead the discussion and questions. The inquiry topic may be any area of Gartner covered Research so long as the purpose is to advance the Member's agenda
- Events
- Gartner IT Symposium/Xpo™ with Exclusive Member Experience: One nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus an exclusive member experience that may include priority booking for onsite One-on-One meetings with Gartner experts, access to an Exclusive Member Lounge and meeting rooms in the Exclusive Member Meeting Center, and networking opportunities with peers and Gartner Service Delivery associates
- Executive Programs Events: Complimentary, nontransferable invitation to attend virtual content based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available
- Networking
- Facilitated Networking: Service Delivery Team will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise
- Select Peer Experience Features — 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, and access to select community features.

Additional Terms & Conditions

- This product is only available as a renewal product for existing license holders only
- Member 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

- The invitation or "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 not transferable within the client company and 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 Gartner IT Symposium/Xpo Conference
- 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](https://www.gartner.com).