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Gartner Research and Advisory Services for New York State

The pricing and information provided herein is subject to terms, conditions, and usage guidelines contained in Contract No. PS66085.

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Guidelines for Gartner Services

1. **Services** are the subscription-based research and related services described herein. Service Descriptions, Names and Levels of Access are as detailed for each product offering. Gartner may periodically update the names and the deliverables for each Service.
2. **Modification of Services by Gartner.** In order to remain current and timely in its Service offerings, Gartner may make minor modifications from time to time in the content of any Service. If Gartner discontinues any Service in its entirety, Client may, at its option, receive a substitute Service, or obtain a pro rata refund of the fees paid for the discontinued Service.
3. **User** is the individual named in the Client Purchase Order (each a “**Licensed User**”) who is licensed to use the Services. Client will limit access to the Services to the agreed upon number of Users.

Ownership and Use of the Services. Gartner owns and retains all rights to the Services not expressly granted to Client. Only the individuals named in the Client Purchase Order (each a “**Licensed User**”) may access the Services. Each Licensed User will be issued a unique password, which may not be shared. Client agrees to review and comply with the **Usage Guidelines for Gartner Services** (“**Guidelines**”), which are accessible to all Licensed Users via the “Policies” section of www.gartner.com. Among other things, these Guidelines describe how Client may substitute Licensed Users, excerpt from and/or share Gartner Research documents within the Client organization, and quote or excerpt from the Services externally. Client may not redistribute copies of individual research documents, by electronic means or otherwise, to non-Users without Gartner’s prior written permission. Users may not reproduce or distribute the Services externally without Gartner’s prior written permission, except for external distribution, in their entirety only, of reprints of individual documents purchased by Client. Client may excerpt from the Services for external use only if Client obtains the prior written approval of Gartner Vendor Relations, at vendor.relations@gartner.com any approved external use of the Services must comply with Gartner’s *Copyright and Quote Policy* which may be viewed on the Gartner Vendor Relations section of www.gartner.com. Services may not be stored by Client on any information storage and retrieval system.

Access to the Services. ID’s for access to Gartner Core Research and analyst inquiry may not be shared. Access to the Services is restricted to the number of named individuals (each a “User”) as identified in the Client Purchase Order.

Monitoring of Usage. The Client acknowledges and agrees to inform all Users that Gartner may monitor activity on Gartner’s website, including access to, and use of, the Services by individuals. Upon request, Client agrees to provide Gartner with assurance from a responsible Contract Officer (or other relevant evidence) of compliance with these usage terms.

DISCLAIMER OF WARRANTIES. THE SERVICES ARE PROVIDED ON AN “AS IS” BASIS, AND GARTNER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR AS TO ACCURACY, COMPLETENESS OR ADEQUACY OF INFORMATION. CLIENT RECOGNIZES THE UNCERTAINTIES INHERENT IN ANY ANALYSIS OR INFORMATION THAT MAY BE PROVIDED AS PART OF THE SERVICES, AND ACKNOWLEDGES THAT THE SERVICES ARE NOT A SUBSTITUTE FOR ITS OWN INDEPENDENT EVALUATION AND ANALYSIS AND SHOULD NOT BE CONSIDERED A RECOMMENDATION TO PURSUE ANY COURSE OF ACTION. GARTNER SHALL NOT BE LIABLE FOR ANY ACTIONS OR DECISIONS THAT CLIENT MAY TAKE BASED ON THE SERVICES OR ANY INFORMATION OR DATA CONTAINED THEREIN. CLIENT UNDERSTANDS THAT IT ASSUMES THE ENTIRE RISK WITH RESPECT TO THE USE OF THE SERVICES.

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Client Confidential Information. Gartner agrees to keep confidential any Client-specific information communicated by Client to Gartner that is (i) clearly marked confidential if provided in written form, or (ii) preceded by a statement that such information is confidential, if provided in oral form, and such statement is confirmed in writing within 15 days of its initial disclosure. This obligation of confidence shall not apply to any information that: (1) is in the public domain at the time of its communication; (2) is independently developed by Gartner; (3) entered the public domain through no fault of Gartner subsequent to Client's communication to Gartner; (4) is in Gartner's possession free of any obligation of confidence at the time of Client's communication to Gartner; or (5) is communicated by the Client to a third party free of any obligation of confidence. Additionally, Gartner may disclose such information to the extent required by legal process. Client acknowledges that Gartner is in the business of researching and analyzing information technology and this obligation of confidence shall not apply to information obtained by Gartner's research, analysis or consulting organization(s) from other sources.

Section 1: Service Descriptions for Research and Advisory Services

Gartner Executive Programs

Today's complex technology environment demands technology know-how, and Gartner is uniquely qualified to help senior executives attain it. Gartner provides more than 4,000 senior technology executives with unbiased insight on key technology issues and best practices. C-suite executives depend on Gartner for insight on how to maximize their technology investments and drive business result. With Gartner, make better decisions and save time to drive a competitive advantage.

Gartner's C-suite portfolio offers both team solutions and programs specifically to support the individual needs of the senior technology executive.

Levels of Service

There are multiple levels of service within the Gartner Executive Programs portfolio:

- Gartner Research Board Global CIO Team Plus
- Gartner Research Board Global IT Leadership Team Plus
- Gartner Executive Programs Leadership Team Plus
- Gartner Executive Programs Leadership Team
- Gartner for Executive Programs – Member and Member Basic
- Gartner for IT Executives — CIO Signature
- Gartner for IT Executives — CIO
- Gartner for IT Executives — CIO Essentials
- Gartner for CIOs Team Plus
- Gartner for CIOs Individual Access

Gartner Research Board Global CIO Team Plus

Every Team Plus solution has a Team Leader. There are several ways configure Team Plus solutions with different types of Team Members based on the Team Leaders critical initiatives.

Deliverables

Global CIO:	http://sd.gartner.com/sd_gcio_team_plus_global_cio_leader.pdf
Divisional CIO:	http://sd.gartner.com/sd_gcio_team_plus_divisional_member.pdf
Global IT Leader:	http://sd.gartner.com/sd_gcio_team_plus_global_itl_member.pdf

Gartner Research Board Global IT Leadership Team Plus

Every Team Plus solution has a Team Leader. There are several ways configure Team Plus solutions with different types of Team Members based on the Team Leaders critical initiatives.

Deliverables

Team Leader:	http://sd.gartner.com/sd_ggitl_team_plus_leader.pdf
Global Partner Team Member:	http://sd.gartner.com/sd_ggitl_team_plus_ge_partner_member.pdf
Advisor Team Member:	http://sd.gartner.com/sd_ggitl_team_plus_advisor_member.pdf

Gartner Executive Programs Leadership Team Plus for Global Enterprises

Gartner Executive Programs Leadership Team Plus for Global Enterprises maximizes the value of Gartner with exclusive benefits and concierge-level services that empower CIOs and their teams to drive greater business success.

- A stronger, more efficient team for better decision making.
- A strategic partnership that unlocks the value of Gartner.
- End-to-end research and advice to keep you and the team focused.

Every Team Plus solution has a Team Leader. There are several ways configure Team Plus solutions with different types of Team Members based on the Team Leaders critical initiatives.

Deliverables

Leader:	http://sd.gartner.com/sd_ep_team_plus_ge_leader.pdf
IT Executive:	http://sd.gartner.com/sd_ep_team_plus_ge_ite.pdf
Global Partner:	http://sd.gartner.com/sd_ep_team_plus_ge_global_partner.pdf
Delegate Team Leader:	http://sd.gartner.com/sd_ep_team_plus_delegate_leader.pdf
Advisor Team Leader:	http://sd.gartner.com/sd_ep_team_plus_advisor_leader.pdf
Cross Function Team Member:	http://sd.gartner.com/sd_ep_team_plus_cf.pdf

Gartner Executive Programs Leadership Team Plus

Gartner Executive Programs Leadership Team Plus maximizes the value of Gartner with exclusive benefits and concierge-level services that empower CIOs and their teams to drive greater business success.

- A stronger, more efficient team for better decision making.
- A strategic partnership that unlocks the value of Gartner.
- End-to-end research and advice to keep you and the team focused.

Every Team Plus solution has a Team Leader. There are several ways configure Team Plus solutions with different types of Team Members based on the Team Leaders critical initiatives.

Deliverables

Team Leader:	http://sd.gartner.com/sd_ep_team_plus_leader.pdf
IT Executives Member:	http://sd.gartner.com/sd_ep_team_plus_ite_member.pdf
IT Executives Leader:	http://sd.gartner.com/sd_ep_team_plus_ite_leader.pdf

Partner Member:	http://sd.gartner.com/sd_ep_team_plus_partner.pdf
Partner Leader:	http://sd.gartner.com/sd_ep_team_plus_partner_leader.pdf
Delegate Member:	http://sd.gartner.com/sd_ep_team_plus_delegate.pdf
Delegate Leader:	http://sd.gartner.com/sd_ep_team_plus_delegate_leader.pdf
Advisor Member:	http://sd.gartner.com/sd_ep_team_plus_advisor.pdf
Advisor Leader:	http://sd.gartner.com/sd_ep_team_plus_advisor_leader.pdf
Cross Function Member:	http://sd.gartner.com/sd_ep_team_plus_cf.pdf

Gartner Executive Programs Leadership Team

Gartner Executive Programs Leadership Team maximizes the value of Gartner with exclusive benefits and concierge-level services that empower CIOs and their teams to drive greater business success.

- A stronger, more efficient team for better decision making.
- A strategic partnership that unlocks the value of Gartner.
- End-to-end research and advice to keep you and the team focused.

Every Leadership Team solution has a Team Leader. There are several ways configure Team solutions with different types of Team Members based on the Team Leaders critical initiatives.

Deliverables

Team Leader:	http://sd.gartner.com/sd_ep_team_leader.pdf
IT Executives Leader:	http://sd.gartner.com/sd_ep_team_ite_leader.pdf
IT Executives Member:	http://sd.gartner.com/sd_ep_team_ite_member.pdf
Partner Member:	http://sd.gartner.com/sd_ep_team_partner.pdf
Partner Leader:	http://sd.gartner.com/sd_ep_team_partner_leader.pdf
Delegate Member:	http://sd.gartner.com/sd_ep_team_delegate.pdf
Delegate Leader:	http://sd.gartner.com/sd_ep_team_delegate_leader.pdf
Advisor Member:	http://sd.gartner.com/sd_ep_team_advisor.pdf
Advisor Leader:	http://sd.gartner.com/sd_ep_team_advisor_leader.pdf
Cross Function Member:	http://sd.gartner.com/sd_ep_team_cf.pdf
Role Member:	http://sd.gartner.com/sd_ep_team_role.pdf
Essentials Member*:	http://sd.gartner.com/sd_ep_team_essentials.pdf

* Executive Programs Leadership Team Essentials is limited to select markets. Contact your Account Executive for availability in your area. An Executive Programs Leadership Team with Essentials Members must consist of the Team Leader and Essentials Members only; no other team member license types permitted.

Gartner Executive Programs Member and Member Basic

The Executive Programs Member and Member Basic (the “Service”) is for the most senior-level technology executives of complex organizations or enterprises whose business models rely heavily on IT. This Service provides the Client with an ongoing advisory relationship with Gartner and assistance in crafting answers to questions where standard industry practices have not yet been defined.

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Client may designate one (1) Licensed User, referred to as the “Member”, who has access to the Deliverables.

Deliverables

Executive Programs Member: http://sd.gartner.com/sd_ep_member.pdf

Executive Programs Member Basic – **Renewal Only***: http://sd.gartner.com/sd_ep_member_basic.pdf

Gartner for IT Executives — CIO Signature — **Renewal Only***

The Gartner for IT Executives CIO Signature membership (the “Service”) is for the most senior technology executive of complex organizations or enterprises whose business models rely heavily on IT. This Service provides Client with an ongoing advisory relationship with Gartner and assistance in crafting answers to questions where standard industry practices have not yet been defined.

Client may designate two (2) Licensed Users, referred to as: (i) the “Member” and (ii) the “Delegate”.

Deliverables

Gartner for IT Executives — CIO Signature: http://sd.gartner.com/sd_ite_cio_sig.pdf

Gartner for IT Executives — CIO — **Renewal Only***

The Gartner for IT Executives CIO membership (the “Service”) is for the most senior-level technology executives of complex organizations or enterprises whose business models rely heavily on IT. This Service provides the Client with an ongoing advisory relationship with Gartner and assistance in crafting answers to questions where standard industry practices have not yet been defined.

Client may designate one (1) Licensed User, referred to as the “Member”, who has access to the Deliverables.

Deliverables

Gartner for IT Executives — CIO: http://sd.gartner.com/sd_ite_cio.pdf

Gartner for IT Executives — CIO Essentials — **Renewal Only***

Gartner for IT Executives CIO Essentials (the “Service”) is intended to assist the most senior-level IT executives in operating their business as cost-effectively as possible.

Client may designate one (1) Licensed User, referred to as the “Member”, who has access to the Deliverables.

Deliverables

Gartner for IT Executives — CIO Essentials: http://sd.gartner.com/sd_ite_cio_essentials.pdf

Gartner for IT Executives — Two Additional Meetings Add-On

The Gartner for IT Executives Two Additional Meetings Add-on (the “Service”) provides Gartner for IT Executives Licensed Users (“Members”) with two (2) face-to-face strategy meetings (“Sessions”) with their assigned primary service delivery associate (“Executive Partner”). This Service is available only to Members who also have a Gartner Executive Member, Gartner for IT Executives CIO Signature membership or a Gartner for IT Executives CIO membership.

Deliverables

Two Additional Meetings Add-on: http://sd.gartner.com/sd_ep_2_addl_meetings.pdf
http://sd.gartner.com/sd_eitl_2_onsite_meetings_addon.pdf
http://sd.gartner.com/sd_escl_2_onsite_meetings_addon.pdf

Delegate Add-on for Gartner for IT Executives CIO Signature — **Renewal Only***

The Delegate Add-on for Gartner for IT Executives CIO Signature (the “Service”) permits Licensed Users of the Gartner for IT Executives CIO Signature Program, referred to as “Members,” to designate a second Licensed User, referred to as the “Delegate,” for the purpose of assisting the Member and furthering the Member’s agenda and priorities.

Deliverables

Delegate Add-on: http://sd.gartner.com/sd_ite_cio_sig_addl_delegate_addon.pdf

Gartner for CIOs Team Plus

Gartner for CIOs Team Plus: Team Leader (the “Service”) is designed for the most senior technology executive in the client company (“Client”), typically the CIO, and his or her leadership team. The Service provides access to Gartner Research and Research Experts related to all IT roles as well as specific research for the CIO role.

Deliverables

Leader: http://sd.gartner.com/sd_cio_team_plus_leader.pdf
Advisor Leader: http://sd.gartner.com/sd_cio_team_plus_advisor_leader.pdf
Advisor Member: http://sd.gartner.com/sd_cio_team_plus_essentials.pdf
Cross Function Member: http://sd.gartner.com/sd_cio_team_plus_cf.pdf

Gartner for CIOs Individual Access

Gartner for CIOs Individual Access Advisor (the “Service”) is designed for the most senior technology executive in the client company (“Client”), typically the CIO. The Service provides access to Gartner Research and Research Experts related to all IT roles as well as specific research for the CIO role.

Deliverables

Individual Access Advisor: http://sd.gartner.com/sd_cio_individual_advisor.pdf

Gartner for Leaders

With more than 1,000 analysts worldwide, over 100,000 client inquiries per year, and more than 80,000 pages of published original research, we are by far the world's most valuable source of IT knowledge. Gartner Research clients benefit from saving time and money, gaining a true global perspective, and from leveraging the knowledge and advice that only our size and experience can provide.

Gartner helps clients succeed by providing solutions to a variety of business and technology challenges, such as ensuring that technology supports business strategy, making the right decisions, acquiring and retaining customers, understanding and prospering in changing markets, and recognizing and exploiting new opportunities.

Gartner Research provides analysis and findings based on (1) a wealth of data and concise methodologies, (2) recommendations and strategies based on firsthand experience, and (3) advice and counsel through our inquiry programs. All of this is delivered through a variety of Research products:

- Gartner Enterprise IT Leadership Team Plus for Global Enterprises
- Gartner for Enterprise IT Leadership Team Plus
- Gartner for Enterprise IT Leadership Initiative Team
- Gartner for Enterprise IT Leadership Team
- Gartner for Enterprise Supply Chain Leadership Team
- Gartner for Enterprise IT Leaders

- Gartner for IT Leadership Team Plus
- Gartner for IT Leadership Team
- Gartner for IT Leaders
- Gartner for Enterprise Supply Chain Leaders

- Gartner for Technical Professionals
- Core Connect Research
- Core Research
- Burton Classic IT1 Research

Enterprise IT Leadership Team Plus for Global Enterprises

Gartner for Enterprise Leadership Team Plus for Global Enterprises: Team Leader (the “Service”) targets CIO direct reports of global enterprises and is an expanded version of the standard Gartner for Enterprise Leaders Team offering that that is expressly designed to enable Clients to access Gartner resources in a team environment.

The Service is accessible by a Gartner for Enterprise Leaders Member (the “Team Leader”) and by their direct reports or cross-functional team (the “Team Members”). Collectively, the Team Plus Leader and his/her Team Plus Members are “Licensed Users”.

The Service enables the Gartner for Enterprise Leadership Team Plus Leader to collaborate with their Team Plus Members by providing them with access to Gartner Research related to information technology and the functional responsibilities of specific roles, and also by permitting them to participate in Team Inquiry schedule and attended by the Team Plus Leader.

Deliverables

Global Team Leader:	http://sd.gartner.com/sd_eitl_team_plus_ge_global_leader.pdf
Global Advisor Team Leader:	http://sd.gartner.com/sd_eitl_team_plus_ge_global_advisor_leader.pdf
Advisor Team Member:	http://sd.gartner.com/sd_eitl_team_plus_advisor_member.pdf
Cross Function Team Member:	http://sd.gartner.com/sd_eitl_team_plus_cf_member.pdf

Enterprise IT Leadership Team Plus

Gartner for Enterprise Leadership Team Plus: Team Leader (the “Service”) is an expanded version of the standard Gartner for Enterprise Leaders Team offering that that is expressly designed to enable Clients to access Gartner resources in a team environment.

The Service is accessible by a Gartner for Enterprise Leaders Member (the “Team Leader”) and by their direct reports or cross-functional team (the “Team Members”). Collectively, the Team Plus Leader and his/her Team Plus Members are “Licensed Users”.

The Service enables the Gartner for Enterprise Leadership Team Plus Leader to collaborate with their Team Plus Members by providing them with access to Gartner Research related to information technology and the functional responsibilities of specific roles, and also by permitting them to participate in Team Inquiry schedule and attended by the Team Plus Leader.

Deliverables

Team Leader:	http://sd.gartner.com/sd_eitl_team_plus_leader.pdf
Advisor Member:	http://sd.gartner.com/sd_eitl_team_plus_advisor_member.pdf
Cross Function Member:	http://sd.gartner.com/sd_eitl_team_plus_cf_member.pdf

Enterprise IT Leadership Initiative Team — **Renewal Only***

Gartner for Enterprise IT Leadership Initiative: Team Leader (the “Service”) is an expanded version of the standard Gartner for Enterprise IT Leaders Team offering that that is expressly designed to enable Clients to access Gartner resources in a team environment.

The Service is accessible by a Gartner for Enterprise Leaders Member (the “Team Leader”) and by their direct reports or cross-functional team (the “Team Members”). Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Service enables the Gartner for Enterprise IT Leaders Initiative Team Leader to collaborate with their Team Members by providing them with access to Gartner Research related to information technology and the functional responsibilities of specific roles, and also by permitting them to participate in Team Inquiry schedule and attended by the Team Leader.

Deliverables

Team Leader: http://sd.gartner.com/sd_eitl_it_leader.pdf
Advisor Member: http://sd.gartner.com/sd_eitl_it_advisor_member.pdf

Enterprise IT Leadership Team

Gartner for Enterprise Leadership Team: Team Leader (the “Service”) is an expanded version of the standard Gartner for Enterprise IT Leaders offering that that is expressly designed to enable Clients to access Gartner resources in a team environment.

The Service is accessible by a Gartner for Enterprise IT Leaders Member (the “Team Leader”) and by their direct reports or cross-functional team (the “Team Members”). Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Service enables the Gartner for Enterprise IT Leadership Team Leader to collaborate with their Team Members by providing them with access to Gartner Research related to information technology and the functional responsibilities of specific roles, and also by permitting them to participate in Team Inquiry schedule and attended by the Team Leader.

Deliverables

Team Leader: http://sd.gartner.com/sd_eitl_team_leader.pdf
Advisor Member: http://sd.gartner.com/sd_eitl_team_advisor_member.pdf
Cross Function Member: http://sd.gartner.com/sd_eitl_team_cf_member.pdf
Role Member: http://sd.gartner.com/sd_eitl_team_role_member.pdf
Essentials Member: http://sd.gartner.com/sd_eitl_team_essentials_member.pdf

Gartner for Enterprise IT Leaders — **Renewal Only***

Gartner for Enterprise IT Leaders is for senior IT leaders in large, complex enterprises who are managing IT functions for a business unit or the entire enterprise. The Service is managed by a Gartner Leadership Partner and Client Manager who will tailor program deliverables to the unique needs of each Member. There is one level of named User access to Enterprise for IT Leaders: Member.

Deliverables

Enterprise IT Leaders Individual Access: http://sd.gartner.com/sd_eitl_indiv.pdf

Enterprise Supply Chain Leadership Team

Gartner for Enterprise Supply Chain Leadership Team: Team Leader (the “Service”) is an expanded version of the standard Gartner for Enterprise Supply Chain Leaders offering that that is expressly designed to enable Clients to access Gartner resources in a team environment.

The Service is accessible by a Gartner for Enterprise Supply Chain Leaders Member (the “Team Leader”) and by their direct reports or cross-functional team (the “Team Members”). Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Service enables the Gartner for Enterprise Leadership Team Leader to collaborate with their Team Members by providing them with access to Gartner Research related to information technology and the functional responsibilities of specific roles, and also by permitting them to participate in Team Inquiry schedule and attended by the Team Leader.

Deliverables

Team Leader:	https://sd.gartner.com/sd_escl_team_leader.pdf
Advisor Member:	https://sd.gartner.com/sd_escl_team_advisor_member.pdf
Cross Function Member:	https://sd.gartner.com/sd_escl_team_cf_member.pdf
Essentials Member:	http://sd.gartner.com/sd_escl_team_essentials_member.pdf

Gartner for IT Leadership Team Plus

Gartner for Leadership Team Plus: Team Leader is an expanded version of the Gartner for IT Leaders Team offering that enables access to Gartner Research and Analysts related to specific roles in a team environment (i.e., a Team Plus Leader and Team Plus Members).

The Service is accessible by a Gartner for IT Leadership Team Plus Leader (the “Team Leader”) and by his/her direct reports or cross-functional team (the “Team Members”). Collectively, the Team Plus Leader and his/her Team Plus Members are “Licensed Users”.

The Service enables the Gartner for IT Leadership Team Plus Leader to collaborate with their Team Plus Members by providing them with access to Gartner Research related to information technology and the functional responsibilities of specific roles, and also by permitting them to participate in Team Inquiry schedule and attended by the Team Plus Leader.

Deliverables

Team Leader:	http://sd.gartner.com/sd_itl_team_plus_leader.pdf
Advisor Member:	http://sd.gartner.com/sd_itl_team_plus_advisor_member.pdf
Cross Function Member:	http://sd.gartner.com/sd_itl_team_plus_cf_member.pdf

Gartner IT Leadership Team

Gartner for Leadership Team: Team Leader is an expanded version of the Gartner for IT Leaders offering that enables access to Gartner Research and Analysts related to specific roles in a team environment (i.e., a Team Leader and Team Members).

The Service is accessible by a Gartner for IT Leadership Team Leader (the “Team Leader”) and by his/her direct reports or cross-functional team (the “Team Members”). Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Service enables the Gartner for Leadership Team Leader to collaborate with their Team Members by providing them with access to Gartner Research related to information technology and the functional responsibilities of specific roles, and also by permitting them to participate in Team Inquiry schedule and attended by the Team Leader.

Deliverables

Team Leader:	http://sd.gartner.com/sd_itl_team_leader.pdf
Advisor Member:	http://sd.gartner.com/sd_itl_team_advisor_member.pdf
Cross Function Member:	http://sd.gartner.com/sd_itl_team_cf_member.pdf
Role Member:	http://sd.gartner.com/sd_itl_team_role_member.pdf
Essentials Member:	http://sd.gartner.com/sd_itl_team_essentials_member.pdf

Gartner for IT Leaders

Gartner for IT Leaders is a service that provides client (“Licensed Users”) with access to research and advice about information technology and the functional responsibilities of specific IT roles and affords Users the option of inquiry with Gartner Analysts. Gartner for IT Leaders makes it easier for Registered Users (“Users”) to find the information they need to make informed decisions by connecting our resources to their every-day needs. There are two levels of named User access to Gartner for IT Leaders: Reference and Advisor.

Deliverables

Individual Access Advisor:	http://sd.gartner.com/sd_itl_individual_advisor.pdf
Reference:	http://sd.gartner.com/sd_itl_reference.pdf

Gartner for Supply Chain Leaders

Gartner for Supply Chain Leaders is a service that provides Licensed Users (“Users”) with access to research and advice to assist them in aligning business strategies with process and technology initiatives and to provide them with ongoing decision support and affords Users the option of inquiry with Gartner Analysts. Gartner for Supply Chain Leaders makes it easier for Registered Users (“Users”) to find the information they need to make informed decisions by connecting our resources to their every-day needs. There are two levels of named User access to Gartner for Supply Chain Leaders: Reference and Advisor

Deliverables

Individual Access Advisor: http://sd.gartner.com/sd_scl_indiv_access_advisor.pdf
Reference: http://sd.gartner.com/sd_scl_reference.pdf

Gartner for Technical Professionals

Gartner for Technical Professionals (the “Service”) provides clients who maintain a threshold minimum investment in select Gartner products with access to all Gartner for Technical Professionals Research published through gartner.com. Advisor-level access includes the option of scheduling dialogues with Analysts that support the Service.

Deliverables

Advisor Department: http://sd.gartner.com/sd_techpro_advisor_dept.pdf
Reference Department: http://sd.gartner.com/sd_techpro_reference_dept.pdf
Team Leader: http://sd.gartner.com/sd_techpro_team_leader.pdf
Team Member: http://sd.gartner.com/sd_techpro_team_member.pdf

Core Connect Research

Core Connect Research is a comprehensive program designed to help professionals achieve tangible business results. Clients receive instant access to the world's foremost repository of expert analysis and opinion on everything important in IT including searchable databases of cutting-edge research, customized alerts that keep clients up-to-speed — and even personal consults with Gartner's team of world-class analysts. This is the single most valuable IT program in the world. Nothing else compares when it comes to assisting client users generate business impact.

Core Connect Research is a service that provides research and advice about information technology for decision makers. Core Research provides clients with the base of knowledge and advice needed to capitalize on IT technologies and markets.

Deliverables

Advisor: http://sd.gartner.com/sd_core_connect_advisor.pdf
Reference: http://sd.gartner.com/sd_core_connect_reference.pdf

Core Research — Renewal Only*

Core Research is a comprehensive program designed to help professionals achieve tangible business results. Clients receive instant access to the world's foremost repository of expert analysis and opinion on everything important in IT including searchable databases of cutting-edge research, customized alerts that keep clients up-to-speed — and even personal consults with Gartner's team of world-class analysts. This is the single most valuable IT program in the world. Nothing else compares when it comes to assisting client users generate business impact.

Deliverables

Advisor: http://sd.gartner.com/sd_core_advisor.pdf

Reference: http://sd.gartner.com/sd_core_reference.pdf

Burton Classic IT1 Research — Renewal Only*

Deliverables

Burton Classic IT1: http://sd.gartner.com/sd_burtonit1_classic.pdf

Section 2: Service Descriptions for Additional Research and Advisory Services

Industry Advisory Services

Industry Advisory Services provides IT leaders, business-focused IT professionals, and business executives with research, analysis and actionable advice on major issues pertinent to the following industries: Banking & Investment Services, Energy & Utilities, Insurance, Manufacturing, Media, and Retail.

Deliverables

Reference: http://sd.gartner.com/sd_iasg_reference.pdf
Advisor: http://sd.gartner.com/sd_iasg_advisor.pdf

Industry Advisory Services Leadership Team

Gartner Industry Advisory Services Leadership Team is an expanded version of the Gartner Industry Advisory Services offering that enables access to Gartner Research and Analysts related to specific roles in a team environment (i.e., a Team Leader and Team Members). Industry Advisory Services provides IT leaders, business-focused IT professionals, and business executives with research, analysis and actionable advice on major issues pertinent to the following industries: Banking & Investment Services, Energy & Utilities, Insurance, Manufacturing, Media, and Retail.

Deliverables

Team Leader: http://sd.gartner.com/sd_ias_team_leader.pdf
Advisor Team Member: http://sd.gartner.com/sd_ias_team_advisor_member.pdf
Cross Function Team Member: http://sd.gartner.com/sd_ias_team_cf_member.pdf
Role Team Member: http://sd.gartner.com/sd_ias_team_role_member.pdf
Essentials Team Member: http://sd.gartner.com/sd_ias_team_essentials_member.pdf

Gartner for CDAOs

Gartner for CDAOs is designed to empower Chief Data & Analytics Officers (“CDAOs”) and their teams to build and lead a data and analytics organization that is core to the business strategy and drives better outcomes. The Service provides access to Gartner research and research experts.

Deliverables

Team Leader: http://sd.gartner.com/sd_cdao_ldr.pdf
Team Member: http://sd.gartner.com/sd_cdao_mbr.pdf
Tech Professional Team Member: http://sd.gartner.com/sd_cdao_techpro_mbr.pdf
Individual Access: http://sd.gartner.com/sd_cdao_indiv_access.pdf

Gartner for CISOs

Gartner for CISOs is designed to empower Chief Information and Security Officers (“CISOs”) and their teams to build and lead a data and analytics organization that is core to the business strategy and drives better outcomes. The Service provides access to Gartner research and research experts.

Deliverables

Team Leader:	http://sd.gartner.com/sd_ciso_ldr.pdf
Team Member:	http://sd.gartner.com/sd_ciso_mbr.pdf
Tech Professional Team Member:	http://sd.gartner.com/sd_ciso_techpro_member.pdf
Individual Access:	http://sd.gartner.com/sd_ciso_indiv_access.pdf

Appendix E-3 NYS Net Prices: Gartner Research and Advisory Services Pricing

(attached)