

State of New York: Group: 73001
Award: NEG-22601 Contract: PS66085

Appendix E: Gartner Service Descriptions

For rates effective August 17, 2022

The information provided herein is subject to terms, conditions and usage guidelines contained in Contract No. PS66085. The Services Descriptions associated with the subject links are attached hereto in full text in Appendix E. The subject links are only provided for convenience. In the event of any conflict or discrepancy between the descriptions included within Appendix E and the descriptions located at the applicable links, the descriptions included within Appendix E shall control. No changes, modifications or updates to the descriptions included within Appendix E shall become effective under the Contract, except by an instrument in writing which has been approved by the State in accordance with the Contract terms.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GLOBAL CIO TEAM PLUS: GLOBAL CIO
(TEAM LEADER)

Gartner for Global CIO Team Plus: Global CIO (the “Service”) is designed for the most senior technology executive in the largest client companies (“Client”), typically the CIO or equivalent, and his or her leadership team. This Service provides Client with access to a peer network, proprietary research, and an ongoing advisory relationship with Gartner. This Service requires the separate purchase of either Global CIO Team Plus: Global IT Leader (Team Member) or Global CIO Team Plus: Divisional CIO (Team Member).

DELIVERABLES

1. Global CIO Team Plus comprises two sets of users: (i) the “Team Leader,” and (ii) “Team Members” designated by the Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.”

The Deliverables for the Team Leader (“Leader”) are set forth below.

- Assigned Service Delivery Team
- Research Board Meetings
- Virtual Team Workshop
- Research Board Research and related content
- Executive Programs Research and related content
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Peer Networking
- “Consult the Board” Peer Survey Participation
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™ with Global CIO VIP Access

2. Additional information on the Deliverables listed above include the following:

- (a) **Assigned Service Delivery Team** – A Program Director and client success manager serve as the Leader’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives (“Leader Agenda”) and ensure ongoing engagement and value delivery to the Client.
- (b) **Research Board Meetings** – A non-transferable invitation to attend virtual Global CIO Research Board Meetings, or Divisional CIO Research Board Meetings, etc. Participation in Board Meetings or other peer forum type gatherings shall comply in all respects with the Antitrust Guidelines, which are provided at the outset of such meetings. Member materials and conversations are confidential and may not be shared outside of the company.
- (c) **Virtual Team Workshop** – A half-day annual session (jointly determined by the Program Director and Leader) focused on application of Gartner Research Board research and action planning. The session may include non-Team Members up to a total of 25 (twenty-five) participants.
- (d) **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.
- (e) **Executive Programs Research and related content**

Research Reports – Exclusive CIO-focused research reports, covering Gartner-selected topics on areas where business and IT intersect. Includes associated tools and teleconferences hosted by Executive Programs authors to discuss their Research Reports, business insights and leadership development-related content.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

- (f) **Gartner for IT Leaders Research and related content** – Includes Gartner Core IT and Role-specific Research and IT Podcast Series.
- (g) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- (h) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (i) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

Note: For all Research Access (Letters (d) to (h), above) – Leader may, on an occasional and infrequent basis, forward to other individuals in the client company 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.

(j) **Peer Networking**

Peer Directory – Access to a searchable directory of Members and their teams.

Online Forums – Access to discussions of common issues among peers.

Facilitated Networking – Program Director will, upon request, arrange virtual meetings or conference calls with peers to discuss best practices or areas of expertise.

- (k) **“Consult the Board” Peer Survey Participation** – Provides members the ability to poll a subset of their peer community for answers to relevant questions faced by member companies.

(l) **Access to Research Experts**

Inquiry for the Leader – Provides access to Research Experts (“expert”) who are associated with this Service. Participation is limited to the expert, 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 inquiry non-Team Members from within the client company.

Prioritized Scheduling – The Leader is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.

- (m) **Research Briefing** – One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the client company, up to a total of 25 (twenty-five) participants.

- (n) **Gartner IT Symposium/Xpo™ with Global CIO VIP Access** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus Global CIO VIP access, as further referenced below.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GLOBAL CIO TEAM PLUS: DIVISIONAL CIO
(TEAM MEMBER)

Global CIO Team Plus: Divisional CIO (the “Service”) is designed for senior technology leaders who directly report to the Global Chief Information Officer or equivalent in the client company (“Client”). The Service provides Client with access to a peer network, proprietary research, and an ongoing advisory relationship with Gartner. This Service is part of the Global CIO Team Plus Team and requires the separate purchase of Global CIO Team Plus: Global CIO Service.

DELIVERABLES

Global CIO Team Plus comprises two sets of users: (i) the “Team Leader,” and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Global CIO Team Plus: Divisional CIO Team Member (the “Member”) are set forth below.

- Assigned Service Delivery Team
- Research Board Meetings
- Virtual Team Workshops
- Research Board Research and related content
- Executive Programs Research and related content
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Peer Networking
- “Consult the Board” Peer Survey Participation
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™ with Executive Programs VIP access
- Executive Programs Events

2. Additional information on the Deliverables listed above include the following:

- (a) **Assigned Service Delivery Team** – A Global Enterprise Executive Partner and client success manager serve as the Member’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives (“Member Agenda”) and ensure ongoing engagement and value delivery to the Client.
- (b) **Research Board Meetings** – A non-transferable invitation to attend Divisional CIO Research Board Meetings. Participation in Board Meetings or other peer forum type gatherings shall comply in all respects with the Antitrust Guidelines, which are provided at the outset of such meetings. Member materials and conversations are confidential and may not be shared outside of the company.
- (c) **Virtual Team Workshops** – A half-day annual session (jointly determined by the Executive Partner and Member) focused on application of Gartner research and action planning. The session may include non-Team Members up to a total of 25 (twenty-five) participants.
- (d) **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.

(e) **Executive Programs Research and related content**

Research Reports – Exclusive CIO focused research reports, covering Gartner-selected topics on areas where business and IT intersect. Includes associated tools and teleconferences hosted by Executive Programs authors to discuss their Research Reports, business insights, and leadership development related content

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(f) **Gartner for IT Leaders Research and related content** – Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.

(g) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(h) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(i) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

Note: For all Research Access (Letters (d) to (h), above) – Member may, on an occasional and infrequent basis, forward to other individuals in the client company 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.

(j) **Peer Networking**

Peer Directory – Access to a searchable directory of senior technology leaders and CEOs.

Online Forums – Access to discussions of common issues among peers on gartner.com, including a private forum exclusive for Executive Programs Members, Divisional CIO Members, and Leaders.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

Facilitated Networking – Executive Partner will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.

(k) **“Consult the Board” Peer Survey Participation** – Provides members the ability to poll a subset of their peer community for answers to relevant questions faced by member companies.

(l) **Access to Research Experts**

Inquiry for the Member – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Member, and the Member’s Team Members, if applicable. The Member must be present on the inquiry call and lead the discussion and questions in order to advance the Member Agenda. Member 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 inquiry non-Team Members from within the client company.

Prioritized Scheduling – The Member is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.

- (m) **Research Briefing** – One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the client company, up to a total of 25 (twenty-five) participants.
- (n) **Gartner IT Symposium/Xpo™ with Executive Programs VIP Access** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements and Executive Programs VIP access, as further referenced below.
- (o) **Executive Programs Events** – Complimentary, nontransferable invitation to attend virtual, content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GLOBAL CIO TEAM PLUS: GLOBAL IT LEADER
(TEAM MEMBER)

Global CIO Team Plus: Global IT Leader (the “Service”) is designed for the most senior functional leader in the information technology company under the Global Chief Information Officer or equivalent (“Client”). The Service provides Client access to a peer network, proprietary research, and Gartner Research Experts. This Service is part of the Global CIO Team Plus and requires the separate purchase of Global CIO Team Plus: Global CIO Service.

DELIVERABLES

1. Global IT Leadership Team Plus comprises two sets of users: (i) the “Team Leader,” and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.”

The Deliverables for the Global CIO Team Plus: Global IT Team Member (the “Member”) are set forth below.

- Assigned Service Delivery Team
- Research Board Meetings
- Virtual Team Workshop
- Research Board Research and related content
- Executive Programs Research and related content
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Special Interest Groups
- Peer Networking
- “Consult the Board” Peer Survey Participation
- Access to Research Experts
- Shared Research Folder
- Gartner IT Symposium/Xpo™

2. Additional information on the Deliverables listed above include the following:

- (a) **Assigned Service Delivery Team** – A Program Director and client success manager serve as the Member’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives (“Member Agenda”) and ensure ongoing engagement and value delivery to the Client.
- (b) **Research Board Meetings** – A non-transferable invitation to attend the virtual Functional Board Research Board Meetings. Participation in Board Meetings or other peer forum type gatherings shall comply in all respects with the Antitrust Guidelines, which are provided at the outset of such meetings. Member materials and conversations are confidential and may not be shared outside of the company.
- (c) **Virtual Team Workshop** – A half-day virtual strategy meeting (jointly determined by the Program Director and Member) focused on application of Gartner Research Board research and action planning. The session may include non-Team Members up to a total of 25 (twenty-five) participants.
- (d) **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.
- (e) **Executive Programs Research and related content**
Research Reports – Exclusive CIO-focused research reports, covering Gartner-selected topics in areas where business and IT intersect. Includes associated tools and teleconferences hosted by

Executive Programs authors to discuss their Research Reports, business insights, and leadership development-related content.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

- (f) **Gartner for IT Leaders Research and related content** – Includes Gartner Core IT and Role-specific Research and IT Podcast Series.
- (g) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (h) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- (i) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

Note: For all Research Access (Letters (d) to (h), above) – Member may, on an occasional and infrequent basis, forward to other individuals in the client company 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.

- (j) **Special Interest Groups** – Bimonthly topical Web conferences, open only to members and their extended teams, on key issues related to member-selected topics. Group members share strategies and tactics, and Research Experts (“expert”) provide insight and context. Webinars are scheduled without previous planning when there is significant interest in a shared topic within the client community. At the start of the webinar, Members are advised that the call is being recorded and may request that the call not be recorded.

(k) Peer Networking

Peer Directory – Access to a searchable directory of Members and their teams.

Online Forums – Access to discussions of common issues among peers.

Facilitated Networking – Program Director will, upon request, arrange virtual meetings or conference calls with peers to discuss best practices or areas of expertise.

- (l) **“Consult the Board” Peer Survey Participation** – Provides members the ability to poll a subset of their peer community for answers to relevant questions faced by member companies.

(m) Access to Research Experts

Inquiry for the Member – Provides access to experts who are associated with this Service. Participation is limited to the expert, the Member, and other Team Members. The Member must be present on the inquiry call and lead the inquiry discussion and questions in order to advance the Member Agenda.

- (n) **Shared Research Folder** – Team Members may add documents to a common folder in My Library.

- (o) **Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation for the Member to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

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ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR GLOBAL IT LEADERSHIP TEAM PLUS:
TEAM LEADER

Gartner for Global IT Leadership Team Plus: Team Leader (the “Service”) is designed for the most senior functional leader in the information technology organization under the Global Chief Information Officer or equivalent. This Service requires the separate purchase of either Gartner for Global IT Leadership Team Plus: Partner Team Member or Gartner for Global IT Leadership Team Plus: Advisor Team Member Service.

DELIVERABLES

1. Gartner for Global IT Leadership Team Plus comprises two sets of users: (i) the “Team Leader,” and (ii) those “Team Members” designated by the Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.”
The Deliverables for the Team Leader (“Leader”) are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Research Board Meetings
- Team Workshop
- Research Board Research and related content
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Shared Research Folder
- Enterprise IT Leaders Webinars
- IT Key Metrics Data
- Peer Networking
- “Consult the Board” Peer Inquiry
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:
 - (a) **Assigned Service Delivery Team** – The Program Director and client success manager serve as the Leader’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives (“Leader Agenda”).
 - (b) **Value Reviews** – The Program Director will periodically conduct Value Reviews with the Leader against the Leader Agenda.
 - (c) **Team Workshop** – A half-day annual session (jointly determined by the Program Director and Leader) on Client premises focused on application of Gartner Research Board research and action planning. The session may include non-Team Members up to a total of 25 (twenty-five) participants.
 - (d) **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.
 - (e) **Gartner for IT Leaders Research and Related Content** – Includes Gartner Core IT and Role-specific Research.
 - (f) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

- (g) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (h) **Shared Research Folder** – Team Members may add documents to a common folder in My Library.

Note: For all Research Access (Letters (d) to (h), above) – Leader may, on an occasional and infrequent basis, forward to other individuals in Client’s organization 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.

- (i) **Enterprise IT Leaders Webinars** – Bimonthly topical Web conferences on members’ priorities open only to members and their extended teams.
- (j) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(k) Peer Networking

Peer Directory – Access to searchable directory of Members and their teams.

Online Forums – Access to virtual discussions of common issues among peers.

Facilitated Networking – Program Director will upon request set up meetings or conference calls with peers to discuss best practices or areas of expertise.

(l) “Consult the Board” Peer Survey Participation

Provides members the ability to poll a subset of their peer community for answers to relevant questions faced by member organizations.

ADDITIONAL USAGE INFORMATION

Only the Leader may attend Research Board Meetings. Participation in Board Meetings or other peer forum type gatherings shall comply in all respects with the Antitrust Guidelines, which are provided at the outset of such meetings. Member materials and conversations are confidential and may not be shared outside of the organization.

Participation in inquiry calls is limited to the Licensed User(s) and the research advisors only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The Leader is entitled to two types of inquiry: (i) inquiry sessions with a research advisor (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Licensed User receives one (1) invitation to attend one (1) Gartner IT Summit Conference per contract year. The IT Summit invitation may be exchanged for a single admittance to a Gartner IT Symposium/Xpo™ Conference for an additional cost. Attendance at a Gartner IT Symposium/Xpo Conference must take place within the contract year of the valid IT Summit Conference invitation.

Depending on travel advisories and/or government orders, at Gartner’s sole discretion, some meetings and events may be held virtually.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR GLOBAL IT LEADERSHIP TEAM PLUS: GLOBAL PARTNER TEAM MEMBER

Gartner for Global IT Leadership Team Plus: Global Partner Team Member (the “Service”) is for senior functional leaders in the information technology organization. This Service requires the separate purchase of Gartner for Global IT Leadership Team Plus: Team Leader.

DELIVERABLES

1. Gartner for Global IT Leadership Team Plus comprises two sets of users: (i) the “Team Leader,” and (ii) “Team Members” designated by the Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.”

The Deliverables for the Global Partner Team Member (“Member”) are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Peer Forums
- Annual Onsite Meeting
- Team Workshop
- Quarterly Team Calls
- Research Board Research and related content
- Consult the Board Library
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Shared Research Folder
- IT Key Metrics Data
- Enterprise IT Leaders Webinars
- Facilitated Networking and Community Events
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

- (a) **Assigned Service Delivery Team** – The Leadership Partner and client success manager serve as the Member’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives (“Member Agenda”).
- (b) **Value Reviews** – The Leadership Partner will periodically conduct Value Reviews with the Member against the Member’s Agenda.
- (c) **Peer Forums** – Member-only meetings with Gartner research advisors that focus on member-selected topics and provide a venue for networking and peer exchange.
- (d) **Annual Onsite Meeting** – The Member will meet with the Leadership Partner for coaching and advice, strategic planning, and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Member Peer Community.
- (e) **Team Workshop** – Leadership Partner-led one (1) half-day annual session (jointly determined by the Leadership Partner and the Member), facilitated by the Leadership Partner, which is focused on application of the Research and action planning. Based on a joint decision between the Member and the Leadership Partner, the session may include non-Team Members up to a total of twenty-five (25) participants.
- (f) **Quarterly Team Calls** – Licensed Users may participate in quarterly remote calls, provided these remote calls are setup and attended by the Member and are facilitated by the Leadership Partner.

Based on a joint decision between the Member and the Leadership Partner, these sessions may include non-Team Members.

- (g) **Research Board Research and Related Content** – Includes Research Board studies on topics selected by the membership, materials created for and distributed at Board meetings.
- (h) **Consult the Board Library** – Member has access to all inquiries and responses from the peer decision support process.
- (i) **Gartner for IT Leaders Research and Related Content** – Includes Gartner Core IT and Role-specific Research.
- (j) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- (k) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (l) **Shared Research Folder** – Team Members may add documents to a common folder in My Library.
- (m) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (n) **Enterprise IT Leaders Webinars** – Bimonthly topical Web conferences on members’ priorities open only to members and their extended teams.
- (o) **Facilitated Networking and Community Events**
 - Facilitated Networking** – Member may request meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.
 - Peer Roundtables** – Access to facilitated discussions with peers; participation limited to executives with similar job roles.
 - Peer Forums** – Held two (2) times per year for 1.5 days (one and one-half days), events focus on Team Members-selected topics and provide: (i) a venue for networking and peer exchange, (ii) presentations on working solutions, and (iii) facilitated workshops with Gartner research advisors. Gartner may, as necessary, change research advisors or supplement the research advisors with a Gartner subject matter expert.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisors only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). The Member is entitled to two types of inquiry: (i) inquiry sessions with a research advisor (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Depending on travel advisories and/or government orders, at Gartner's sole discretion, some meetings and events may be held virtually.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR GLOBAL IT LEADERSHIP TEAM PLUS:
ADVISOR TEAM MEMBER

Gartner for Global IT Leadership Team Plus: Advisor Team Member (the “Service”) enables access to Gartner resources in a team environment. This Service requires the separate purchase of Gartner for Global IT Leadership Team Plus: Global Team Leader Service.

DELIVERABLES

1. The Gartner for Global IT Leadership Team Plus comprises two sets of users: (i) the “Team Leader,” and (ii) “Team Members” designated by the Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.”

The Deliverables for the Advisor Team Member (“Member”) are set forth below.

- Research Board Research and related content
- Consult the Board Library
- Gartner for IT Leaders and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Shared Research Folder
- Enterprise IT Leaders Webinars
- IT Key Metrics Data
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

- (a) **Research Board Research and Related Content** – Includes Research Board studies on topics selected by the membership, materials created for and distributed at Board meetings.
- (b) **Consult the Board Library** – Member has access to all inquiries and responses from the peer decision support process.
- (c) **Gartner for IT Leaders Research and Related Content** – Includes Gartner Core IT and Role-specific Research.
- (d) **Shared Research Folder** – Team Members may add documents to a common folder in My Library.
- (e) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- (f) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (g) **Enterprise IT Leaders Webinars** – Bimonthly topical Web conferences on members’ priorities open only to members and their extended teams.
- (h) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisors only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). The Member is entitled to two types of inquiry: (i) inquiry sessions with a research advisor (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS
FOR GLOBAL ENTERPRISES: LEADER

Executive Programs Leadership Team Plus for Global Enterprises: Leader (the “Service”) is designed for senior technology executives in the largest client organizations, typically a Business Unit CIO, Divisional CIO, Regional CIO or equivalent, and his or her leadership team. The Service provides client (“Client”) with (i) an ongoing advisory relationship with Gartner, and (ii) a thinking partner to contextualize Gartner insights. This Service requires the separate purchase of an Executive Programs Leadership Team Plus Member Service.

DELIVERABLES

The Executive Programs Leadership Team Plus for Global Enterprises comprises two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Leader are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Virtual Team Workshops
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™ with Executive Programs VIP Access
- Executive Programs Events
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

A Global Enterprise Executive Partner with 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 individualized strategies based on their priorities and initiatives (“Leader Agenda”). The Leader may interact monthly with the Global Enterprise Executive Partner and Gartner to ensure ongoing engagement and delivery of value. Interactions may include: Virtual Strategy Meetings, Research Expert (“expert”) interactions, virtual events, Symposium attendance, peer networking interactions, or Global Enterprise Executive Partner teleconferences or meetings.

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, et al.), and the Global Enterprise 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, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a

coordinated service approach for the team, as well as alignment between Team Members and the Leader.

- (b) **Value Reviews** – The Global Enterprise Executive Partner will periodically conduct Value Reviews with the Leader against the Leader Agenda.
- (c) **Virtual Team Workshops** – Two (2) half-day annual sessions (jointly determined by the Global Enterprise Executive Partner and Leader), facilitated by the Global Enterprise Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by Leader and Global Enterprise 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.
- (d) **Access to Research Experts**
 - Inquiry for the Leader** – Provides access to experts who are associated with this Service. Participation is limited to the expert, 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 inquiry non-Team Members from within the client company.
 - Prioritized Scheduling** – The Leader is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.
 - Research Briefing** – One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the Client’s organization, up to a total of 25 (twenty-five) participants.
- (e) **Conference and Events**
 - Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements and Executive Programs VIP access, as further referenced below.
 - Executive Programs Events** – Complimentary, nontransferable invitation to attend virtual content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.
- (f) **Peer Networking**
 - Peer Directory** – Access to searchable directory of senior technology leaders and CIOs.
 - Online Forums** – Access to 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** – Global Enterprise Executive Partner will upon request set up virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
 - Peer Roundtables** – Access to facilitated discussions with peers; participation limited to executives with similar job roles.
- (g) **Leadership Development Research and related content** – Customized professional development content for the development of technology leaders, targeted to Team Members.
- (h) **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 experts.

- (i) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
 - (j) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
 - (k) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
 - (l) **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 their Research Reports.
 - Business Research and related content** – Targeted to CIOs, CFOs, and other business executives.
- Note: For all Research Access (Letters (g) to (j) and (l), above)** – Leader may, on an occasional and infrequent basis, forward to other individuals in client company 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.
- (m) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS
FOR GLOBAL ENTERPRISES: IT EXECUTIVE

Executive Programs Leadership Team Plus for Global Enterprises: IT Executive (the “Service”) is designed for senior technology executives in the largest client organizations (“Client”). The Service, which is part of the Executive Programs Leadership Team Plus for Global Enterprises Team, requires the separate purchase of Executive Programs Leadership Team Plus for Global Enterprises: Leader. The Service provides Client with (i) an ongoing advisory relationship with Gartner, and (ii) a thinking partner to contextualize Gartner insights.

DELIVERABLES

Executive Programs Leadership Team Plus for Global Enterprises comprises two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the IT Executive Team Member are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Virtual Team Workshops
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™
- Executive Programs Events
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

A Global Enterprise Executive Partner with experience in senior technology executive roles and a client success manager will serve as the IT Executive’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives. The IT Executive may interact on a monthly basis with the Global Enterprise Executive Partner and Gartner to ensure ongoing engagement and delivery of value. Interactions may include: Strategy Meetings, Research Expert (“expert”) interactions, virtual events, Symposium attendance, peer networking interactions, or Global Enterprise Executive Partner teleconferences or meetings.

Virtual Strategy Meetings may take place between the IT Executive and the Global Enterprise Executive Partner to review and apply Executive Programs Research, or other relevant content and advice on issues of relevance to the IT Executive.

The client success manager, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

- (b) **Value Reviews** – The Global Enterprise Executive Partner will periodically conduct Value Reviews with the IT Executive against the IT Executive’s Agenda.

 - (c) **Virtual Team Workshops** – Two (2) half-day annual sessions (jointly determined by the Global Enterprise Executive Partner and IT Executive), facilitated by the Global Enterprise Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by IT Executive and Global Enterprise 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.

 - (d) **Access to Research Experts**
 - Inquiry for the IT Executive** – Provides access to experts who are associated with this Service. Participation is limited to the expert, the IT Executive, and other Team Members. The IT Executive must lead the inquiry discussion and questions. The IT Executive 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 inquiry non-Team Members from within the Client’s organization.
 - Prioritized Scheduling** – The IT Executive is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.
 - Research Briefing** – One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the Client’s organization, up to a total of 25 (twenty-five) participants.

 - (e) **Conference and Events**
 - Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, a further referenced below.
 - Executive Programs Events** – Complimentary, nontransferable invitation to attend virtual Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.

 - (f) **Peer Networking**
 - Peer Directory** – Access to searchable directory of senior technology leaders and CIOs.
 - Online Forums** – Access to 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** – Global Enterprise Executive Partner will, upon request, set up virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
 - Peer Roundtables** – Access to facilitated discussions with peers; participation limited to executives with similar job roles.

 - (g) **Leadership Development Research and related content** – Customized professional development content for the development of technology leaders, targeted to Team Members.

 - (h) **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 experts.

 - (i) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
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- (j) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (k) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (l) **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 their Research Reports.
 - Business Research and Related Content** – Targeted to CIOs, CFOs, and other business executives.
- Note: For all Research Access (Letters (g) to (j) and (l), above)** – IT Executive may, on an occasional and infrequent basis, forward to other individuals in Client’s organization 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.
- (m) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS FOR GLOBAL ENTERPRISES: GLOBAL PARTNER

Executive Programs Leadership Team Plus for Global Enterprises: Global Partner (the “Service”) permits client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development as a team leader. The Service is part of Executive Programs Leadership Team Plus for Global Enterprises and requires the separate purchase of Executive Programs Leadership Team Plus for Global Enterprises: Leader.

DELIVERABLES

Executive Programs Leadership Team Plus for Global Enterprises comprises two (2) sets of users: (i) the “Team Leader” and (ii) “Team Members” (including this “Global Partner”), as set forth in the Service Agreement. Collectively, the Leader and the Global Partner are “Licensed Users.”

1. The Deliverables for the Global Partner are set forth below.

- Assigned Service Delivery Team
- Annual Virtual Strategy Meeting
- Virtual Team Workshops
- Quarterly Team Calls
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Community Events
- Special Interest Groups
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

A Leadership Partner and a client success manager will serve as the Global Partner’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Services and implementation of a Member Value Plan. The client success manager will facilitate inquiry and respond to specific requests for Gartner Research and insight.

The client success manager is an experienced service professional who helps the team leverage the most relevant Gartner resources. The service professional understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Team Leader.

Member Value Plan – Customized service plan created in collaboration with the Global Partner at the beginning of the Service and reviewed and revised periodically through the membership lifecycle. Elements include setting Global Partner expectations, value criteria, up to three (3) key initiatives, and action plan.

(b) Annual Virtual Strategy Meeting – Global Partner will meet with the LP for coaching and advice on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the peer community.

(c) Virtual Team Workshops

One (1) half-day annual session (jointly determined by the Leadership Partner and the Global Partner), facilitated and lead by the Leadership Partner, which is focused on application of Research

and action planning. Based on a joint decision between the Global Partner and the Leadership Partner, the session may include up to 25 (twenty-five) non-Team Members from within the client company.

Participate in Executive Programs half-day annual virtual session (jointly determined by the Executive Partner and Executive Programs Leadership Team for Global Enterprises Team Leader) facilitated by the Executive Partner, which focuses on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and the EP from a list of available Executive Programs workshops.

- (d) **Quarterly Team Calls** – Licensed Users may participate in these quarterly remote calls, provided they are setup and attended by the Global Partner and facilitated by the Leadership Partner. Based on a joint decision between the Global Partner and the Leadership Partner, these sessions may include non-Team Members from within the client company.
- (e) **Access to Research Experts**
 - Inquiry for the Global Partner** – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Global Partner, and other Team Members. The Global Partner must schedule and lead the inquiry sessions.
- (f) **Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation for the Global Partner to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.
- (g) **Peer Community Events** – Held two (2) times per year, these events focus on Global Partner- and Member-selected Gartner for Enterprise IT Leaders topics and provide: (i) a venue for networking and peer exchange, (ii) Member presentations on working solutions, and (iii) facilitated workshops with experts. Gartner may, as necessary, change or supplement the expert.
- (h) **Special Interest Groups** – Topical Web conferences, open only to Global Partners and Team Members and their extended teams on key issues related to peer-selected topics. Members share strategies and tactics, and experts provide insight and context. Webinars are scheduled without previous planning when there is significant interest in a shared topic within the client company. At the start of the webinar, Members are advised that the call is being recorded and may request that the call not be recorded.
- (i) **Peer Networking**
 - Peer Directory** – Access to searchable directory of senior technology leaders.
 - Online Forums** – Access to discussions of common issues among peers on gartner.com.
 - Offline Meetups** – Access to designated lounges at Gartner IT Symposium/Xpo.
 - Facilitated Networking** – Service Delivery team will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
 - Peer Roundtables** – Access to facilitated discussions with peers; participation limited to executives with similar job roles.
- (j) **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 research experts.
- (k) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- (l) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

- (m) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (n) **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 their Research Reports.
 - Business Research and related content** – Targeted to CIOs, CFOs, and other business executives.
- (o) **Leadership Development**
 - Leadership Development Research and related content** – Customized professional development content for technology leaders, targeted to Team Members.
 - Leadership Development Coaching** – The Executive Partner (who is aligned with the Leader and has experience in senior technology executive roles) and Global Partner create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Global Partner to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Global Partner member in the context of the Global Partner’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.
 - Note: For all Research Access (Letters (j) to (l), (n) and (o), above)** – Global Partner may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the client company. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.
- (p) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS:
DELEGATE TEAM LEADER

Executive Programs Leadership Team Plus: Delegate Team Leader (the “Service”) permits the client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development and to serve as proxy for the Team Leader. The Service is part of Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises and requires the separate purchase of Executive Programs Leadership Team Plus: Leader or Executive Programs Leadership Team Plus for Global Enterprises: Leader.

DELIVERABLES

Executive Programs Leadership Team or Executive Programs Leadership Team Plus for Global Enterprises comprises two (2) sets of users: (i) the “Team Leader” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Team Leader and the Delegate Team Leader are “Licensed Users.”

1. The Deliverables for the Delegate Team Leader are set forth below.

- Assigned Service Delivery Team
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Leaders
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner, who has experience in senior technology executive roles, and a client service manager will be assigned to the Delegate Team Leader, who may serve as proxy for the Team Leader in working with the Executive Partner on the Leader Agenda. The client service manager is an experienced service professional who understand the Client’s context and priorities and helps the Client understand the entitlements of their Service. In his/her role as the single point of contact from Gartner, the service professional provides the following: (i) a personalized, proactive, concierge-level, coordinated service approach to help the team leverage the most relevant Gartner resources, and (ii) alignment among Team Members and the Team Leader.

(b) Virtual Team Workshop – Participate in half-day annual virtual session (jointly determined by the Executive Partner and Team Leader) facilitated by the Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and the Executive Partner from a list of available Executive Programs workshops.

(c) Access to Research Experts

Inquiry for the Delegate Team Leader – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Delegate Team Leader, and other Team Members. The Delegate Team Leader must schedule and lead the inquiry sessions.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) **Peer Networking**

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) **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 research advisors.

(g) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(h) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(i) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(j) **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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(k) **Leadership Development**

Leadership Development Research and related content – Customized professional development content for the technology leaders, targeted to Team Members.

Leadership Development Coaching – Executive Partner and Delegate Team Leader create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Delegate Team Leader to:

(i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Delegate Team Leader in the context of the Delegate Team Leader’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.

Note: For all Research Access (Letters (f) to (h), (j) and (k), above) – Delegate Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client’s organization. If a Key Insight summary is not available, the Delegate Team Leader may forward a PDF copy of the full document. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

(l) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS:
ADVISOR TEAM LEADER

Executive Programs Leadership Team Plus: Advisor Team Leader (the “Service”) permits the client (“Client”) to identify an advisor team leader, typically an individual reporting to the most senior IT executive, usually the CIO. The Service is part of the Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises and requires the separate purchase of Executive Programs Leadership Team Plus: Leader or Executive Programs Leadership Team Plus for Global Enterprises: Leader.

DELIVERABLES

Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises comprises two (2) sets of users: (i) the “Team Leader” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Team Leader and the Advisor Team Leader are “Licensed Users.”

1. The Deliverables for the Advisor Team Leader are set forth below.

- Assigned client service manager
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned client service manager

A client service manager will serve as the Advisor Team Leader’s primary point of contact for this Service. The service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Virtual Team Workshop – Participate in half-day annual session (jointly determined by the Executive Partner and the Team Leader) facilitated by the Executive Partner, which focuses on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and the Executive Partner from a list of available Executive Programs workshops.

(c) Access to Research Experts

Inquiry for the Advisor Team Leader – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Advisor Team Leader, and other Team Members. The Advisor Team Leader must schedule and lead the inquiry sessions.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation for the Advisor Team Leader to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) 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 experts.

(g) Strategic Business Content for IT Executives – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(h) Peer & Practitioner Research – Includes peer benchmarks, best practices, case studies, tools, and templates.

(i) IT Key Metrics Data – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(j) 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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(k) Leadership Development

Leadership Development Research and related content – Customized professional development content for technology leaders, targeted to Team Members.

Note: For all Research Access (Letters (f) to (h), (j) and (k), above) – Advisor Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client's organization. If a Key Insight summary is not available, the Advisor Team Leader may forward a PDF copy of the full document. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

(l) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS:
CROSS FUNCTION TEAM MEMBER

Executive Programs Leadership Team Plus: Cross Function Team Member (the “Service”) permits the client (“Client”) to identify a cross function team member, typically an individual reporting to the most senior IT executive, usually the CIO. The Service is part of Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises and requires the separate purchase of Executive Programs Leadership Team Plus: Leader or Executive Programs Leadership Team Plus for Global Enterprises: Leader.

DELIVERABLES

Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises comprises two (2) sets of users: (i) the “Team Leader” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Cross Function Team Member are set forth below.

- Assigned client service manager
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned client service manager

A client service manager will serve as the Cross Function Team Member’s primary point of contact for this Service. The service professional understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Virtual Team Workshop – Participate in half-day 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.

(c) Access to Research Experts

Inquiry for the Cross Function Team Member – Cross Function Team Member(s) may participate in inquiry provided the sessions are requested and moderated by the Leader. The Leader must be present on the call and manage and lead the discussion and questions in order to advance the Leader Agenda.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) **Peer Networking**

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) **Gartner for IT Leaders Research and related content**

Includes Gartner Core IT and Role-specific Research; diagnostic tools, templates, and case studies; an unmetered number of Weekly Picks and News Analysis; and an unmetered number of webinars featuring Gartner Research Experts (“experts”).

(g) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(h) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(i) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(j) **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 their Research Reports.

Business Research and Related Content – Targeted to CIOs, CFOs, and other business executives.

(k) **Leadership Development Research and related content** – Customized professional development content created for technology leaders, targeted to Team Members.

(l) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS
LEADER

Executive Programs Leadership Team Plus: 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 Client with (i) an ongoing advisory relationship with Gartner, and (ii) a thinking partner to contextualize Gartner insights. This Service requires the separate purchase of an Executive Programs Leadership Team Plus Member Service.

DELIVERABLES

The Executive Programs Leadership Team Plus is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Leader are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Virtual Team Workshop
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™ with Executive Programs VIP Access
- Executive Programs Events
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner with 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 individualized strategies based on their priorities and initiatives (“Leader Agenda”). 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 Expert (“expert”) interactions, local events, Symposium attendance, peer networking interactions, or Executive Partner teleconferences or meetings.

Strategy Meetings between the Leader and by invitation of the Leader, one or more of the Leader’s peers (typically the CEO, CFO, CXO, et al.), 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, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

- (b) **Value Reviews** – The Executive Partner will periodically conduct Value Reviews with the Leader against the Leader Agenda.
- (c) **Virtual Team Workshop** – A 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.
- (d) **Access to Research Experts** – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the experts, the Leader, and Team Members. The Leader must be present on the inquiry call and lead the 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 inquiry non-Team Members from within the Client’s organization.
 - Prioritized Scheduling** – The Leader is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.
 - Research Briefing** – One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the Client’s organization, up to a total of 25 (twenty-five) participants.
- (e) **Conference and Events**
 - Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements and Executive Programs VIP access, as further referenced below.
 - Executive Programs Events** – Complimentary, nontransferable invitation to attend virtual Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.
- (f) **Peer Networking**
 - Peer Directory** – Access to searchable directory of senior technology leaders and CEOs.
 - Online Forums** – Access to 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, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
 - Peer Roundtables** – Access to facilitated discussions with peers; participation limited to executives with similar job roles.
- (g) **Leadership Development Research and related content** – Customized professional development content for the development of technology leaders, targeted to Team Members.
- (h) **Gartner for IT Leaders Research and related content**
 - Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.
- (i) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- (j) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(k) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(l) **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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

Note: For all Research Access (Letters (g) to (j) and (l), above) – Leader may, on an occasional and infrequent basis, forward to other individuals in Client’s organization 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.

(m) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS
IT EXECUTIVE TEAM MEMBER

Executive Programs Leadership Team Plus: IT Executive Team Member (the “Service”) is designed for senior technology executives in the largest client organizations (“Client”). The Service, which is part of Executive Programs Leadership Team Plus, requires the separate purchase of Executive Programs Leadership Team Plus: Leader. The Service provides Client with (i) an ongoing advisory relationship with Gartner, and (ii) a thinking partner to contextualize Gartner insights.

DELIVERABLES

Executive Programs Leadership Team Plus comprises two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the IT Executive Team Member are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Virtual Team Workshop
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™
- Executive Programs Events
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner with experience in senior technology executive roles and a client success manager will serve as the IT Executive Team Member’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives. The IT Executive Team Member may interact monthly with the Executive Partner and Gartner to ensure ongoing engagement and delivery of value. Interactions may include: Strategy Meetings, Research Expert (“expert”) interactions, local events, Symposium attendance, peer networking interactions, or Executive Partner teleconferences or meetings.

Strategy Meetings may take place between the IT Executive Team Member and the Executive Partner to review and apply Executive Programs Research or other relevant content and advice on issues of relevance to the IT Executive.

A client success manager, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Value Reviews – The Executive Partner will periodically conduct Value Reviews with the IT Executive against the IT Executive Team Member’s Agenda.

- (c) **Virtual Team Workshop** – A half-day annual strategy session (jointly determined by the Executive Partner and IT Executive Team Member), facilitated by the Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by IT Executive Team Member 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.
- (d) **Access to Research Experts**
 - Inquiry for the IT Executive Team Member** – Participation is limited to the expert and the IT Executive Team Member. The inquiry topic may be any area of Gartner-covered Research.
 - Prioritized Scheduling** – The IT Executive Team Member is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.
 - Research Briefing** – One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the Client’s organization, up to a total of 25 (twenty-five) participants.
- (e) **Conference**
 - Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, as further referenced below.
- (f) **Peer Networking**
 - Peer Directory** – Access to searchable directory of senior technology leaders.
 - Online Forums** – Access to 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, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
 - Peer Roundtables** – Access to facilitated discussions with peers; participation limited to executives with similar job roles.
- (g) **Leadership Development Research and related content** – Customized professional development content for the development of technology leaders, targeted to Team Members.
- (h) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- (i) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (j) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (k) **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 their Research Reports.
 - Business Research and related content** – Targeted to CIOs, CFOs, and other business executives.
- (l) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS
IT EXECUTIVE TEAM LEADER

Executive Programs Leadership Team Plus: IT Executive Team Leader (the “Service”) is designed for senior technology executives in the largest client organizations (“Client”). The Service, which is part of Executive Programs Leadership Team Plus, requires the separate purchase of two (2) services: (i) Executive Programs Leadership Team Plus: Leader, and (ii) the Gartner for IT Leadership Team Plus: Member, which comprise the IT Executive Team Leader’s team. The Service provides Client with (i) an ongoing advisory relationship with Gartner, and (ii) a thinking partner to contextualize Gartner insights.

DELIVERABLES

Executive Programs Leadership Team Plus with Industry comprises two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the IT Executive Team Leader are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Virtual Team Workshop
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™
- Executive Programs Events
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner with experience in senior technology executive roles and a client success manager will serve as the IT Executive Team Leader’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives. The IT Executive Team 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 Expert (“expert”) interactions, local events, Symposium attendance, peer networking interactions, or Executive Partner teleconferences or meetings.

Virtual Strategy Meetings may take place between the IT Executive Team Leader and the Executive Partner to review and apply Executive Programs Research or other relevant content and advice on issues of relevance to the IT Executive.

The client success manager, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

- (b) **Value Reviews** – The Executive Partner will periodically conduct Value Reviews with the IT Executive against the IT Executive Team Leader’s Agenda.
- (c) **Virtual Team Workshop** – A 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.
- (d) **Access to Research Experts**
 - Inquiry for the IT Executive Team Leader** – Provides access to Gartner experts who are associated with this Service. Participation is limited to the expert, the IT Executive Team Leader, and other Team Members. The IT Executive Team Leader must lead the inquiry discussion and questions. The IT Executive Team 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 inquiry non-Team Members from within the Client’s organization.
 - Prioritized Scheduling** – The IT Executive Team Leader is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.
 - Research Briefing** – One (1) briefing session per contract period with an expert, not to exceed four (4) hours, delivered remotely. The session may include Team Members and others from the Client’s organization, up to a total of 25 (twenty-five) participants.
- (e) **Conference**
 - Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, as further referenced below.
- (f) **Peer Networking**
 - Peer Directory** – Access to searchable directory of senior technology leaders.
 - Online Forums** – Access to 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, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
 - Peer Roundtables** – Access to facilitated discussions with peers; participation limited to executives with similar job roles.
- (g) **Leadership Development Research and related content** – Customized professional development content for the development of technology leaders, targeted to Team Members.
- (h) **Gartner for IT Leaders Research and related content**
 - Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.
- (i) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- (j) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (k) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(l) 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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

Note: For all Research Access (Letters (g) to (j) and (l), above) – IT Executive Team Leader may, on an occasional and infrequent basis, forward to other individuals in Client’s organization 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.

(m) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS
PARTNER TEAM MEMBER

Executive Programs Leadership Team Plus: Partner Team Member (the “Service”) permits the client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development as a team member. The Service, which is part of the Executive Programs Leadership Team Plus, requires the separate purchase of the Executive Programs Leadership Team Plus: Leader Service.

DELIVERABLES

The Executive Programs Leadership Team Plus is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Partner Team Member are set forth below.

- Assigned Service Delivery Team
- Annual Virtual Strategy Meeting
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Community Events
- Special Interest Groups
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

A Leadership Partner and a client success manager will serve as the Partner Team Member’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Services and implementation of a Member Value Plan. The service professional will facilitate inquiry and respond to specific requests for Gartner research and insight.

The client success manager, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

Member Value Plan – Customized service plan created in collaboration with the Partner Team Member at the beginning of the Service and reviewed and revised periodically through the membership lifecycle. Elements include Partner Team Member expectations, value criteria, up to three (3) key initiatives, and action plan.

(b) Annual Virtual Strategy Meeting – Partner Team Member will meet with the Leadership Partner for coaching and advice, with focus on strategic planning and execution of up to three (3) key

initiatives. Guidance will be based on the collective expertise of Gartner Research and the Peer Community.

- (c) **Virtual Team Workshop** – A 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.
 - (d) **Access to Research Experts**
 - Inquiry for the Partner Team Member** – Participation is limited to the Research Expert (“expert”) and the Partner Team Member. The inquiry topic may be any area of Gartner-covered Research.
 - (e) **Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.
 - (f) **Peer Community Events** – Held two (2) times per year, these virtual events focus on Partner Team Leader- and Member-selected Gartner for Enterprise IT Leaders topics, provide a venue for networking and peer exchange, feature Member presentations on working solutions, and include facilitated workshops with research experts. Gartner may, as necessary, change or supplement the expert.
- Special Interest Groups** – Topical Web conferences, open only to Partner Team Leaders and Team Members and their extended teams, on key issues related to peer-selected topics. Group members share strategies and tactics, and experts provide insight and context. Webinars are scheduled without previous planning when there is significant interest in a shared topic within the client community. At the start of the webinar, Members are advised that the call is being recorded and may request that the call not be recorded.
- (g) **Peer Networking**
 - Peer Directory** – Access to searchable directory of senior technology leaders.
 - Online Forums** – Access to discussions of common issues among peers on gartner.com.
 - Offline Meetups** – Access to designated lounges at Gartner IT Symposium/Xpo.
 - Peer Roundtables** – Access to facilitated discussions with peers; participation limited to executives with similar job roles.
 - (h) **Gartner for IT Leaders Research and related content**

Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.
 - (i) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
 - (j) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
 - (k) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(l) 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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(m) Leadership Development

Leadership Development Research and related content – Customized professional development content for technology leaders, targeted to Team Members.

Leadership Development Coaching – Executive Partner and Partner Team Member create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Partner Team Member to:

(i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Partner Team Member in the context of the Partner Team Member’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.

(n) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS: PARTNER TEAM LEADER

Executive Programs Leadership Team Plus: Partner Team Leader (the “Service”) permits the client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development as a team leader. The Service is part of Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises and requires the separate purchase of Executive Programs Leadership Team Plus: Leader or Executive Programs Leadership Team Plus for Global Enterprises: Leader.

DELIVERABLES

Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises comprises two (2) sets of users: (i) the “Team Leader” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and the Partner Team Leader are “Licensed Users.”

1. The Deliverables for the Partner Team Leader are set forth below.

- Assigned Service Delivery Team
- Virtual Strategy Meeting
- Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Community Events
- Special Interest Groups
- Peer Networking
- Gartner for IT Leaders and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

A Leadership Partner and a client success manager will serve as the Partner Team Member’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Services and implementation of a Member Value Plan. The service professional will facilitate inquiry and respond to specific requests for Gartner research and insight.

The client success manager, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

Member Value Plan – Customized service plan created in collaboration with the Partner Team Leader at the beginning of the Service and reviewed and revised periodically through the membership lifecycle. Elements include Partner Team Leader expectations, value criteria, up to three (3) key initiatives, and action plan.

(b) Annual Virtual Strategy Meeting – Partner Team Leader will meet with the Leadership Partner for coaching and advice on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Peer Community.

(c) Virtual Team Workshop – Participate in half-day annual session (jointly determined by the Executive Partner and Team Leader) facilitated by the Executive Partner, which focuses on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and the Executive Partner from a list of available Executive Programs workshops.

(d) Access to Research Experts

Inquiry for the Partner Team Leader – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the experts, the Partner Team Leader, and other Team Members. The Partner Team Leader must schedule and lead the inquiry sessions.

(e) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation for the Partner Team Leader to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(f) Peer Community Events – Held up to two (2) times per year, these events focus on Licensed User-selected topics, provide a venue for networking and peer exchange, feature Licensed User presentations on working solutions and offer facilitated workshops with experts. Gartner may, as necessary, change or supplement the expert with another expert.

(g) Special Interest Groups – Topical Web conferences, open only to Partner Team Leaders and Team Members and their extended teams, on key issues related to peer-selected topics. Group Members share strategies and tactics, and experts provide insight and context. Webinars are scheduled without previous planning when there is significant interest in a shared topic within the client community. At the start of the webinar, Members are advised that the call is being recorded and may request that the call not be recorded.

(h) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

Facilitated Networking – Service Delivery team will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.

Peer Roundtables – Access to facilitated discussions with peers; participation limited to executives with similar job roles.

(i) 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 experts.

(j) Strategic Business Content for IT Executives – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(k) Peer & Practitioner Research – Includes peer benchmarks, best practices, case studies, tools, and templates.

(l) IT Key Metrics Data – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(m) 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 their Research Reports.

Business Research and Related Content – Targeted to CIOs, CFOs, and other business executives.

(n) Leadership Development

Leadership Development Research and related content – Customized professional development content for technology leaders, targeted to Team Members.

Leadership Development Coaching – The Executive Partner (who is aligned with the Leader and has past experience in senior technology executive roles) and Partner Team Leader create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Partner Team Leader to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Partner Team Leader in the context of the Partner Team Leader’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.

Note: For all Research Access (Letters (i) to (k), (m) and (n), above) – Partner Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client’s organization. If a Key Insight summary is not available, the Partner Team Leader may forward a PDF copy of the full document. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

(o) IT Podcast Series

A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS
DELEGATE TEAM MEMBER

Executive Programs Leadership Team Plus: Delegate Team Member (the “Service”) permits the client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development as a team member and to serve as proxy for the leader. The Service, which is part of Executive Programs Leadership Team Plus, requires the separate purchase of the Executive Programs Leadership Team Plus: Leader Service.

DELIVERABLES

The Executive Programs Leadership Team Plus is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Delegate Team Member are set forth below.

- Assigned Service Delivery Team
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner, who has experience in senior technology executive roles, and a client success manager will be assigned to the Delegate Team Member, who may serve as proxy for the Team Leader in working with the Executive Partner on the Leader Agenda. The client success manager is an experienced service professional who understand the Client’s context and priorities and helps the Client understand the entitlements of their Service. In his/her role as the single point of contact from Gartner, the service professional provides the following: (i) a personalized, proactive, concierge-level, coordinated service approach to help the team leverage the most relevant Gartner resources, and (ii) alignment among Team Members and the Team Leader.

(b) Virtual Team Workshop – A 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.

(c) Access to Research Experts

Inquiry for the Delegate Team Member – Participation is limited to the Research Expert (“expert”) and the Delegate Team Member. The inquiry topic may be any area of Gartner-covered Research.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) **Peer Networking**

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) **Gartner for IT Leaders Research and related content** – Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.

(g) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(h) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(i) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(j) **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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(k) **Leadership Development**

Leadership Development Research and related content – Customized professional development content for the technology leaders, targeted to Team Members.

Leadership Development Coaching – Executive Partner and Delegate Team Member create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Delegate Team Member to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Delegate Team Member in the context of the Delegate Team Member’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.

(l) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS:
DELEGATE TEAM LEADER

Executive Programs Leadership Team Plus: Delegate Team Leader (the “Service”) permits the client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development and to serve as proxy for the Team Leader. The Service is part of Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises and requires the separate purchase of Executive Programs Leadership Team Plus: Leader or Executive Programs Leadership Team Plus for Global Enterprises: Leader.

DELIVERABLES

Executive Programs Leadership Team or Executive Programs Leadership Team Plus for Global Enterprises comprises two (2) sets of users: (i) the “Team Leader” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Team Leader and the Delegate Team Leader are “Licensed Users.”

1. The Deliverables for the Delegate Team Leader are set forth below.

- Assigned Service Delivery Team
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Leaders
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner, who has experience in senior technology executive roles, and a client service manager will be assigned to the Delegate Team Leader, who may serve as proxy for the Team Leader in working with the Executive Partner on the Leader Agenda. The client service manager is an experienced service professional who understand the Client’s context and priorities and helps the Client understand the entitlements of their Service. In his/her role as the single point of contact from Gartner, the service professional provides the following: (i) a personalized, proactive, concierge-level, coordinated service approach to help the team leverage the most relevant Gartner resources, and (ii) alignment among Team Members and the Team Leader.

(b) Virtual Team Workshop – Participate in half-day annual virtual session (jointly determined by the Executive Partner and Team Leader) facilitated by the Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and the Executive Partner from a list of available Executive Programs workshops.

(c) Access to Research Experts

Inquiry for the Delegate Team Leader – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Delegate Team Leader, and other Team Members. The Delegate Team Leader must schedule and lead the inquiry sessions.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) **Peer Networking**

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) **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 research advisors.

(g) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(h) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(i) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(j) **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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(k) **Leadership Development**

Leadership Development Research and related content – Customized professional development content for the technology leaders, targeted to Team Members.

Leadership Development Coaching – Executive Partner and Delegate Team Leader create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Delegate Team Leader to:

(i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Delegate Team Leader in the context of the Delegate Team Leader’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.

Note: For all Research Access (Letters (f) to (h), (j) and (k), above) – Delegate Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client’s organization. If a Key Insight summary is not available, the Delegate Team Leader may forward a PDF copy of the full document. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

(l) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of [gartner.com](#).

SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS
ADVISOR TEAM MEMBER

Executive Programs Leadership Team Plus: Advisor Team Member (the “Service”) permits the client (“Client”) to identify an advisor team member, typically an individual reporting to the most senior IT executive, usually the CIO. The Service, which is part of Executive Programs Leadership Team Plus, requires the separate purchase of the Executive Programs Leadership Team Plus: Leader Service.

DELIVERABLES

The Executive Programs Leadership Team Plus is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Advisor Team Member are set forth below.

- Assigned client success manager
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned client success manager

A client success manager will serve as the Advisor Team Member's primary point of contact for this Service. The service professional understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner. The service professional also helps the team leverage the most relevant Gartner resources, facilitates a coordinated service approach for the team, and provides alignment between Team Members and the Leader.

(b) Virtual Team Workshop – Participate in a half-day annual 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.

(c) Access to Research Experts

Inquiry for the Advisor Team Member – Participation is limited to the Research Expert (“expert”) and the Advisor Team Member. The inquiry topic may be any area of Gartner-covered Research.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation for the Advisor Team Member to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on [gartner.com](https://www.gartner.com).

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) 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 experts.

(g) Strategic Business Content for IT Executives – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(h) Peer & Practitioner Research – Includes peer benchmarks, best practices, case studies, tools, and templates.

(i) IT Key Metrics Data – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(j) 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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(k) Leadership Development

Leadership Development Research and related content – Customized professional development content for technology leaders, targeted to Team Members.

(l) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS:
ADVISOR TEAM LEADER

Executive Programs Leadership Team Plus: Advisor Team Leader (the “Service”) permits the client (“Client”) to identify an advisor team leader, typically an individual reporting to the most senior IT executive, usually the CIO. The Service is part of the Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises and requires the separate purchase of Executive Programs Leadership Team Plus: Leader or Executive Programs Leadership Team Plus for Global Enterprises: Leader.

DELIVERABLES

Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises comprises two (2) sets of users: (i) the “Team Leader” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Team Leader and the Advisor Team Leader are “Licensed Users.”

1. The Deliverables for the Advisor Team Leader are set forth below.

- Assigned client service manager
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned client service manager

A client service manager will serve as the Advisor Team Leader’s primary point of contact for this Service. The service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Virtual Team Workshop – Participate in half-day annual session (jointly determined by the Executive Partner and the Team Leader) facilitated by the Executive Partner, which focuses on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and the Executive Partner from a list of available Executive Programs workshops.

(c) Access to Research Experts

Inquiry for the Advisor Team Leader – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Advisor Team Leader, and other Team Members. The Advisor Team Leader must schedule and lead the inquiry sessions.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation for the Advisor Team Leader to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) 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 experts.

(g) Strategic Business Content for IT Executives – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(h) Peer & Practitioner Research – Includes peer benchmarks, best practices, case studies, tools, and templates.

(i) IT Key Metrics Data – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(j) 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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(k) Leadership Development

Leadership Development Research and related content – Customized professional development content for technology leaders, targeted to Team Members.

Note: For all Research Access (Letters (f) to (h), (j) and (k), above) – Advisor Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client's organization. If a Key Insight summary is not available, the Advisor Team Leader may forward a PDF copy of the full document. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

(l) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

EXECUTIVE PROGRAMS LEADERSHIP TEAM PLUS: CROSS FUNCTION TEAM MEMBER

Executive Programs Leadership Team Plus: Cross Function Team Member (the “Service”) permits the client (“Client”) to identify a cross function team member, typically an individual reporting to the most senior IT executive, usually the CIO. The Service is part of Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises and requires the separate purchase of Executive Programs Leadership Team Plus: Leader or Executive Programs Leadership Team Plus for Global Enterprises: Leader.

DELIVERABLES

Executive Programs Leadership Team Plus or Executive Programs Leadership Team Plus for Global Enterprises comprises two (2) sets of users: (i) the “Team Leader” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Cross Function Team Member are set forth below.

- Assigned client service manager
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned client service manager

A client service manager will serve as the Cross Function Team Member’s primary point of contact for this Service. The service professional understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Virtual Team Workshop – Participate in half-day 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.

(c) Access to Research Experts

Inquiry for the Cross Function Team Member – Cross Function Team Member(s) may participate in inquiry provided the sessions are requested and moderated by the Leader. The Leader must be present on the call and manage and lead the discussion and questions in order to advance the Leader Agenda.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) **Peer Networking**

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) **Gartner for IT Leaders Research and related content**

Includes Gartner Core IT and Role-specific Research; diagnostic tools, templates, and case studies; an unmetered number of Weekly Picks and News Analysis; and an unmetered number of webinars featuring Gartner Research Experts (“experts”).

(g) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

(h) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(i) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(j) **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 their Research Reports.

Business Research and Related Content – Targeted to CIOs, CFOs, and other business executives.

(k) **Leadership Development Research and related content** – Customized professional development content created for technology leaders, targeted to Team Members.

(l) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

EXECUTIVE PROGRAMS LEADERSHIP TEAM: LEADER

Executive Programs Leadership Team: Leader (the “Service”) is designed for the most senior technology executive in the client organization (“Client”), typically the CIO, and his or her leadership team. The Service provides Client with (i) an ongoing advisory relationship with Gartner, and (ii) a thinking partner to contextualize Gartner insights. This Service requires the separate purchase of an Executive Programs Leadership Team Member Service.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Leader are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Virtual Team Workshop
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™ with Executive Programs VIP Access
- Executive Programs Events
- Peer Networking
- Leadership Development Research and Related Content
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner with past experience in senior technology executive roles and a client success manager will serve as the IT Executive Team Leader’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives (“Leader Agenda”). 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 Expert (“expert”) interactions, local events, Symposium attendance, peer networking interactions, or Executive Partner teleconferences or meetings.

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, et al.), 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, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Value Reviews

The Executive Partner will periodically conduct Value Reviews with the Leader against the Leader Agenda.

(c) Virtual Team Workshop

A 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.

(d) Access to Research Experts

Inquiry for the Leader – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Leader, and Team Members. The Leader must be present on the inquiry call and lead 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 Inquiry sessions non-Team Members from within the Client’s organization.

Prioritized Scheduling – The Leader is entitled to prioritized scheduling for inquiry sessions and 1-on-1 sessions at Gartner IT Symposium/Xpo.

Research Briefing – One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the Client’s organization, up to a total of 25 (twenty-five) participants.

(e) Conference and Events

Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements and Executive Programs VIP access, as further referenced below.

Executive Programs Events – Complimentary, nontransferable invitation to attend virtual Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.

(f) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders and CEOs.

Online Forums – Access to 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, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.

(g) Leadership Development Research and related content – Customized professional development content for the development of technology leaders, targeted to Team Members.

(h) 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 experts.

(i) Peer & Practitioner Research – Includes peer benchmarks, best practices, case studies, tools, and templates.

(j) IT Key Metrics Data

Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(k) 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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

Note: For all Research Access (Letters (g) to (i) and (k), above) – Leader may, on an occasional and infrequent basis, forward to other individuals in Client’s organization 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.

- (l) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

EXECUTIVE PROGRAMS LEADERSHIP TEAM: IT EXECUTIVE TEAM MEMBER

Executive Programs Leadership Team: IT Executive Team Member (the “Service”) is designed for senior technology executives in the largest client organizations (“Client”). It provides Client with (i) an ongoing advisory relationship with Gartner, and (ii) a thinking partner to contextualize Gartner insights. The Service, which is part of Executive Programs Leadership Team, requires the separate purchase of Executive Programs Leadership Team: Leader.

DELIVERABLES

Executive Programs Leadership Team comprises two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the IT Executive Team Member are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Virtual Team Workshop
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™
- Executive Programs Events
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner with past experience in senior technology executive roles and a client success manager will serve as the IT Executive Team Leader’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives. The IT Executive Team Member may interact monthly with the Executive Partner and Gartner to ensure ongoing engagement and delivery of value. Interactions may include: Strategy Meetings, Research Expert (“expert”) interactions, local events, Symposium attendance, peer networking interactions, or EP teleconferences or meetings.

Virtual Strategy Meetings may take place between the IT Executive Team Member and the Executive Partner to review and apply Executive Programs Research or other content and advice on issues of relevance to the IT Executive Team Member.

A client success manager, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Value Reviews – The EP will periodically conduct Value Reviews with the IT Executive Team Member against the IT Executive Team Member’s Agenda.

(c) Virtual Team Workshop – One (1) half-day annual strategy session (jointly determined by the Executive Partner and IT Executive Team Member) is facilitated by the Executive Partner and

focuses on application of Executive Programs Research and action planning. Topic is selected by the IT Executive Team Member and the 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.

(d) Access to Research Experts

Inquiry for the IT Executive Team Member – Participation is limited to the expert and the IT Executive Team Member. The inquiry topic may be any area of Gartner-covered Research.

Prioritized Scheduling – The IT Executive Team Member is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.

Research Briefing – One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the Client's organization, up to a total of 25 (twenty-five) participants.

(e) Conference

Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, as further referenced below.

(f) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to 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, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.

(g) Leadership Development Research and related content – Customized professional development content for the development of technology leaders, targeted to Team Members.

(h) 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 experts.

(i) Peer & Practitioner Research – Includes peer benchmarks, best practices, case studies, tools, and templates.

(j) IT Key Metrics Data – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(k) 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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(l) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION

Attachment to the Service Agreement

EXECUTIVE PROGRAMS LEADERSHIP TEAM: IT EXECUTIVE TEAM LEADER

Executive Programs Leadership Team: IT Executive Team Leader (the “Service”) is designed for senior technology executives in the largest client organizations (“Client”). It provides Client with (i) an ongoing advisory relationship with Gartner, and (ii) a thinking partner to contextualize Gartner insights. The Service, which is part of Executive Programs Leadership Team, requires the separate purchase of two (2) services: (i) Executive Programs Leadership Team: Leader, and (ii) Gartner for IT Leadership Team: Member, which comprise the IT Executive Team Leader’s team.

DELIVERABLES

Executive Programs Leadership Team comprises two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the IT Executive Team Leader are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Virtual Team Workshop
- Access to Research Experts
- Research Briefing
- Gartner IT Symposium/Xpo™
- Peer Networking
- Leadership Development Research and related content
- Peer & Practitioner Research
- Gartner for IT Leaders Research and related content
- IT Key Metrics Data
- Executive Programs Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner with past experience in senior technology executive roles and a client success manager will serve as the IT Executive Team Leader’s primary points of contact for this Service. They will help define and develop individualized strategies based on their priorities and initiatives. The IT Executive Team Leader may interact monthly with the Executive Partner and Gartner to ensure ongoing engagement and delivery of value. Interactions may include: Strategy Meetings, Research Expert (“expert”) interactions, local events, Symposium attendance, peer networking interactions, or Executive Partner teleconferences or meetings.

Virtual Strategy Meetings may take place between the IT Executive Team Leader and the Executive Partner to review and apply Executive Programs Research or other relevant content and advice on issues of relevance to the IT Executive Team Leader.

The client success manager, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Value Reviews – The Executive Partner will periodically conduct Value Reviews with the IT Executive Team Leader against the IT Executive Team Leader’s Agenda.

- (c) **Virtual Team Workshop** – One (1) half-day annual strategy session (jointly determined by the Executive Partner and IT Executive Team Leader) is facilitated by the Executive Partner and focuses on application of Executive Programs Research and action planning. Topic is selected by the IT Executive Team Leader and the 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.
- (d) **Access to Research Experts**
 - Inquiry for the IT Executive Team Leader** – Provides access to experts who are associated with this Service. Participation is limited to the expert, the IT Executive Team Leader, and other Team Members. The IT Executive Team Leader must lead the inquiry discussion and questions. The IT Executive Team 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 inquiry non-Team Members from within the Client’s organization.
 - Prioritized Scheduling** – The IT Executive Team Leader is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.
 - Research Briefing** – One (1) briefing session per contract period with an expert, delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the Client’s organization, up to a total of 25 (twenty-five) participants.
- (e) **Conference**
 - Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, as further referenced below.
- (f) **Peer Networking**
 - Peer Directory** – Access to searchable directory of senior technology leaders.
 - Online Forums** – Access to 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, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
- (g) **Leadership Development Research and related content** – Customized professional development content for the development of technology leaders, targeted to Team Members.
- (h) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (i) **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 experts.
- (j) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (k) **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 their Research Reports.
 - Business Research and related content** – Targeted to CIOs, CFOs, and other business executives.

Note: For all Research Access (Letters (g-i) and (k), above) – IT Executive Team Leader may, on an occasional and infrequent basis, forward to other individuals in Client’s organization 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.

- (l) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM:
PARTNER TEAM MEMBER

Executive Programs Leadership Team: Partner Team Member (the “Service”) permits the client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development as a team member. The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of the Executive Programs Leadership Team Leader Service.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Partner Team Member are set forth below.

- Assigned Service Delivery Team
- Annual Virtual Strategy Meeting
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Community Events
- Special Interest Groups
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

A Leadership Partner and a client success manager will serve as the Partner Team Member’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Services and implementation of a Member Value Plan. The service professional will facilitate inquiry and respond to specific requests for Gartner research and insight.

The client success manager, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

Member Value Plan – Customized service plan created in collaboration with the Partner Team Member at the beginning of the Service and reviewed and revised periodically through the membership lifecycle. Elements include Partner Team Member expectations, value criteria, up to three (3) key initiatives, and action plan.

(b) Annual Virtual Strategy Meeting – Partner Team Member will meet with the Leadership Partner for coaching and advice, with focus on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Peer Community.

- (c) **Virtual Team Workshop** – Participate in a half-day 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.
- (d) **Access to Research Experts**
Inquiry for the Partner Team Member – Participation is limited to the Research Expert (“expert”) and the Partner Team Member. The inquiry topic may be any area of Gartner-covered Research.
- (e) **Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.
- (f) **Peer Community Events** – Held up to two (2) times per year, these virtual events focus on Partner Team Member- and Gartner Enterprise IT Leaders Member-selected topics, provide a venue for networking and peer exchange, feature Member presentations on working solutions, and include facilitated workshops with Gartner experts. Gartner may, as necessary, change or supplement the expert.
- (g) **Special Interest Groups** – Participation in topical-based networking webinars facilitated by experts. Group members share strategies and tactics, and experts provide insight and context. Webinars are scheduled without previous planning when there is significant interest in a shared topic within the client community. At the start of the webinar, Members are advised that the call is being recorded and may request that the call not be recorded.
- (h) **Peer Networking**
Peer Directory – Access to searchable directory of senior technology leaders.
Online Forums – Access to discussions of common issues among peers on gartner.com.
Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.
Facilitated Networking – Service Delivery team will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
- (i) **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 experts.
- (j) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (k) **IT Key Metrics Data**
Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (l) **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 their Research Reports.
Business Research and Related Content – Targeted to CIOs, CFOs, and other business executives.

(m) Leadership Development

Leadership Development Research and related content – Customized professional development content for technology leaders, targeted to Team Members.

Leadership Development Coaching – Executive Partner and Partner Team Member create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Partner Team Member to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Partner Team Member in the context of the Partner Team Member’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.

(n) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM:
PARTNER TEAM LEADER

Executive Programs Leadership Team: Partner Team Leader (the “Service”) permits the client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development as a team leader. The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of: (1) the Executive Programs Leadership Team: Leader service, and (2) the Gartner for Enterprise IT Leadership Team Member services which comprise this partner team leader’s team.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two (2) sets of users: (i) the leader of the Executive Programs Leadership Team (the “Leader”), and (ii) the “Partner Team Leader,” as set forth in the Service Agreement. Collectively, the Leader and the Partner Team Leader are “Licensed Users.”

1. The Deliverables for the Partner Team Leader are set forth below.

- Assigned Service Delivery Team
- Annual Virtual Strategy Meeting
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Community Events
- Special Interest Groups
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

A Leadership Partner and a client success manager will serve as the Partner Team Member’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Services and implementation of a Member Value Plan. The service professional will facilitate inquiry and respond to specific requests for Gartner research and insight.

The client success manager, an experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

Member Value Plan – Customized service plan created in collaboration with the Partner Team Leader at the beginning of the Service and reviewed and revised periodically through the membership lifecycle. Elements include Partner Team Leader expectations, value criteria, up to three (3) key initiatives, and action plan.

(b) Annual Virtual Strategy Meeting – Partner Team Leader will meet with the Leadership Partner for coaching and advice on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Peer Community.

- (c) **Virtual Team Workshop** – Participate in a half-day annual strategy session (jointly determined by the Executive Partner and Team Leader) facilitated by the Executive Partner, which focuses on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and the Executive Partner from a list of available Executive Programs workshops.
- (d) **Access to Research Experts**
Inquiry for the Partner Team Leader – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Partner Team Leader, and the Team Members. The Partner Team Leader must schedule and attend inquiry session in which Team Members may lead the discussion or pose questions to the expert on behalf of the team to advance the Partner Team Leader’s agenda.
- (e) **Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation for the Partner Team Leader to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.
- (f) **Peer Community Events** – Held two (2) times per year, these virtual events focus on Partner Team Leader- and Member-selected Gartner for Enterprise IT Leaders topics, provide a venue for networking and peer exchange, feature Member presentations on working solutions, and include facilitated workshops with research experts. Gartner may, as necessary, change or supplement the expert.

Special Interest Groups – Participation in topical-based networking webinars facilitated by Gartner experts. Group members share strategies and tactics, and experts provide insight and context. Webinars are scheduled without previous planning when there is significant interest in a shared topic within the client community. At the start of the webinar, Members are advised that the call is being recorded and may request that the call not be recorded.
- (g) **Peer Networking**
Peer Directory – Access to searchable directory of senior technology leaders.
Online Forums – Access to discussions of common issues among peers on gartner.com.
Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.
Facilitated Networking – Service Delivery team will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
- (h) **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 experts.
- (i) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (j) **IT Key Metrics Data**
Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (k) **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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(l) Leadership Development

Leadership Development Research and related content – Customized professional development content for technology leaders, targeted to Team Members.

Leadership Development Coaching – The Executive Partner (who is aligned with the Leader and has past experience in senior technology executive roles) and Partner Team Leader create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Partner Team Leader to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Partner Team Leader in the context of the Partner Team Leader’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.

Note: For all Research Access (Letters (i), (j), (l) and (m), above) – Partner Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client’s organization. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

(m) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM:
DELEGATE TEAM MEMBER

Executive Programs Leadership Team: Delegate Team Member (the “Service”) permits the client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development as a team member and to serve as proxy for the leader. The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of the Executive Programs Leadership Team: Leader Service.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Delegate Team Member are set forth below.

- Assigned Service Delivery Team
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

- (a) **Assigned Service Delivery Team** – An Executive Partner, who has experience in senior technology executive roles, and a client success manager will be assigned to the Leader. The Delegate Team Member may serve as proxy for the Leader in working with the Executive Partner on the Leader Agenda. The client success manager is an experienced service professional who understand the Client’s context and priorities and helps the Client understand the entitlements of their Service. In his/her role as the single point of contact from Gartner, the service professional provides the following: (i) a personalized, proactive, concierge-level, coordinated service approach to help the team leverage the most relevant Gartner resources, and (ii) alignment among Team Members and the Team Leader.
- (b) **Virtual Team Workshop** – Participate in a 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.
- (c) **Access to Research Experts – Inquiry for the Delegate Team Member** – Participation is limited to the Research Expert (“expert”) and the Delegate Team Member. The inquiry topic may be any area of Gartner-covered Research.
- (d) **Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) **Peer Networking**

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) **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 experts.

(g) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(h) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(i) **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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(j) **Leadership Development**

Leadership Development Research and related content – Customized professional development content for the technology leaders, targeted to Team Members.

Leadership Development Coaching – Executive Partner and Delegate Team Member create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Delegate Team Member to:

(i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Delegate Team Member in the context of the Delegate Team Member’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.

(k) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM:
DELEGATE TEAM LEADER

Executive Programs Leadership Team: Delegate Team Leader (the “Service”) permits the client (“Client”) to identify an individual reporting to the most senior IT executive, typically the CIO, for professional development as a member of the Executive Programs Leadership Team and to serve as proxy for the Executive Programs Leadership Team Leader. The Service requires the separate purchase of two (2) services: (i) the Executive Programs Leadership Team: Leader, and (ii) the Gartner for IT Leadership Team: Member, which comprise the Delegate Team Leader’s team.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two (2) sets of users: (i) the “Team Leader” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Team Leader and the Delegate Team Leader are “Licensed Users.”

1. The Deliverables for the Delegate Team Leader are set forth below.

- Assigned Service Delivery Team
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner, who has experience in senior technology executive roles, and a client success manager will be assigned to the Delegate Team Leader, who may serve as proxy for the Team Leader in working with the Executive Partner on the Leader Agenda. The client success manager is an experienced service professional who understand the Client’s context and priorities and helps the Client understand the entitlements of their Service. In his/her role as the single point of contact from Gartner, the service professional provides the following: (i) a personalized, proactive, concierge-level, coordinated service approach to help the team leverage the most relevant Gartner resources, and (ii) alignment among Team Members and the Team Leader.

(b) Virtual Team Workshop – Participate in a half-day annual strategy session (jointly determined by the Executive Partner and Executive Programs Leadership Team Leader) facilitated by the Executive Partner, which is focused on application of Executive Programs Research and action planning. Topic is selected by Executive Programs Leadership Team Leader and Executive Partner from a list of available Executive Programs workshops.

(c) Access to Research Experts

Inquiry for the Delegate Team Leader – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Delegate Team Leader, and the Team Members. The Delegate Team Leader must schedule and attend the Team Inquiry sessions in which the IT Team Members may lead the discussion or pose questions to the expert on behalf of the team to advance the Delegate Team Leader’s agenda.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) **Peer Networking**

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) **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 experts.

(g) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(h) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(i) **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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(j) **Leadership Development**

Leadership Development Research and related content – Customized professional development content for the technology leaders, targeted to Team Members.

Leadership Development Coaching – Executive Partner and Delegate Team Leader create an Individual Development Plan to identify key areas of focus and priorities (the “Plan”). Progress against the Plan will be reviewed during the contract year as follows: Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Delegate Team Leader to: (i) review and apply Leadership Development Content, Executive Programs Research, or other relevant content; (ii) advise the Delegate Team Leader in the context of the Delegate Team Leader’s professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Plan.

Note: For all Research Access (Letters (f), (g), (i) and (j), above) – Delegate Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client’s organization. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

(k) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM:
ADVISOR TEAM MEMBER

Executive Programs Leadership Team: Advisor Team Member (the “Service”) permits the client (“Client”) to identify an advisor team member, typically an individual reporting to the most senior IT executive, usually the CIO. The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of the Executive Programs Leadership Team: Leader Service.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Advisor Team Member are set forth below.

- Assigned client success manager
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

- (a) **Assigned client success manager** – A client success manager will serve as the Advisor Team Leader’s primary point of contact for this Service. The service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.
- (b) **Virtual Team Workshop** – Participate in a 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.
- (c) **Access to Research Experts** – Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). The inquiry topic may be any area of Gartner-covered Research.
- (d) **Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation for the Advisor Team Member to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.
- (e) **Peer Networking**
 - Peer Directory** – Access to searchable directory of senior technology leaders.
 - Online Forums** – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

- (f) **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 experts.
- (g) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (h) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (i) **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 their Research Reports.
 - Business Research and related content** – Targeted to CIOs, CFOs, and other business executives.
- (j) **Leadership Development Research and related content** – Customized professional development content for technology leaders, targeted to Team Members.
- (k) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM:
ADVISOR TEAM LEADER

Executive Programs Leadership Team: Advisor Team Leader (the “Service”) permits the client (“Client”) to identify an advisor team leader, typically an individual reporting to the most senior IT executive, usually the CIO. The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of: 1) the Executive Programs Leadership Team: Leader service, and 2) the Gartner for IT Leadership Team Member services which comprise this advisor team leader’s team.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two (2) sets of users: (i) the leader of the Executive Programs Leadership Team (the “Leader”), and (ii) the “Advisor Team Leader,” as set forth in the Service Agreement. Collectively, the Leader and the Advisor Team Leader are “Licensed Users.”

1. The Deliverables for the Advisor Team Leader are set forth below.

- Assigned client success manager
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned client success manager

A client success manager will serve as the Advisor Team Leader’s primary point of contact for this Service. The service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Virtual Team Workshop – Participate in a half-day annual strategy session (jointly determined by the Executive Partner and the Team Leader) facilitated by the Executive Partner, which focuses on application of Executive Programs Research and action planning. Topic is selected by the Team Leader and the Executive Partner from a list of available Executive Programs workshops.

(c) Access to Research Experts

Inquiry for the Advisor Team Leader – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Advisor Team Leader, and the Team Members. The Advisor Team Leader must schedule and attend the inquiry sessions in which Team Members may lead the discussion or pose questions to the expert on behalf of the team to advance the Advisor Team Leader’s agenda.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements.

(e) **Peer Networking**

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) **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 experts.

(g) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(h) **IT Key Metrics Data**

Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(i) **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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(j) **Leadership Development Research and related content** – Customized professional development content for technology leaders, targeted to Team Members.

Note: For all Research Access (Letters (f), (g), (i) and (j), above) – Advisor Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the Client's organization. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

(k) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM:
CROSS FUNCTION TEAM MEMBER

Executive Programs Leadership Team: Cross Function Team Member (the “Service”) permits the client (“Client”) to identify a cross function team member, typically an individual reporting to the most senior IT executive, usually the CIO. The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of the Executive Programs Leadership Team: Leader Service.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Cross Function Team Member are set forth below.

- Assigned client success manager
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

- (a) **Assigned client success manager** – A client success manager will serve as the Advisor Team Leader’s primary point of contact for this Service. The service professional who understands the client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.
- (b) **Virtual Team Workshop** – Participate in a 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.
- (c) **Access to Research Experts**
Inquiry for the Cross Function Team Member – Cross Function Team Member(s) may participate in Research Expert (“expert”) inquiry sessions provided the sessions are requested and moderated by the Leader. The Leader must be present on the call and manage and lead the discussion and questions in order to advance the Leader Agenda.
- (d) **Attendance at Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.
- (e) **Peer Networking**
Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

- (f) **Gartner for IT Leaders Research and related content** – Includes Gartner Core IT and Role-specific Research; diagnostic tools, templates, and case studies; an unmetered number of Weekly Picks and News Analysis; and an unmetered number of webinars featuring Gartner experts.
- (g) **Peer & Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.
- (h) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (i) **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 their Research Reports.
 - Business Research and related content** – Targeted to CIOs, CFOs, and other business executives.
- (j) **Leadership Development Research and related content** – Customized professional development content created for technology leaders, targeted to Team Members.
- (k) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM:
ROLE TEAM MEMBER

Executive Programs Leadership Team: Role Team Member (the “Service”) permits the client (“Client”) to identify a role team member, typically an individual reporting to the most senior IT executive, usually the CIO. The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of the Executive Programs Leadership Team Leader Service.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Role Team Member are set forth below.

- Assigned client success manager
- Virtual Team Workshop
- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned client success manager

A client success manager will serve as the Advisor Team Leader’s primary point of contact for this Service. The service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Virtual Team Workshop – Participate in a 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.

(c) Access to Research Experts

Inquiry for the Role Team Member – Role Team Member(s) may participate in inquiry sessions with Research Experts (“experts”) provided the sessions are requested and moderated by the Leader. The Leader must be present on the Inquiry call and manage and lead the discussion and questions to advance the Leader Agenda.

(d) Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(e) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

(f) Gartner for IT Leaders Research and related content

Includes Gartner Core IT Research, Role-specific Research, and diagnostic tools, templates, and case studies, as further defined below.

Each Role Team Member must select a single “Role Library” from the set of available roles. Role selection may be changed (i) annually and/or (ii) upon renewal of the contract. The Member (i) has unmetered access to a Role Library consisting of Research documents from the Research Deliverables listed above, which Gartner has identified as relevant to the specific IT role selected by the Role Team Member; and (ii) may open an unmetered number of Weekly Picks, News Analysis, and Webinars.

(g) Peer & Practitioner Research – Includes peer benchmarks, best practices, case studies, tools, and templates.

(h) IT Key Metrics Data

Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(i) 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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(j) Leadership Development Research and related content – Customized professional development content for technology leaders, targeted to Team Members.

(k) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS LEADERSHIP TEAM:
ESSENTIALS TEAM MEMBER

Executive Programs Leadership Team: Essentials Team Member (the “Service”) permits the client (“Client”) to identify an essentials team member, typically an individual reporting to the most senior IT executive, usually the CIO. The Service, which is part of the Executive Programs Leadership Team, requires the separate purchase of the Executive Programs Leadership Team: Leader Service.

DELIVERABLES

The Executive Programs Leadership Team is comprised of two sets of users: (i) the “Leader,” and (ii) “Team Members,” as set forth in the Service Agreement. Collectively, the Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Essentials Team Member are set forth below.

- Assigned client success manager
- Virtual Team Workshop
- Access to Research Experts
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer and Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Leadership Development Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned client success manager

A client success manager will serve as the Essentials Team Member’s primary point of contact for this Service. The experienced service professional who understands the Client’s context and priorities, helps the Client understand the entitlements of their Service, and provides personalized, proactive, concierge-level service as the single point of contact from Gartner, helps the team leverage the most relevant Gartner resources. The service professional facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

(b) Virtual Team Workshop – Participate in a 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.

(c) Access to Research Experts

Inquiry for the Essentials Team Member – Essentials Team Member(s) may participate in inquiry sessions, including sessions with Research Experts (“experts”) related to the specific industry pre-selected by Client at time of purchase, provided the sessions are requested and moderated by Leader. The Leader must be present on the call and manage and lead the discussion and questions to advance the Leader Agenda.

(d) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

(e) **Gartner for IT Leaders Research and related content**

Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.

(f) **Peer and Practitioner Research** – Includes peer benchmarks, best practices, case studies, tools, and templates.

(g) **IT Key Metrics Data**

Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(h) **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 their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(i) **Leadership Development Research and related content** – Customized professional development content for technology leaders, targeted to Team Members.

The Essentials Team Member (i) may open an unmetered number of Weekly Picks, News Analysis, and Webinars; and (ii) is entitled to access Gartner Research documents from the Gartner for IT Leaders, Executive Programs and Leadership Development Research Deliverables above, as follows:

Shared Document Allocation – Shared access to a total document allocation among all Essentials Team Members equal to 20 (twenty) Gartner Research documents times the number of Essentials Team Members on the Team.

Reversals – Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

(j) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION Attachment to the Service Agreement EXECUTIVE PROGRAMS MEMBER

Executive Programs Member (the “Service”) is designed for the most senior technology executive in the organization, typically the CIO. This Service provides the client (“Client”) with an ongoing advisory relationship with Gartner, and a thinking partner to contextualize Gartner insights.

DELIVERABLES

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

- Assigned Service Delivery Team
- Value Reviews
- Access to Research Experts
- Gartner IT Symposium/Xpo™ with Executive Programs VIP access
- Executive Programs Events
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner with experience in senior technology executive roles and a client success manager will serve as the Member’s primary points of contact. They will help define and develop individualized strategies based on their priorities and initiatives (“member agenda”). The Member 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 Expert (“expert”) interactions, Symposium attendance, peer networking interactions, or Executive Partner teleconferences or meetings.

Strategy Meetings between the Member and by invitation of the Member, one or more of the Member’s peers (typically the CEO, CFO, CXO, et al.), and the Executive Partner may be to review and apply Executive Programs Research, the annual EXP CIO Agenda, or other relevant content, provide advice on issues of relevance to Member and/or to drive the member agenda.

(b) Value Reviews

The Executive Partner will periodically conduct Value Reviews with the Member against the member agenda.

(c) Access to Research Experts

Inquiry Scheduling – Provides access to Gartner 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 enhance the member agenda.

Prioritized Scheduling – The Member is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.

(d) Conference and Events

Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus Executive Programs VIP access, as further referenced below.

Executive Programs Events – Complimentary, nontransferable invitation for attendance at content-based Gartner Events.

(e) 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 exclusively for Executive Programs Members and Leaders.

Offline Meetups – Access to designated program lounges at Gartner IT Symposium/Xpo.

Facilitated Networking – Executive Partner will, upon request, arrange discussions with peers around a specific topic to share best practices or areas of expertise.

(f) Research Access

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 experts.

Peer & Practitioner Research – 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 (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 CIO Research Experts to discuss topics of their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

(g) IT Podcast Series – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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 client company and may not be used for admission to any conference other than the Gartner IT Symposium/Xpo Conference.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of [gartner.com](#).

SERVICE DESCRIPTION
Attachment to the Service Agreement
EXECUTIVE PROGRAMS MEMBER BASIC

Executive Programs Member Basic (the “Service”) is designed for the most senior technology executive in the client organization, typically the CIO. This Service provides the client with an ongoing advisory relationship with Gartner.

DELIVERABLES

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

- Assigned Service Delivery Team
- Value Reviews
- Access to research advisors
- Gartner IT Symposium/Xpo™ with Executive Programs VIP access
- Executive Programs Events
- Peer Networking
- Gartner for IT Leaders Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data
- Executive Programs Research and related content
- Talking Technology Series

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Programs CIO expert, who works with CIOs every day, and a client success manager will serve as the Member’s primary point of contacts. The Executive Programs CIO expert will facilitate identification and leverage of targeted Gartner offerings to meet Member initiatives and priorities in the Member’s context.

The Member may interact monthly with the CIO expert and Gartner to ensure ongoing engagement and delivery of value. Interactions may include: research advisor interactions, local events, Symposium attendance, peer networking interactions or CIO expert teleconferences or meetings of the Service Delivery Team to include the review and application of Executive Programs Research, the annual Executive Programs CIO Agenda, or other relevant content.

(b) Value Reviews

The CIO expert will periodically conduct Value Reviews with the Member against the Member Agenda.

(c) Access to research advisors

Inquiry – Access to Gartner research advisors associated with this Service. Participation is limited to the Gartner research advisor and the Member. Inquiry topic may be any area of Gartner-covered Research so long as the purpose is to advance the Member Agenda.

Prioritized Scheduling – The Member is entitled to prioritized scheduling for Inquiry sessions and 1-on-1 sessions at Gartner IT Symposium/Xpo.

(d) Conference and Events

Attendance at Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to Gartner IT Symposium/Xpo, including standard Symposium entitlements plus Executive Programs VIP access.

Executive Programs Events – Complimentary, nontransferable invitation to attend local content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.

(e) 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 program lounges at Gartner IT Symposium/Xpo.

Facilitated Networking – CIO expert will, upon request, set up meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.

(f) 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 research advisors.

(g) Peer & Practitioner Research – Includes peer benchmarks, best practices, case studies, tools, and templates.

(h) IT Key Metrics Data – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

(i) 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 Research Report authors to discuss topics of their Research Reports.

Business Research and Related Content – Targeted to CIOs, CFOs and other business executives.

(j) Talking Technology Series – Research advisor commentaries on the latest IT topics in a monthly audio program that can be accessed on gartner.com or downloaded to an MP3 device.

ADDITIONAL USAGE INFORMATION

Depending on travel advisories and/or government orders, at Gartner's sole discretion, some meetings and events may be held virtually.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT EXECUTIVES
CIO SIGNATURE

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

DELIVERABLES

Client may designate two (2) Licensed Users, referred to herein as: (i) the “Member,” who may access the Deliverables described below (except for the Professional Development for the Delegate); and (ii) the “Delegate,” who has access only to the Assigned Service Delivery Team, all content below, Team Inquiry, Professional Development for the Delegate, Gartner IT Symposium/Xpo[®], and Networking.

1. The sections following this list provide additional guidance:
 - Assigned Service Delivery Team
 - Virtual Strategy Meetings
 - Executive Programs Research and related content
 - Professional Development Content
 - Gartner for IT Leaders Research and related content
 - Team Inquiry
 - Professional Development for the Delegate
 - Gartner IT Symposium/Xpo[™] with Executive Programs VIP access
 - Executive Programs Events
 - Networking

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner with experience in senior technology executive roles and a client success manager will serve as the Member’s primary points of contact. The Delivery Team will work with Member to develop a plan (the “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 synthesize Gartner Research in accordance with the Member Engagement Plan.

(b) Virtual Strategy Meetings

Up to four (4) times per year, the Executive Partner will meet with either the Member, the Member and the Delegate, or the Delegate on the Member’s behalf to (i) review and apply Executive Programs Research, the annual Executive Programs CIO Agenda, or other relevant content; (ii) provide advice on issues of relevance to Member; and/or (iii) develop, discuss progress of, and where necessary, modify the Member Engagement Plan.

Substitutions for Virtual Strategy Meetings – The Delivery Team and the Member will jointly determine whether any of the following services should be included in the Member Engagement Plan. Member must be present at these sessions; participation is limited to Member and Member’s Team (as required for Member’s business purposes) and session is limited to 25 (twenty-five) participants. Each session used by Member counts as one (1) of the four (4) virtual strategy meetings to which they are entitled annually and may be used only once per contract year:

- **Research Briefing** – One (1) briefing session per contract period with a Research Expert (“expert”), delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the client company, up to a total of 25 (twenty-five) participants.

- **Executive Programs Workshop** – Half-day annual virtual session facilitated by a Gartner Executive Programs expert and focused on application of Gartner Executive Programs Research and action planning. Topic is selected by Member and the Delivery Team from a list of available Executive Programs workshops.

(c) Executive Programs Research and related content

- **Research Reports** – Up to 12 (twelve) Reports* per year, covering Gartner-selected topics, such as IT Governance, Business Value of IT, Architecture, and other areas where business and IT intersect. Includes associated tools and teleconferences hosted by Executive Programs Research Report authors to discuss topics of their Research Reports.
- **Business Research and related content** targeted to CIOs, CFOs and other business executives. May include podcasts, Road Notes, toolkits and top research picks.
- **Selected Research** – On an as-needed basis, the Delivery Team will e-mail the Member or Delegate Research which has been selected in accordance with the Member Engagement Plan.

*Schedules above are approximations and are dependent on the publication schedule of relevant Research.

(d) Professional Development Content – Developed for the aspiring CIO and the professional development of the Delegate and accessed via the Gartner for Leadership Development website.

(e) Gartner for IT Leaders Research and related content which may be updated from time to time.

(f) Team Inquiry

Inquiry sessions provide access to experts who are associated with this Service. 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 or the Delegate must be present on the inquiry call and must 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.

(g) Professional Development for the Delegate

At Member's option, the following will be offered to the Delegate:

- **Individual Development Plan** – The Executive Partner works with the Delegate to develop an Individual Development Plan to highlight objectives, identify key areas of focus, and outline how the Service can effectively meet those goals. Progress against the Individual Development Plan will be reviewed during the contract year as follows:
- **Coaching Teleconferences** – Up to four (4) times per year, the Executive Partner will conduct Coaching Teleconferences with the Delegate to: (i) review and apply Gartner for Leadership Development Research, Executive Programs Research, or other relevant content; (ii) to advise the Delegate in the context of the Delegate's professional and career goals; and (iii) develop, discuss the progress of, or evaluate the Delegate's Individual Development Plan.

(h) Events

- **Gartner IT Symposium/Xpo™** – Two (2) complimentary, invitations to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus Executive Programs VIP access. These invitations are non-transferable except within the client company between the Member and their named Delegate.
- **Executive Programs Events** – Complimentary, nontransferable invitation to attend virtual content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.

(i) Networking

- **Facilitated Networking** – Member may, upon request, arrange virtual meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.
- **Online Networking** – Access to Peer Connect, including Peer Connect Forums.

ADDITIONAL USAGE INFORMATION

The Member and the Delegate may each, on an occasional and infrequent basis, forward to other individuals in the client company 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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT EXECUTIVES
CIO

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

DELIVERABLES

1. Client may designate one (1) Licensed User, referred to herein as “Member,” who may access the Deliverables described below. The sections following this list provide additional guidance:

- Assigned Service Delivery Team
- Virtual Strategy Meetings
- Executive Programs Research and related content
- Gartner for IT Leaders Research and related content
- Team Inquiry
- Gartner IT Symposium/Xpo™ with Executive Programs VIP access
- Executive Programs Events
- Networking

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

An Executive Partner and a client success manager will serve as the Member’s primary points of contact for this Service. The Delivery Team will work with Member to develop a plan (the “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 synthesize Gartner Research in accordance with the Member Engagement Plan.

(b) Virtual Strategy Meetings

Up to four (4) times per year, the Executive Partner will meet with to (i) review and apply Executive Programs Research, the annual Executive Programs CIO Agenda, or other relevant content; (ii) provide advice on issues of relevance to Member; and/or (iii) develop, discuss progress of, and where necessary, modify the Member Engagement Plan.

Substitutions for Virtual Strategy Meetings – The Delivery Team and the Member will jointly determine whether any of the following services should be included in the Member Engagement Plan. Member must be present at these sessions, participation is limited to Member and Member’s Team (as required for Member’s business purposes), and session is limited to 25 (twenty-five) participants. Each session used by Member counts as one (1) of the four (4) Virtual Strategy Meetings to which they are entitled annually and may be used only once per contract year:

- **Research Briefing** – One (1) briefing session per contract period with a Research Expert (“expert”), delivered remotely, not to exceed four (4) hours. The session may include Team Members and others from the client company, up to a total of 25 (twenty-five) participants.
- **Executive Programs Workshop** – Half-day annual virtual session facilitated by a Gartner expert and focused on application of Gartner Executive Programs Research and action planning. Topic is selected by Member and the Delivery Team from a list of available Executive Programs workshops.

(c) Executive Programs Research and related content

- **Research Reports** – Up to 12 (twelve) Reports* per year, covering Gartner-selected topics, such as IT Governance, Business Value of IT, Architecture, and other areas where business and IT intersect. Includes associated tools and teleconferences hosted by Executive Programs Research Report authors to discuss topics of their Research Reports.
- **Business Research and related content** targeted to CIOs, CFOs and other business executives. May include podcasts, Road Notes, toolkits and top research picks.

*Schedules above are approximations and are dependent on the publication schedule of relevant Research.

(d) Gartner for IT Leaders Research and related content which may be updated from time to time.

(e) Team Inquiry

Inquiry provides access to experts who are associated with this Service. 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 call and must 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.

(f) Events

- **Gartner IT Symposium/Xpo™** – One (1) complimentary, nontransferable invitation to attend the Gartner IT Symposium/Xpo conference, including standard Symposium entitlements plus Executive Programs VIP access.
- **Executive Programs Events** – Complimentary, nontransferable invitation to attend virtual content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.

(g) Networking

- **Facilitated Networking** – Executive Partner will, upon request, set up virtual meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.
- **Online Networking** – Access to Peer Connect, including Peer Connect Forums.

ADDITIONAL USAGE INFORMATION

Member may, on an occasional and infrequent basis, forward to other individuals in the client company 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 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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT EXECUTIVES
CIO ESSENTIALS

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

DELIVERABLES

1. Client may designate one (1) Licensed User, referred to herein as “Member,” who may access the Deliverables described below. The sections following this list provide additional guidance:

- Assigned Service Delivery Team
- Review Meetings
- Executive Programs Research and related content
- Gartner for IT Leaders Research and related content
- Team Inquiry
- Gartner IT Symposium/Xpo™ with Executive Programs VIP access
- Executive Programs Events
- Networking

2. Additional information on the Deliverables listed above include the following:

Assigned Service Delivery Team

(a) A CIO Expert (the “expert”) and a client success manager will serve as the Member’s primary point of contact for this Service. The Delivery Team will work with Member to develop a plan (the “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 synthesize Gartner Research in accordance with the Member Engagement Plan.

(b) Review Meetings

Up to two (2) times per year, the expert will meet virtually with Member (the “Review Meeting”) 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.

(c) Executive Programs Research and related content

Research Reports – Up to 12 (twelve) Reports* per year, covering Gartner-selected topics, such as IT Governance, Business Value of IT, Architecture, and other areas where business and IT intersect. Includes associated tools and teleconferences hosted by Executive Programs Research Report authors to discuss topics of their Research Reports.

Business Research and related content targeted to CIOs, CFOs, and other business executives. May include podcasts, Road Notes, toolkits and top research picks.

*Schedules above are approximations and are dependent on the publication schedule of relevant Research.

(d) **Gartner for IT Leaders Research and related content** may be updated from time to time.

(e) Team Inquiry

Inquiry sessions provides access to experts who are associated with this Service. 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 call and must 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.

(f) Events

Gartner IT Symposium/Xpo™ – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus Executive Programs VIP access.

Executive Programs Events – Complimentary, nontransferable invitation to attend virtual content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.

(g) Networking

Facilitated Networking – Expert will, upon request, set up virtual meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.

Online Networking – Access to Peer Connect, including Peer Connect Forums.

ADDITIONAL USAGE INFORMATION

Member may, on an occasional and infrequent basis, forward to other individuals in the client company 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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT EXECUTIVES
CIO SIGNATURE ADDITIONAL DELEGATE ADD-ON

Gartner for IT Executives CIO Signature Additional Delegate Add-on (the “Service”) permits clients of the Gartner for IT Executives CIO Signature Program (the “Base Service”) to designate an additional delegate to assist the member and further the member’s agenda and priorities.

DELIVERABLES

Client may designate one (1) Licensed User, referred to herein as “Additional Delegate”, who may access the Deliverables described below.

1. Additional Delegate is entitled to all Gartner for IT Executives CIO Signature Program Deliverables to which the Gartner for IT Executives CIO Signature member (the “Member”) is entitled under the Base Service, with the following exception: The Strategy Meetings are available to the Additional Delegate only at the Member’s option and only where the Additional Delegate participates on the Member’s behalf.
2. Additional Delegate is entitled to one (1) complimentary invitation to attend Gartner IT Symposium/Xpo™ including standard Symposium entitlements plus Executive Programs VIP access. This invitation is non-transferable except within the client organization between the Member and their named Delegate.

* * *

ADDITIONAL USAGE INFORMATION

The Additional Delegate may, on an occasional and infrequent basis, forward to specific individuals within client organization copies of individual research documents, not to exceed 25 (twenty-five) separate documents per contract year. This may not be done 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.

Depending on travel advisories and/or government orders, at Gartner’s sole discretion, some meetings and events may be held virtually.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Unless otherwise provided above, use of this Service is governed by the Usage Guidelines for Gartner Services, which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER EXECUTIVE PROGRAMS
AND GARTNER FOR IT EXECUTIVES
TWO ADDITIONAL MEETINGS ADD-ON

Gartner Executive Programs and Gartner for IT Executives Two Additional Meetings Add-on (the “Service”) enables clients (“Client”) to add two (2) meetings to an existing license for one or more of the following programs: 1) Gartner Executive Programs Leadership Team: Leader, 2) Gartner Executive Programs Member, 3) Gartner for IT Executives CIO Signature, or 4) Gartner for IT Executives CIO (each, a “Base Service”).

DELIVERABLES

Client may designate one (1) Licensed User, referred to herein as “Member,” who may access the Deliverable described below.

- 2 Meetings

SCHEDULING OF SESSIONS

Each meeting (the “Session”) will be managed by an Executive Partner or Executive Advisor, as applicable, and must be of the same purpose and type as those in the Member’s Base Service membership. Sessions may take up to four (4) hours and must occur within the contract term set forth in the Service Agreement or the fees paid will be forfeited. Each Session may not be divided into more than two (2) individual meetings.

Specific dates and details of each Session will be agreed upon between the Member and the Executive Partner or Executive Advisor, as applicable, at the start of the contract term.

Member will receive a confirmation email from Gartner prior to each Session. If, for any reason, the scheduled Executive Partner or Executive Advisor becomes unavailable, Gartner will provide another qualified Executive Partner or Executive Advisor or will work with the Member to reschedule the Session.

ADDITIONAL USAGE INFORMATION

This Add-on is available to the Member only, is for Client’s internal purposes, and may not be disclosed or otherwise made available to outside parties.

Sessions may not be recorded.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR CIOS TEAM PLUS:
TEAM LEADER

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

Gartner for CIOs Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below.

- Access to Research Experts
- Gartner IT Symposium/Xpo™ with VIP Access
- CIO Peer Events
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research)
- Strategic Business Content for IT Executives
- Executive Leadership Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data, Diagnostic Tools, Templates, and Case Studies
- CIO Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Access to Research Experts

Inquiry – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the experts, the Team Leader, and Team Members. The Team Leader must be present on the inquiry call and lead the discussion and questions in order to advance the Team Leader’s agenda. Team 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 inquiry sessions non-Team Members from within the client company. The Team Leader is also entitled to individual inquiry sessions with experts which may be scheduled independently of other Team Members.

Prioritized Scheduling – The Member is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.

(b) Conference and Events

Attendance at Gartner IT Symposium/Xpo – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements and VIP access, as further referenced below.

CIO Peer Events – Complimentary, nontransferable invitation to attend virtual Gartner CIO Events, including regional CIO Leadership Forums, where available.

(c) **Peer Networking**

Peer Directory – Access to searchable directory of senior technology leaders and CEOs.

Online Forums – Access to discussions of common issues among peers on gartner.com, including a private forum exclusively for Gartner for CIOs Members and Leaders.

Offline Meetups – Access to designated member lounges at Gartner IT Symposium/Xpo.

Peer Roundtables – Access to facilitated discussions with peers; participation limited to executives with similar job roles.

(d) **Research Access**

Leadership Development Research and related content

Customized professional development content for the development of technology leaders, targeted to Team Members.

Gartner for IT Leaders Research and related content

Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.

Strategic Business Content for IT Executives

Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

Executive Leadership Research and related content

Access to content written on initiatives for Executive Leadership to address the specific and shared needs of leaders in their broader executive role regardless of domain, e.g., digital business transformation, talent, internal communications, and others.

Peer & Practitioner Research

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.

CIO 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 CIO Research Experts to discuss their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

Note: For all Research Access (Letter “d”, above) – Leader may, on an occasional and infrequent basis, forward to other individuals in client company 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.

(e) **IT Podcast Series** – A subscription-based podcast series featuring experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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 client company and may not be used for admission to any conference other than the Gartner IT Symposium/Xpo Conference.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR CIOs TEAM PLUS:
ADVISOR TEAM MEMBER

Gartner for CIOs Team Plus: Advisor Team Member (the “Service”) permits the client (“Client”) to identify an advisor team member, typically an individual reporting to the most senior IT executive, usually the CIO. The Service is a part of Gartner for CIOs Team Plus and requires the separate purchase of Gartner for CIOs Team Plus: Team Leader. 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

Gartner for CIOs Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Advisor Team Member are set forth below.

- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research)
- Strategic Business Content for IT Executives
- Executive Leadership Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data, Diagnostic Tools, Templates, and Case Studies
- CIO Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Access to Research Experts

Inquiry – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Advisor Team Member, and other Team Members. The Advisor Team Member must schedule and lead the inquiry sessions and is also entitled to individual inquiry sessions with experts which may be scheduled independently of other Team Members.

(b) Attendance at Gartner IT Symposium/Xpo – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(c) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated member lounges at Gartner IT Symposium/Xpo.

(d) Research Access

Leadership Development Research and related content

Customized professional development content for the development of technology leaders, targeted to Team Members.

Gartner for IT Leaders Research and related content

Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.

Strategic Business Content for IT Executives

Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

Executive Leadership Research and related content

Access to content written on initiatives for Executive Leadership to address the specific and shared needs of leaders in their broader executive role regardless of domain, e.g., digital business transformation, talent, internal communications, and others.

Peer & Practitioner Research

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.

CIO 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 CIO Research Experts to discuss their Research Reports.

Business Research and Related Content – Targeted to CIOs, CFOs, and other business executives.

- (e) **IT Podcast Series** – A subscription-based podcast series featuring Gartner experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR CIOS TEAM PLUS:
ADVISOR TEAM LEADER

Gartner for CIOs Team Plus: Advisor Team Leader (the “Service”) permits the client (“Client”) to identify an advisor team leader, typically an individual reporting to the most senior IT executive, usually the CIO. The Service is a part of Gartner for CIOs Team Plus and requires the separate purchase of two services: 1) Gartner for CIOs Team Plus: Team Leader, and 2) a Gartner for IT Leadership Team Plus: Member, which comprise the Advisor Team Leader’s 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

Gartner for CIOs Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Advisor Team Leader are set forth below.

- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research)
- Strategic Business Content for IT Executives
- Executive Leadership Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data, Diagnostic Tools, Templates, and Case Studies
- CIO Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Access to Research Experts

Inquiry – Provides access to Research Experts (“experts”) who are associated with this Service. Participation is limited to the expert, the Advisor Team Leader, and the Advisor Team Leader’s team. The Advisor Team Leader must schedule and lead the team inquiry sessions and is also entitled to individual inquiry sessions with experts which may be scheduled independently of other Team Members.

(b) Conference

Attendance at Gartner IT Symposium/Xpo – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(c) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated member lounges at Gartner IT Symposium/Xpo.

(d) Research Access

Leadership Development Research and related content

Customized professional development content for the development of technology leaders, targeted to Team Members.

Gartner for IT Leaders Research and related content

Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.

Strategic Business Content for IT Executives

Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

Executive Leadership Research and related content

Access to content written on initiatives for Executive Leadership to address the specific and shared needs of leaders in their broader executive role regardless of domain, e.g., digital business transformation, talent, internal communications, and others.

Peer & Practitioner Research

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.

CIO 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 CIO Research Experts to discuss their Research Reports.

Business Research and Related Content – Targeted to CIOs, CFOs, and other business executives.

Note: For all Research Access (Letter “d”, above) – Leader may, on an occasional and infrequent basis, forward to other individuals in client company 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.

- (e) **IT Podcast Series** – A subscription-based podcast series featuring experts’ perspectives on business priorities and challenges on topics in information technology

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR CIOs TEAM PLUS:
CROSS FUNCTION TEAM MEMBER

Gartner for CIOs Team Plus: Cross Function Team Member (the “Service”) permits the client (“Client”) to identify a cross function team member, typically an individual reporting to the most senior IT executive, usually the CIO. The Service is a part of Gartner for CIOs Team Plus and requires the separate purchase of Gartner for CIOs Team Plus: Team Leader. 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

Gartner for CIOs Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Cross Function Team Member are set forth below.

- Access to Research Experts
- Gartner IT Symposium/Xpo™
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research)
- Strategic Business Content for IT Executives
- Executive Leadership Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data, Diagnostic Tools, Templates, and Case Studies
- CIO Research and related content
IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Access to Research Experts

Inquiry – Provides access to Research Experts (“experts”) via participation in inquiry sessions, provided the sessions are scheduled and moderated by either the Team Leader, Advisor Leader, or Advisor Member (each, a “team scheduler”). The team scheduler must be present on the call and manage and lead the discussion and questions in order to advance their agenda.

(b) Attendance at Gartner IT Symposium/Xpo – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements, as further referenced below.

(c) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders.

Online Forums – Access to discussions of common issues among peers on gartner.com.

Offline Meetups – Access to designated member lounges at Gartner IT Symposium/Xpo.

(d) Research Access

Leadership Development Research and related content

Customized professional development content for technology leaders, targeted to Team Members.

Gartner for IT Leaders Research and related content

Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.

Strategic Business Content for IT Executives

Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

Executive Leadership Research and related content

Access to content written on initiatives for Executive Leadership to address the specific and shared needs of leaders in their broader executive role regardless of domain, e.g., digital business transformation, talent, internal communications, and others.

Peer & Practitioner Research

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.

CIO 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 CIO Research Experts to discuss their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

- (e) **IT Podcast Series** – A subscription-based podcast series featuring Gartner experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR CIOs INDIVIDUAL ACCESS ADVISOR

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

1. One user designated by Client (“Licensed User”) receives the following Deliverables:

- Access to Research Experts
- Gartner IT Symposium/Xpo™ with VIP Access
- CIO Peer Events
- Peer Networking
- Leadership Development Research and related content
- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research)
- Strategic Business Content for IT Executives
- Executive Leadership Research and related content
- Peer & Practitioner Research
- IT Key Metrics Data, Diagnostic Tools, Templates, and Case Studies
- CIO Research and related content
- IT Podcast Series

2. Additional information on the Deliverables listed above include the following:

(a) Access to Research Experts

Inquiry – Provides access to Research Experts (“experts”) associated with this Service. Participation is limited to the expert and the Licensed User. Inquiry topic may be any area of Gartner-covered Research so long as the purpose is to advance the Licensed User’s agenda.

Prioritized Scheduling – The Licensed User is entitled to prioritized scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo.

(b) Conference and Events

Attendance at Gartner IT Symposium/Xpo – One (1) complimentary, nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements and VIP access, as further referenced below.

CIO Peer Events – Complimentary, nontransferable invitation to attend virtual Gartner CIO Events, including regional CIO Leadership Forums, where available.

(c) Peer Networking

Peer Directory – Access to searchable directory of senior technology leaders and CEOs.

Online Forums – Access to discussions of common issues among peers on gartner.com, including a private forum exclusively for Gartner for CIOs Licensed Users.

Offline Meetups – Access to designated lounges at Gartner IT Symposium/Xpo.

Peer Roundtables – Access to facilitated discussions with peers; participation limited to executives with similar job roles.

(d) Research Access

Leadership Development Research and related content

Customized professional development content for the development of technology leaders.

Gartner for IT Leaders Research and related content

Includes Core IT and role-specific Research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts.

Strategic Business Content for IT Executives

Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.

Executive Leadership Research and related content

Access to content written on initiatives for Executive Leadership to address the specific and shared needs of leaders in their broader executive role regardless of domain, e.g., digital business transformation, talent, internal communications, and others.

Peer & Practitioner Research

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.

CIO 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 CIO Research Experts to discuss their Research Reports.

Business Research and related content – Targeted to CIOs, CFOs, and other business executives.

Note: For all Research Access (Letter “d”, above) – Licensed User may, on an occasional and infrequent basis, forward to other individuals in client company 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.

- (e) **IT Podcast Series** – A subscription-based podcast series featuring experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

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 client company and may not be used for admission to any conference other than the Gartner IT Symposium/Xpo Conference.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

ENTERPRISE IT LEADERSHIP TEAM PLUS FOR GLOBAL ENTERPRISES: GLOBAL TEAM LEADER

Enterprise IT Leadership Team Plus for Global Enterprises: Global Team Leader (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all IT roles.

DELIVERABLES

Enterprise IT Leadership Team Plus for Global Enterprises is comprised of two sets of users: (i) the Global Team Leader (“Team Leader”), and (ii) those “Team Members” (including the Global Advisor Leader), designated by Client and listed in the Service Agreement. Collectively, the Global Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Global Team Leader are set forth below:

- Assigned Service Delivery Team
- Annual Virtual Strategy Meeting
- Annual Executive Retreat¹
- Virtual Team Workshop
- Quarterly Team Calls
- Facilitated Networking, Community Events, and Content
- Gartner for IT Leaders Research (Core IT Research and Role-specific IT Research)
- Member Value Plan
- Key Insight Document Share
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks and News Analysis
- IT Key Metrics Data
- IT Podcast Series
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

¹The Annual Executive Retreat may not be available in all regions.

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

The Leadership Partner and client success manager will serve as the Team Leader’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Service and implementation of a Member Value Plan. The service professional will facilitate inquiry and respond to specific requests for Gartner Research and insight.

Member Value Plan – Customized service plan created in collaboration with the Team Leader at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting Team Leader’s expectations, value criteria, up to three (3) key initiatives, and an action plan.

(b) One (1) Annual Virtual Strategy Meeting – Team Leader will meet with the Leadership Partner for coaching and advice, strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the member peer community.

(c) Virtual Team Workshop – A half-day annual virtual 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.

- (d) **Quarterly Team Calls** – Licensed Users may participate in quarterly remote calls, provided these remote calls are setup and attended by the Global Partner and are facilitated by the Leadership Partner. Based on a joint decision between the Global Partner and the Leadership Partner, these sessions may include non-Team Members from within the client company.
- (e) **Facilitated Networking, Community Events, and Content**
 - Facilitated Networking** – Team Leader will, upon request, set up virtual meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.
 - Peer Roundtables** – Access to facilitated discussions with peers, including an Annual Executive Retreat where available; participation limited to executives with similar job roles.
- (f) **Peer Forums** – Held two (2) times per year for one and 1.5 (one and one-half days), events focus on Team Leader-selected topics and provide: (i) a venue for networking and peer exchange, (ii) presentations on working solutions, and (iii) facilitated workshops with Research Expert (“expert”). Gartner may, as necessary, change expert or supplement the expert with a Gartner subject matter expert.
- (g) **Peer Community Research and Peer Content** – Team Leader may access case studies and findings, contributed presentations, tools, and templates.
- (h) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across IT domains.
- (i) **Strategic Business Content for IT Executives** – Access to content that aligns to the changing roles of IT Executives and provides guidance around how IT Executives can be better business partners to their peers.
- (j) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts’ perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

The Team Leader may use Key Insights Document Share on gartner.com to share with others in the client company Key Insights summaries of up to 25 (twenty-five) Gartner Research documents per contract year. This sharing may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on a call). The Team Leader is entitled to two types of inquiry: (i) sessions with an expert (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) sessions with an expert and other members of the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions; and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not

promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION**Attachment to the Service Agreement****ENTERPRISE IT LEADERSHIP TEAM PLUS FOR GLOBAL ENTERPRISES: GLOBAL ADVISOR TEAM LEADER**

Enterprise IT Leadership Team Plus for Global Enterprises: Global Advisor Team Leader (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all IT roles.

DELIVERABLES

Enterprise IT Leadership Team Plus for Global Enterprises is comprised of two sets of users: (i) the Global Team Leader (“Team Leader”), and (ii) those “Team Members” (including this Global Advisor Team Leader) designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Global Advisor Team Leader are set forth below.

- Gartner for IT Leaders Research and related content
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks
- IT Podcast Series
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Webinars
- Peer Networking
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

The Global Advisor Team Leader may use Key Insights Document Share on gartner.com to share with others in the client company Key Insights summaries of up to 25 (twenty-five) Gartner Research documents per contract year. This sharing may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM PLUS:
ADVISOR TEAM MEMBER

Gartner for Enterprise IT Leadership Team Plus: Advisor Team Member (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all IT roles.

DELIVERABLES

Gartner for Enterprise IT Leadership Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Advisor Team Member are set forth below.

- Gartner for IT Leaders Research (includes Core IT Research and Role-specific IT Research)
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks & News Analysis
- IT Podcast Series
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Webinars
- Peer Networking
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM PLUS:
CROSS FUNCTION TEAM MEMBER

Gartner for Enterprise IT Leadership Team Plus: Cross Function Team Member (the “Service”) enables the client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all IT roles.

DELIVERABLES

Gartner for Enterprise IT Leadership Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Cross Function Team Member are set forth below.

- Gartner for IT Leaders Research (includes Core IT Research and Role-specific IT Research)
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks & News Analysis
- IT Podcast Series
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Webinars
- Peer Networking
- Team Inquiry
- Event Highlights

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM PLUS:
TEAM LEADER

Gartner for Enterprise IT Leadership Team Plus: Team Leader (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all IT roles.

DELIVERABLES

Gartner for Enterprise IT Leadership Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below:

- Assigned Service Delivery Team
- Member Value Plan
- Annual Virtual Strategy Meeting
- Facilitated Networking, Community Events and Content
- Gartner for IT Leaders Research: Core IT Research and Role-specific IT Research
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks and News Analysis
- IT Podcast Series
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

The Leadership Partner and client success manager will serve as the Team Leader’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Service and implementation of a Member Value Plan. The service professional will facilitate inquiry and respond to specific requests for Gartner Research and insight.

Member Value Plan – Customized service plan created in collaboration with the Team Leader at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting Team Leader expectations, value criteria, up to three (3) key initiatives and action plan.

(b) One (1) Virtual Strategy Meeting – Team Leader will meet with the Leadership Partner for coaching and advice, strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Member Peer Community.

(c) Facilitated Networking, Community Events, and Content

Facilitated Networking – Team Leader will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.

Peer Roundtables – Access to facilitated discussions with peers; participation limited to executives with similar job roles.

Peer Forums – Member-only virtual meetings with Research Expert (“expert”) that focus on member-selected topics and provide an opportunity for networking and peer exchange.

Peer Community Research and Peer Content – Team Leader may access case studies and findings, contributed presentations, tools, and templates.

- (d) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across IT domains.
- (e) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

The Team Leader may use Key Insights Document Share on gartner.com to share with others in the client company Key Insights summaries of up to 25 (twenty-five) Gartner Research documents per contract year. This sharing may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert ("Individual Inquiry") which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team ("Team Inquiry"). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions; and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader's agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM PLUS:
ADVISOR TEAM MEMBER

Gartner for Enterprise IT Leadership Team Plus: Advisor Team Member (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all IT roles.

DELIVERABLES

Gartner for Enterprise IT Leadership Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Advisor Team Member are set forth below.

- Gartner for IT Leaders Research (includes Core IT Research and Role-specific IT Research)
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks & News Analysis
- IT Podcast Series
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Webinars
- Peer Networking
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM PLUS:
CROSS FUNCTION TEAM MEMBER

Gartner for Enterprise IT Leadership Team Plus: Cross Function Team Member (the “Service”) enables the client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all IT roles.

DELIVERABLES

Gartner for Enterprise IT Leadership Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Cross Function Team Member are set forth below.

- Gartner for IT Leaders Research (includes Core IT Research and Role-specific IT Research)
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks & News Analysis
- IT Podcast Series
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Webinars
- Peer Networking
- Team Inquiry
- Event Highlights

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM:
TEAM LEADER

Gartner for Enterprise IT Leadership Team: Team Leader (the “Service”) is for senior IT leaders in large, complex enterprises (“Client”) who are managing IT functions for a business unit or the entire enterprise.

DELIVERABLES

The Gartner for Enterprise IT Leadership Team is comprised of a leader and members, each of whom has their own Service Description setting forth the Deliverables and entitlements for that leader or member. The Service is accessible by the leader (the “Team Leader”) and by his/her direct reports or cross-functional team (the “Team Members”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below:

- Assigned Service Delivery Team
- Member Value Plan
- Annual Virtual Strategy Meeting
- Facilitated Peer Networking & Community Events
- Individual Inquiry
- Team Inquiry
- IT Key Metrics Data
- IT Podcast Series
- Key Insight Document Share
- Core IT Research
- Role-specific IT Research
- Peer & Practitioner Research
- Selected Vendor Reports
- Tools and Templates
- Weekly Picks and News Analysis
- Webinars
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

The Leadership Partner and client success manager will serve as the Team Leader’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Service and implementation of a Member Value Plan. The service professional will facilitate inquiry and respond to specific requests for Gartner Research and insight.

Member Value Plan – Customized service plan created in collaboration with the Team Leader at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting Team Leader expectations, value criteria, up to three (3) key initiatives and action plan.

(b) One (1) Annual Virtual Strategy Meeting – Team Leader will meet with the Leadership Partner for coaching and advice, strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Member Peer Community.

(c) Facilitated Networking, Peer Community Events, and Content

Facilitated Networking – Team Leader will upon request set up virtual meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.

Peer Community Events and Content

Peer Community Events – Held two (2) times per year, these virtual events focus on Licensed User-selected topics, provide a venue for networking and peer exchange, feature Licensed User presentations on working solutions and offer facilitated workshops with Gartner Research Experts (“expert”). Gartner may, as necessary, change or supplement the expert with another expert.

Peer Community Research and Peer Content – Team Leader may access case studies and findings, contributed presentations, tools, and templates.

- (d) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across IT domains.
- (e) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

The Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the client company. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM:
ADVISOR TEAM MEMBER

Gartner for Enterprise IT Leadership Team: Advisor Team Member (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to specific IT roles.

DELIVERABLES

The Gartner for Enterprise IT Leadership Team is comprised of a leader and members, each of whom has their own Service Description setting forth the Deliverables and entitlements for that leader or member. The Service is accessible by a direct report or cross-functional team member (the “Team Member”) of the leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Team Member are “Licensed Users”.

The Deliverables for the Advisor Team Member are set forth below.

- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks & News Analysis
- IT Podcast Series
- Webinars
- Peer Networking
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM:
CROSS FUNCTION TEAM MEMBER

Gartner for Enterprise IT Leadership Team: Cross Function Team Member (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all roles.

DELIVERABLES

The Gartner for Enterprise IT Leadership Team is comprised of a leader and members, each of whom has their own Service Description setting forth the Deliverables and entitlements for that leader or member. The Service is accessible by a direct report or cross-functional team member (the “Cross Function Team Member”) of the leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Team Member are “Licensed Users”.

The Deliverables for the Cross Function Team Member are set forth below.

- Core IT Research
- Role-specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks and News Analysis
- IT Podcast Series
- Webinars
- Peer Networking
- Team Inquiry

ADDITIONAL USAGE INFORMATION

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM:
ROLE TEAM MEMBER

Gartner for Enterprise IT Leadership Team: Role Team Member (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to a specific IT role.

DELIVERABLES

The Gartner for Enterprise IT Leadership Team is comprised of a leader and members, each of whom has their own Service Description setting forth the Deliverables and entitlements for that leader or member. The Service is accessible by a direct report or cross-functional team member (the “Role Team Member”) of the leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Team Member are “Licensed Users”.

1. The Deliverables for the Role Team Member are set forth below.

- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks & News Analysis
- IT Podcast Series
- Webinars
- Peer Networking
- Team Inquiry

2. Additional information on the Deliverables listed above include the following:

- (a) Each Role Team Member must select a single Role Library from the set of available roles. Role selection may be changed (i) annually and/or (ii) upon renewal of the contract.
- (b) The Role Team Member (i) has unmetered access to a “Role Library”, consisting of Gartner Research documents from the Research Deliverables listed above, which Gartner has identified as relevant to the specific IT role selected by the Team Member; and (ii) may open an unmetered number of Weekly Picks & News Analysis, Webinars, and Event Highlights.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERSHIP TEAM:
ESSENTIALS TEAM MEMBER

Gartner for Enterprise IT Leadership Team: Essentials Team Member (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to specific IT roles.

DELIVERABLES

The Gartner for Enterprise IT Leadership Team is comprised of a leader and members, each of whom has their own Service Description setting forth the Deliverables and entitlements for that leader or member. The Service is accessible by a direct report or cross-functional team member (the “Essentials Team Member”) of the leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Team Member are “Licensed Users”.

1. The Deliverables for the Essentials Team Member are set forth below.
 - Core IT Research
 - Role-specific IT Research
 - Peer & Practitioner Research
 - IT Key Metrics Data
 - Tools and Templates
 - Selected Vendor Reports
 - Weekly Picks and News Analysis
 - IT Podcast Series
 - Webinars
 - Peer Networking
 - Team Inquiry
2. Additional information on the Deliverables listed above include the following:

The Essentials Team Member (i) may open an unmetered number of Weekly Picks & News Analysis, Webinars, and Event Highlights; and (ii) is entitled to access Gartner Research documents from the Research Deliverables above, as follows:

 - (a) **Shared Document Allocation** – Shared access to a total document allocation equal to 20 (twenty) Gartner Research documents times the number of Essentials Team Members on the Team.
 - (b) **Reversals** – Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE SUPPLY CHAIN LEADERSHIP TEAM:
TEAM LEADER

Gartner for Enterprise Supply Chain Leadership Team: Team Leader (the “Service”) is for senior supply chain leaders in large manufacturing and retail company (“Client”) who are managing supply chain functions for a business unit or the entire enterprise.

DELIVERABLES

Gartner for Enterprise Supply Chain Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below:

- Assigned Service Delivery Team
- Member Value Plan
- Strategy Meeting
- Gartner Supply Chain Research
- Peer Community Contributed Content
- Key Insight Document Share
- Tools and Templates
- Facilitated Peer Networking & Community Events
- Individual Inquiry
- Team Inquiry
- Supply Chain Conference Ticket

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

The Leadership Partner and a client success manager will serve as the Team Leader’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Service and implementation of a Member Value Plan. The client success manager will facilitate inquiry sessions and respond to specific requests for Gartner Research and insight.

Member Value Plan – Customized service plan created in collaboration with the Team Leader at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting Team Leader expectations, value criteria, up to three (3) key initiatives and action plan.

Leadership Partner Outreach Calls – Approximately six (6) times per year, the Leadership Partner will call the Team Leader to discuss an Enterprise Supply Chain Leaders research topic or report and relevant leadership and management issues.

Client Success Manager Outreach Calls – Approximately four (4) times per year, the client success manager will call the Team Leader to discuss the Team Leader’s status and review the Member Value Plan.

(b) Strategy Meeting – Team Leader will meet with Team Member for coaching and advice with focus on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the peer community.

(c) A Range of Written Research Reports, including:

Supply Chain Best Practices Reports – Outline best practices and lessons learned from peer companies that have demonstrated leadership in applying supply chain principles to drive business results.

Special Reports - Cover underlying research themes that cut across technology or industry-specific research or provide in-depth strategic analysis of trends, industry developments, vendors, products or services.

Published Research – Focus on companies, products, markets, decision frameworks, tactical guidelines, case studies, and strategic planning assumptions.

Peer Community Contributed Content – Unlimited access to peer contributed videos and case studies to learn from real-life best practices.

(d) **Key Insight Document Share** – The Team Leader may forward Key Insights summaries, via Key Insight Document Share, of up to 25 (twenty-five) Gartner Research documents per contract year to others in the client company. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional Gartner User licenses.

(e) **Facilitated Networking, Peer Community Events, and Content**

Facilitated Networking – Team Leader may request discussions with peers around a specific topic or issue to exchange information about best practices or areas of expertise.

Peer Community Events and Content

Peer Community Events – Held up to two (2) times per year, these events focus on Licensed User-selected topics, provide a venue for networking and peer exchange, feature Licensed User presentations on working solutions and offer facilitated workshops with Gartner Research Experts (“experts”). Gartner may, as necessary, change or supplement the expert with another expert.

Bimonthly Webinars – Bimonthly webinars on Members’ “top 10” priorities provide strategies and tactics employed by other Members, and insight and context provided by a Gartner expert. Address issues outside of regularly scheduled peer meetings and are available to Team Leaders and members of their extended teams.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and an expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner Supply Chain Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Supply Chain Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any other Gartner conference.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR ENTERPRISE SUPPLY CHAIN LEADERSHIP TEAM: ADVISOR TEAM MEMBER

Gartner for Enterprise Supply Chain Leadership Team: Advisor Team Member (the “Service”) provides client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to supply chain strategies and key initiatives.

DELIVERABLES

Gartner for Enterprise Supply Chain Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Advisor Team Member are set forth below:

- Gartner Supply Chain Research
- Peer Community Contributed Content
- Monthly Picks & News Analysis
- Tools and Templates
- Supply Chain Peer Networking
- Webinars
- Individual Inquiry
- Team Inquiry
- Supply Chain Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner Supply Chain Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Supply Chain Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any other Gartner conference.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR ENTERPRISE SUPPLY CHAIN LEADERSHIP TEAM: CROSS FUNCTION TEAM MEMBER

Gartner for Enterprise Supply Chain Leadership Team: Cross Function Team Member (the “Service”) provides client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to supply chain strategies and key initiatives.

DELIVERABLES

Gartner for Enterprise Supply Chain Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Cross Function Team Member are set forth below:

- Gartner Supply Chain Research
- Monthly Picks & News Analysis
- Tools and Templates
- Supply Chain Peer Networking
- Webinars
- Team Inquiry
- Peer Community Contributed Content

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION Attachment to the Service Agreement

GARTNER FOR ENTERPRISE SUPPLY CHAIN LEADERSHIP TEAM: ESSENTIALS TEAM MEMBER

Gartner for Enterprise Supply Chain Leadership Team: Essentials Team Member (the “Service”) provides client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to supply chain strategies and key initiatives.

DELIVERABLES

Gartner for Enterprise Supply Chain Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Essentials Team Member are set forth below:

- Gartner Supply Chain Research
- Monthly Picks & News Analysis
- Peer Community Contributed Content
- Tools and Templates
- Supply Chain Peer Networking
- Webinars
- Team Inquiry

2. Additional information on the Deliverables listed above include the following:

The Essentials Team Member (i) may open an unmetered number of Monthly Picks, News Analysis, and Webinars; and (ii) is entitled to access research documents from the Deliverables above, as follows:

- (a) **Shared Document Allocation** – Shared access to a total document allocation equal to 20 (twenty) Gartner Research documents times the number of Essentials Team Members on the Team.
- (b) **Reversals** – Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR ENTERPRISE IT LEADERS INITIATIVE TEAM: TEAM LEADER

Gartner for Enterprise IT Leaders Initiative Team: Team Leader (the “Service”) enables client (“Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all IT roles.

DELIVERABLES

The Gartner for Enterprise IT Leaders Initiative Team is comprised two sets of users: (i) the “Team Leader” and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below:

- Project Team Meetings
- Assigned Service Delivery Team
- Member Value Plan
- Annual Virtual Strategy Meeting
- Facilitated Peer Networking & Community Events
- Gartner for IT Leaders Research: Core IT Research and Role-specific IT Research
- IT Key Metrics Data
- Annual MCP Team Workshop
- Selected Vendor Reports
- Weekly Pics and News Analysis
- IT Podcast Series
- Peer & Practitioner Research
- Strategic Business Content for IT Executives
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

The Leadership Partner and client success manager will serve as the Team Leader’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Service and implementation of a Member Value Plan. The service professional will facilitate inquiry and respond to specific requests for Gartner Research and insight.

Member Value Plan — Customized service plan created in collaboration with the Team Leader at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting Team Leader expectations, value criteria, up to three (3) key initiatives and action plan.

(b) One (1) Annual Virtual Strategy Meeting — Team Leader will meet with the Leadership Partner for coaching and advice, strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Member Peer Community.

(c) Facilitated Networking, Peer Community Events, and Content

Facilitated Networking — Team Leader will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.

Peer Community Events and Content

Peer Forums — Peer Forums are Member-only virtual meetings with Gartner Research Experts (“experts”) that focus on Member-selected topics and provide an opportunity for networking and peer exchange. Gartner may, as necessary, change or supplement the expert with another expert.

Peer Community Research and Peer Content — Team Leader may access case studies and findings, contributed presentations, tools, and templates.

Peer Roundtables — Access to facilitated discussions with peers, exclusively for executives with similar jobs.

- (d) **IT Key Metrics Data** – Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across IT domains.
- (e) **IT Podcast Series** – A subscription-based podcast series featuring Gartner Research experts' perspectives on business priorities and challenges on topics in information technology.
- (f) **Project Team Meetings** – Licensed Users may participate in up to 12 (twelve) Project Team Meetings of up to 60 minutes (sixty minutes) each per year, provided these remote calls are setup and attended by the Team Leader and are facilitated by the Leadership Partner.
- (g) **Annual Mission Critical Priority (MCP) Team Workshop** – A half-day annual virtual session (jointly determined by the Leadership Partner and Leader), facilitated by the Leadership Partner, which is focused on the application of Gartner Research to inform the Licensed Users' approach to addressing a select topic. Topic is selected by Leader and Leadership Partner. The session may include non-Team Members up to a total of 25 (twenty-five) participants.

ADDITIONAL USAGE INFORMATION

Leader may, on an occasional and infrequent basis, forward to other individuals in the client company (as defined in the Service Agreement) 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.

Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert ("Individual Inquiry") which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team ("Team Inquiry"). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions; and (ii) Team Members may lead the discussion or pose questions to expert on behalf of the team, provided all such questions and discussions advance the Team Leader's agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR ENTERPRISE IT LEADERS INITIATIVE TEAM:
ADVISOR TEAM MEMBER

Gartner for Enterprise IT Leaders Initiative Team: Advisor Team Member (the “Service”) enables the client “Client”) access to Gartner resources in a team environment. The Service provides access to Gartner Research and Research Experts related to all IT roles.

DELIVERABLES

The Gartner for Enterprise IT Leaders Initiative Team is comprised two sets of users: (i) the “Team Leader” and (ii) those “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Advisor Team Member are set forth below:

- Gartner for IT Leaders Research (includes Core IT Research and Role-specific IT Research)
- IT Key Metrics Data
- Tools and Templates
- Selected Vendor Reports
- Weekly Picks & News Analysis
- IT Podcast Series
- Project Team Meetings
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- Webinars
- Peer Networking
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

Licensed Users may participate in up to 12 (twelve) Project Team Meetings of up to 60 minutes (sixty minutes) each per year, provided these remote calls are setup and attended by the Team Leader and are facilitated by the Leadership Partner of the Gartner for Enterprise IT Leaders Initiative Team: Team Leader Base Service.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not

promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR ENTERPRISE IT LEADERS INDIVIDUAL ACCESS

Gartner for Enterprise IT Leaders Individual Access (the “Service”) is for senior IT leaders in large, complex enterprises (“Client”) who are managing IT functions for a business unit or the entire enterprise.

DELIVERABLES

1. One (1) user designated by the Client “Licensed User,” receives the following Deliverables:

- Assigned Service Delivery Team
- Member Value Plan
- Annual Virtual Strategy Meeting
- Facilitated Peer Networking & Community Events
- Individual Inquiry
- IT Key Metrics Data
- IT Podcast Series
- Core IT Research
- Role-specific IT Research
- Peer & Practitioner Research
- Selected Vendor Reports
- Tools & Templates
- Weekly Picks & News Analysis
- Webinars
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

(a) Assigned Service Delivery Team

The Leadership Partner and a client success manager will serve as Licensed User’s primary points of contact for this Service. They will maintain the relationship through the delivery of the Services and implementation of a Member Value Plan. The service professional will facilitate Inquiry and respond to specific requests for Gartner research and insight.

Member Value Plan: Customized service plan created in collaboration with the Licensed User at the beginning of the Service and reviewed and revised periodically through the membership lifecycle. Elements include Licensed User’s expectations, value criteria, up to three (3) key initiatives and actionplan.

(b) One (1) Annual Virtual Strategy Meeting: Licensed User will meet with the Leadership Partner for coaching and advice, with focus on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner Research and the Member Peer Community.

(c) Facilitated Peer Networking, Peer Community Events and Content

Facilitated Peer Networking: Leadership Partner will, upon request, arrange virtual meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.

Peer Community Events: Held up to two (2) times per year, events focus on Licensed User-selected topics, provide an opportunity for networking and peer exchange, feature Licensed User presentations on working solutions and offer facilitated sessions with Gartner Research Experts (“experts”). Gartner may, as necessary, change or supplement the expert.

Content: Licensed Users may access exclusive case studies and findings, focused on critical issues and Licensed User-contributed presentations, tools and templates.

(d) Individual Inquiry: Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call).

(e) IT Key Metrics Data: Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across IT domains.

- (f) **IT Podcast Series:** A subscription-based podcast series featuring Gartner research experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) Client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERSHIP TEAM PLUS:
TEAM LEADER

Gartner for IT Leadership Team: Team Plus Leader (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to all IT roles.

DELIVERABLES

Gartner for IT Leadership Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designed by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below.

- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research)
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Key Insight Document Share
- Talking Technology Series
- Webinars
- Peer Networking
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

The Team Leader may use Key Insights Document Share on gartner.com to forward to others in the Client organization Key Insights summaries of up to 25 (twenty-five) Gartner Research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisors only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with a research advisor (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the Client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not

promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERSHIP TEAM PLUS:
ADVISOR TEAM MEMBER

Gartner for IT Leadership Team Plus: Advisor Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to all IT roles.

DELIVERABLES

Gartner for IT Leadership Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”. The Deliverables for the Advisor Team Member are set forth below.

- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research)
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Talking Technology Series
- Webinars
- Peer Networking
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisors only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with a research advisor (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the Client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERSHIP TEAM PLUS:
CROSS FUNCTION TEAM MEMBER

Gartner for IT Leadership Team Plus: Cross Function Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to all IT roles.

DELIVERABLES

Gartner for IT Leadership Team Plus is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Member are “Licensed Users”. The Deliverables for the Cross Function Team Member are set forth below.

- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research)
- Strategic Business Content for IT Executives
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Talking Technology Series
- Webinars
- Peer Networking
- Team Inquiry

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERSHIP TEAM:
TEAM LEADER

Gartner for IT Leadership Team: Team Leader (the “Service”) enables access to Gartner Research and research advisors related to specific IT roles in a team environment.

DELIVERABLES

The Gartner for IT Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below.

- Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research)
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis
- Key Insights Document Share
- Webinars
- Peer Networking
- Talking Technology Series
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

The Team Leader may use Key Insights Document Share on gartner.com to forward to others in the Client organization Key Insights summaries of up to 25 (twenty-five) Gartner Research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisors only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with a research advisor (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the Client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERSHIP TEAM:
ADVISOR TEAM MEMBER

Gartner for IT Leadership Team: Advisor Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to specific IT roles.

DELIVERABLES

The Gartner for IT Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”. The Deliverables for the Advisor Team Member are set forth below.

- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis
- Talking Technology Series
- Webinars
- Peer Networking
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisors only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with a research advisor (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the Client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERSHIP TEAM:
CROSS FUNCTION TEAM MEMBER

Gartner for IT Leadership Team: Cross Function Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to all roles.

DELIVERABLES

The Gartner for IT Leadership Team is comprised of two (2) sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Cross Function Team Member are set forth below.

- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis
- Talking Technology Series
- Webinars
- Peer Networking
- Team Inquiry

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERSHIP TEAM:
ROLE TEAM MEMBER

Gartner for IT Leadership Team: Role Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to a specific IT role.

DELIVERABLES

The Gartner for IT Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Role Team Member are set forth below.

- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis
- Talking Technology Series
- Webinars
- Peer Networking
- Team Inquiry

2. Additional information on the Deliverables listed above include the following:

The Role Team Member: (a) has unmetered access to a “Role Library”, consisting of Gartner Research documents from the deliverables listed above, which Gartner has identified as relevant to the specific IT role selected by the Role Team Member; and (b) may open an unmetered number of Weekly Picks, News Analysis, and Webinars.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERSHIP TEAM:
ESSENTIALS TEAM MEMBER

Gartner for IT Leadership Team: Essentials Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to specific IT roles.

DELIVERABLES

The Gartner for IT Leadership Team is comprised of two (2) sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Essentials Team Member are set forth below.

- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis
- Talking Technology Series
- Webinars
- Peer Networking
- Team Inquiry

ADDITIONAL USAGE INFORMATION

The Essentials Team Member (i) may open an unmetered number of Weekly Picks, News Analysis, and Webinars; and (ii) is entitled to access Gartner Research documents from the Deliverables listed above, as follows:

- (a) **Shared Document Allocation** – Shared access to a total document allocation equal to 20 (twenty) Gartner Research documents times the number of Essentials Team Members on the Team.
- (b) **Reversals** – Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERS
INDIVIDUAL ACCESS ADVISOR

Gartner for IT Leaders Individual Access Advisor (the “Service”) provides clients with access to research and advice about information technology and the functional responsibilities of specific IT roles.

DELIVERABLES

1. Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Webinars
- Peer Networking
- Talking Technology Series
- Individual Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research advisor only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR IT LEADERS REFERENCE

Gartner for IT Leaders Reference (the “Service”) provides clients with access to research and advice about information technology and the functional responsibilities of specific IT roles.

DELIVERABLES

1. Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Webinars
- Peer Networking

ADDITIONAL USAGE INFORMATION

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR SUPPLY CHAIN LEADERS
INDIVIDUAL ACCESS ADVISOR

Gartner for Supply Chain Leaders Individual Access Advisor (the “Service”) provides Clients with access to research and advice about supply chain best practice, company, and technology as well as inquiry with Gartner research experts.

DELIVERABLES

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Gartner Supply Chain Research
- Peer Community Contributed Content
- Tools and Templates
- Selected Vendor Reports
- Monthly Picks & News Analysis
- Supply Chain Peer Networking
- Webinars
- Individual Inquiry
- Supply Chain Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call).

The Gartner Supply Chain Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Supply Chain Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR SUPPLY CHAIN LEADERS
REFERENCE

Gartner for Supply Chain Leaders Reference (the “Service”) provides Clients with access to research and advice about supply chain best practice, company, and technology.

DELIVERABLES

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Gartner Supply Chain Research
- Peer Community Contributed Content
- Tools and Templates
- Selected Vendor Reports
- Monthly Picks & News Analysis
- Supply Chain Peer Networking
- Webinars

ADDITIONAL USAGE INFORMATION

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR TECHNICAL PROFESSIONALS
ADVISOR DEPARTMENT

Gartner for Technical Professionals Advisor Department (the “Service”) provides clients (“Client”) who maintain a threshold minimum investment in select Gartner products with access to all Gartner for Technical Professionals research and research advisors related to the Service.

DELIVERABLES

Client may designate up to 40 (forty) users (“Licensed Users”) to receive the following Deliverables:

- Published Research
- Gartner Peer Insights
- Gartner Peer Connect
- Webinars
- Individual Inquiry
- Gartner Cloud Decisions

In addition, the Service provides two (2) Gartner IT Summit Conference Tickets.

ADDITIONAL USAGE INFORMATION

Licensed Users that access this Service must be IT staff members who are currently employed by Client.

The annual fee for this Service is based upon Client’s reported annual revenues for commercial clients or total employees in the agency for government clients at the time of contract execution or contract renewal, as applicable.

Individual Inquiry sessions may take up to 60 (sixty) minutes of a research advisor’s time and may also be used to request basic reviews of technical-related documents of 20 (twenty) pages or less including attachments that take up to 60 minutes of a research advisor’s time. Examples include technical architectural proposals and technical plans. As Individual Inquiry is an expanded version of Inquiry, additional guidance is available in the “Inquiry” section of the Gartner Usage Policy, as further referenced below.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR TECHNICAL PROFESSIONALS
REFERENCE DEPARTMENT

Gartner for Technical Professionals Reference Department (the “Service”) provides clients (“Client”) who maintain a threshold minimum investment in select Gartner products with access to Gartner for Technical Professionals research.

DELIVERABLES

Client may designate up to 40 (forty) users (“Licensed Users”) to receive the following Deliverables:

- Published Research
- Gartner Peer Insights
- Gartner Cloud Decisions
- Gartner Peer Connect
- Webinars

ADDITIONAL USAGE INFORMATION

Licensed Users that access this Service must be IT staff members who are currently employed by the Client.

The annual fee for this Service is based upon Client’s reported annual revenues for commercial clients or total employees in the agency for government clients at the time of contract execution or contract renewal, as applicable.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR TECHNICAL PROFESSIONALS
TEAM LEADER

Gartner for Technical Professionals Team Leader (“the Service”), provides clients who maintain a threshold minimum investment in select Gartner products with access to Gartner for Technical Professionals research and research advisors related to the Service.

DELIVERABLES

Gartner for Technical Professionals Team is comprised of two set of users: (i) the “Team Leader”, and (ii) those “Team Members” designed by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Team Leader is entitled to the following Gartner Deliverables:

- Published Research
- Gartner Peer Insights
- Gartner Peer Connect
- Gartner Cloud Decisions
- Webinars
- Individual Inquiry
- IT Summit Conference Ticket
- Enhanced Vendor Selection Research
 - Gartner Peer Insights Voice of the Customer Research
 - Gartner Vendor Rating Research
 - Select Magic Quadrants and Critical Capabilities Research aligned to Technical Professional vendor market coverage

ADDITIONAL USAGE INFORMATION

Licensed Users that access this Service must be IT staff members who are currently employed by the Client.

Individual Inquiry sessions may take up to 60 (sixty) minutes of a research advisor’s time and may also be used to request basic reviews of technical-related documents of 20 (twenty) pages or less including attachments that take up to 60 minutes of a research advisor’s time. Examples include technical architectural proposals and technical plans. Inquiries related to Magic Quadrant/Critical Capability may take up to 30 (thirty) minutes of research advisor’s time. As Individual Inquiry sessions are an expanded version of Inquiry, additional guidance is available in the “Inquiry” section of the Gartner Usage Policy, as further referenced below.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the Client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR TECHNICAL PROFESSIONALS
TEAM MEMBER

Gartner for Technical Professionals Team Member (the “Service”) provides clients (“Client”) who maintain a threshold minimum investment in select Gartner products with access to Gartner for Technical Professionals research and research advisors related to the Service in a team environment.

DELIVERABLES

Gartner for Technical Professionals Team is comprised of two set of users: (i) the “Team Leader”, and (ii) those “Team Members” designed by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Team Member is entitled to the following Gartner Deliverables:

- Published Research
- Gartner Peer Insights
- Gartner Peer Connect
- Gartner Cloud Decisions
- Webinars
- Individual Inquiry
- Enhanced Vendor Selection Research
 - Gartner Peer Insights Voice of the Customer Research
 - Gartner Vendor Rating Research
 - Select Magic Quadrants and Critical Capabilities Research aligned to Technical Professional vendor market coverage

ADDITIONAL USAGE INFORMATION

Licensed Users that access this Service must be IT staff members who are currently employed by the Client.

Individual Inquiry sessions may take up to 60 (sixty) minutes of a research advisor’s time and may also be used to request basic reviews of technical-related documents of up to 20 (twenty) pages including attachments that take up to 60 minutes of a research advisor’s time. Examples include technical architectural proposals and technical plans. Inquiries related to Magic Quadrant/Critical Capability may take up to 30 (thirty) minutes of research advisor’s time. As Individual Inquiry sessions are an expanded version of Inquiry, additional guidance is available in the “Inquiry” section of the Gartner Usage Policy, as further referenced below.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER CORE CONNECT ADVISOR

Gartner Core Connect Advisor (the “Service”) provides clients with access to research and advice to capitalize on IT technologies and markets.

DELIVERABLES

Each user designated by the Client (“Licensed User”) receives the following Deliverables:

- Core IT Research
- Peer Networking
- Webinars
- Individual Inquiry
- Talking Technology
- Summit Event Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls (“Individual Inquiry”) is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call).

The Summit Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Summit Conference as specified in the Ticket Letter emailed to Client. A Summit Ticket may also be used to register for a Catalyst Event. 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 Events during the contract term of that Research offering. Tickets are transferable within the Client organization but may not be transferred to another company. A single Ticket may not be used by more than one (1) employee and may not be used for admission to any Gartner Event other than a Summit or Catalyst Event.

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.

SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER CORE CONNECT REFERENCE

Gartner Core Connect Reference (the “Service”) provides clients with access to research and advice to capitalize on IT technologies and markets.

DELIVERABLES

Each user designated by the Client (“Licensed User”) receives the following Deliverables:

- Gartner Core IT Research
- Peer Networking
- Webinars

ADDITIONAL USAGE INFORMATION

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.

SERVICE DESCRIPTION
Attachment to the Service Agreement
CORE IT RESEARCH ADVISOR

Core IT Research Advisor (the “Service”) provides clients with research and advice about information technology and a base of knowledge to capitalize on IT technologies and markets.

DELIVERABLES

Each user designated by the Client (“Licensed User”) receives the following Deliverables:

- **Spotlights** — Reflect hot client issues, consider the issues from several different perspectives and tie together research from all the Core IT Research deliverables.
- **Special Reports** — Cover underlying research themes that cut across technology or industry-specific research, or provide in-depth strategic analysis of trends, industry developments, vendors, products and services.
- **Published Research** — Focus on companies, products, markets, decision frameworks, tactical guidelines, case studies and strategic planning assumptions.
- **Alerts** — Event-driven bulletins, addressing each of the IT and telecom markets.
- **NewsTakes** — Industry-focused newsletters providing up-to-the-minute analysis on the top stories in the hardware and semiconductor markets, capturing recent announcements and their potential impact on the market.
- **Individual Inquiry** — Provides Licensed Users with access to Gartner research advisors who are associated with this Service. Participation in inquiry sessions, as part of this Service, is subject to the following terms:
 1. Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call).
 2. Licensed Users may engage with a research advisor: (i) to discuss a Gartner Research document published within the scope of their specific Service, and/or (ii) to apply a Gartner Research document to a related issue that their company is facing.
 3. Inquiry sessions may take up to 30 (thirty) minutes of a research advisor's time.
 4. Inquiry sessions may also be used to request basic technology reviews of business-related documents that are 20 (twenty) pages or less and take up to 60 (sixty) minutes of a research advisor's time. Examples of these documents include requests for proposals, marketing or business plans and procurement agreements.
- **Webinars** — Periodic Web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners.
- **Talking Technology Series** — Commentaries on the latest IT topics in a monthly audio program that can be listened to on gartner.com or downloaded to listened to in MP3 format.
- **Summit Ticket** — The Summit Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Summit Conference as specified in the Ticket Letter emailed to Client. A Summit Ticket may also be used to register for a Catalyst Event. 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 Events during the contract term of that Research offering. Tickets are transferable within the Client organization but may not be transferred to another company. A single Ticket may not be used by more than one (1) employee and may not be used for admission to any Gartner Event other than a Summit or Catalyst Event.

ADDITIONAL USAGE INFORMATION

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.

SERVICE DESCRIPTION Attachment to the Service Agreement BURTON CLASSIC IT1

Burton Classic IT1 (the “Service”) provides client (“Client”) access to Research published by coverage area via gartner.com, Gartner research advisors, and one (1) or more IT Summit Conference ticket(s) as further referenced below.

DELIVERABLES

1. Each user designated by Client (“Licensed User”) is entitled to the following Deliverables:
 - **Published Research** — Focuses on application platforms, collaboration and content management, data center, data management, identity and privacy, network and telecom, and security and risk management.
 - **Webinars** — Periodic Web conferences where a Gartner research advisor speaks on timely topics in information technology and then solicit questions from listeners.
 - **Analyst Dialogues** — Access to research advisors associated with this Service. Participation in Analyst Dialogues may be facilitated by two (2) client representatives. Session scheduling is at Gartner’s discretion.
 - **Analyst Onsite Dialogue** — Access to one (1) research advisor of this Service for one (1) half-day (1/2-day) Onsite Dialogue, to be scheduled at the Client’s location. Client is responsible for reimbursement of travel and living expenses actually and reasonably incurred for research advisor travel to and from the Client site.
 - **Conference Tickets** — Tickets, the quantity of which is set forth in the relevant Service Agreement, to a Gartner IT Summit Conference.
2. Participation in Analyst Dialogues is subject to the following terms:
 1. Licensed Users may engage with a Gartner research advisor to: (i) discuss a Burton IT1 Research document published within the scope of their specific Service, and/or (ii) apply a Burton IT1 Research document to a related issue their company is facing.
 2. Participation in Analyst Dialogue is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, inside or outside client company, may not attend or otherwise participate).
 3. Analyst Dialogue sessions may take up to 60 (sixty) minutes of an Analyst's time and may also be used to request basic reviews of technical-related documents of up to 20 (twenty) pages including attachments that take up to 60 (sixty) minutes of a research advisor’s time. Examples include technical architecture proposals and technical plans.

ADDITIONAL USAGE INFORMATION

All Licensed Users that access this Service must be employees, contractors or sub-contractors of the Client.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the Client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Depending on travel advisories and/or government orders, at Gartner’s sole discretion, some meetings and events may be held virtually.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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.

SERVICE DESCRIPTION
Attachment to the Service Agreement
INDUSTRY ADVISORY SERVICES
INDIVIDUAL ACCESS ADVISOR

Industry Advisory Services Individual Access Advisor (the “Service”) provides access to Gartner Research and Gartner research advisors related to the specific industry pre-selected by the client at the time of purchase.

DELIVERABLES

1. Each user designated by the Client (“Licensed User”) receives the following Deliverables:

- Industry-specific IT Research
- Select *Harvard Business Review* content
- Role-specific IT Research
- IT Key Metrics Data
- Diagnostic Tools and Templates
- Selected Vendor Reports
- Core IT Research
- Best practice and decision support content
- Weekly Picks & News Analysis
- Webinars
- Peer Networking
- Talking Technology Series
- Individual Inquiry
- Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION
Attachment to the Service Agreement
INDUSTRY ADVISORY SERVICES
REFERENCE

Industry Advisory Services Reference (the “Service”) provides access to Gartner Research related to the specific industry pre-selected by the client at the time of purchase.

DELIVERABLES

Each user designated by the Client (“Licensed User”) receives the following Deliverables:

- Industry-specific IT Research
- Selected *Harvard Business Review* content
- Role-specific IT Research
- IT Key Metrics Data
- Tools and Templates
- Best practice and decision support content
- Selected Vendor Reports
- Core IT Research
- Weekly Picks & News Analysis
- Webinars
- Peer Networking

ADDITIONAL USAGE INFORMATION

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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.

SERVICE DESCRIPTION
Attachment to the Service Agreement
INDUSTRY ADVISORY SERVICES LEADERSHIP TEAM:
TEAM LEADER

Industry Advisory Services Leadership Team: Team Leader (the “Service”) is an expanded version of the Gartner for IT Leaders Advisor offering that enables access to Gartner Research and research advisors related to specific IT roles in a team environment (i.e., a Team Leader and Team Members).

DELIVERABLES

The Industry Advisory Services Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Team Leader set forth below:

- Industry-specific IT Research
- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Webinars
- Peer Networking
- Talking Technology Series
- Individual Inquiry
- Team Inquiry
- Key Insight Document Share
- IT Summit Conference Ticket

2. Additional information on the Deliverables listed above include the following:

The Team Leader may use Key Insights Document Share on gartner.com to forward to others in the Client organization Key Insights summaries of up to 25 (twenty-five) Gartner Research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisors only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with a research advisor (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the Client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
INDUSTRY ADVISORY SERVICES LEADERSHIP TEAM:
ADVISOR TEAM MEMBER

Industry Advisory Services Leadership Team: Advisor Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner research advisors related to specific IT roles.

DELIVERABLES

The Industry Advisory Services Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.” The Deliverables for the Advisor Team Member are set forth below.

- Industry-specific IT Research
- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Webinars
- Peer Networking
- Talking Technology Series
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisors only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Team Members are entitled to two types of inquiry: (i) inquiry sessions with a research advisor (“Individual Inquiry”), which may be scheduled independent of other Team Members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 transferable within the Client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
INDUSTRY ADVISORY SERVICES LEADERSHIP TEAM:
CROSS FUNCTION TEAM MEMBER

Industry Advisory Services Leadership Team: Cross Function Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to all roles.

DELIVERABLES

Industry Advisory Services Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.” The Deliverables for the Cross Function Team Member are set forth below.

- Industry-specific IT Research
- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Webinars
- Peer Networking
- Talking Technology Series
- Team Inquiry

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Team Members are entitled to inquiry sessions with a research advisor and the Team Leader (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
INDUSTRY ADVISORY SERVICES LEADERSHIP TEAM:
ROLE TEAM MEMBER

Industry Advisory Services Leadership Team: Role Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to a specific IT role.

DELIVERABLES

Industry Advisory Services Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Role Team Member are set forth below:

- Industry-specific IT Research
- Core IT Research
- Role-Specific IT Research
- Peer & Practitioner Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Webinars
- Peer Networking
- Talking Technology Series
- Team Inquiry

2. Additional information on the Deliverables listed above include the following:

The Role Team Member (a) has unmetered access to a “Role Library”, consisting of Gartner Research documents from the Research Deliverables listed above, which Gartner has identified as relevant to the specific IT role selected by the Role Team Member; and (b) may open an unmetered number of Weekly Picks, News Analysis, and Webinars.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Team Members are entitled to inquiry sessions with a research advisor and the Team Leader (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com

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.

SERVICE DESCRIPTION
Attachment to the Service Agreement
INDUSTRY ADVISORY SERVICES LEADERSHIP TEAM:
ESSENTIALS TEAM MEMBER

Industry Advisory Services Leadership Team: Essentials Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and research advisors related to specific IT roles.

DELIVERABLES

Industry Advisory Services Leadership Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) those “Team Members” designated by client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users.”

1. The Deliverables for the Essentials Team Member are set forth below:

- Industry-specific IT Research
- Core IT Research
- Role-specific IT Research
- Peer & Practitioner Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Webinars
- Peer Networking
- Talking Technology Series
- Team Inquiry
- Team Library

2. Additional information on the Deliverables listed above include the following:

The Essentials Team Member may open an unmetered number of Weekly Picks, News Analysis, and Webinars; and is entitled to access Gartner Research documents from the Research Deliverables above, as follows:

- (a) **Shared Document Allocation** – Shared access to a total document allocation equal to 20 (twenty) Gartner Research documents times the number of Essentials Team Members on the Team.
- (b) **Reversals** – Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the research advisor only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Team Members are entitled to inquiry sessions with a research advisor and the Team Leader (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise clients favorable coverage or leads from its research advisors and analysts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombudsman@gartner.com.

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SERVICE DESCRIPTION Attachment to the Service Agreement

GARTNER FOR CISOs EXECUTIVE INDIVIDUAL ACCESS

Gartner for CISOs Executive: Individual Access (the “Service”) is designed for the senior most security and risk management leaders in the client company (“Client”), typically the Chief Information Security Officer (“CISO”). The Service provides access to Gartner research and research experts.

DELIVERABLES

1. One (1) user designated by Client (“Licensed User”) is entitled to the following Gartner Deliverables:

- CISO Role-based Content and Tools
- Guided Service Partner
- Member Value Plan
- Annual Strategy Meeting
- Facilitated Networking, Community Events, and Content
- Executive Leadership Research and related content
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- IT Summit Conference Ticket with VIP Access

2. Additional information on the Deliverables listed above include the following:

- (a) **Guided Service Partner:** A Leadership Partner will serve as the License User’s primary point of contact for this Service and will maintain the relationship through the delivery of the Service and implementation of a member value plan. The customized service plan is created in collaboration with the License User at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting License User expectations, value criteria, up to three (3) key initiatives and action plan.
- (b) **Annual Strategy Meeting:** Licensed User will meet virtually with the Leadership Partner for coaching and advice on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner research and the peer community.
- (c) **Facilitated Networking, Peer Community Research and Content**
Facilitated Networking: Leadership Partner will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise.
Peer Community Research and Content: License User may access case studies and findings, contributed presentations, tools, and templates.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

Use of this Service is governed by the [Gartner Usage Policy](#) and the [Gartner Content Compliance Policy](#) which are accessible on the Policies section of gartner.com.

SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR CISOs EXECUTIVE: TEAM LEADER

Gartner for CISOs Executive: Team Leader (the “Service”) is designed for the senior most security and risk management leaders in the client company (“Client”), typically the Chief Information Security Officer (“CISO”). The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CISOs Executive is comprised of two sets of users: (i) the “Team Leader” and (ii) “Team Members” designated by the Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below:

- CISO Role-based Content and Tools
- Guided Service Partner
- Member Value Plan
- Annual Strategy Meeting
- Facilitated Networking, Community Events, and Content
- Executive Leadership Research and related content
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket with VIP Access

2. Additional information on the Deliverables listed above include the following:

(a) **Guided Service Partner:** A Leadership Partner will serve as the Team Leader’s primary point of contact for this Service and will maintain the relationship through the delivery of the Service and implementation of a member value plan. This customized service plan is created in collaboration with the Team Leader at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting Team Leader expectations, value criteria, up to three (3) key initiatives and action plan.

(b) **Annual Strategy Meeting:** Team Leader will meet virtually with the Leadership Partner for coaching and advice, strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner research and the Member Peer Community.

(c) **Facilitated Networking, Peer Community Research and Content**

Facilitated Networking: Leadership Partner will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise.

Peer Community Research and Content: Team Leader may access case studies and findings, contributed presentations, tools, and templates.

ADDITIONAL USAGE INFORMATION

Team Leader may, on an occasional and infrequent basis, forward to others in the client company up to 25 (twenty-five) individual Gartner research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR CISOs EXECUTIVE: TEAM MEMBER

Gartner for CISOs Executive: Team Member (the “Service”) is designed for individuals who typically support the senior most security and risk management leaders in the client company (“Client”), usually the Chief Information Security Officer (“CISO”). The Service is part of Gartner for CISOs Executive and requires the separate purchase of Gartner for CISOs Executive: Team Leader. The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CISOs Executive is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Member are set forth below:

- CISO Role-based Content and Tools
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

The Team Member may use Key Insights Document Share on gartner.com to share with others in the client company Key Insights summaries of up to 25 (twenty-five) Gartner research documents per contract year. This sharing may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR CISOs EXECUTIVE:
TECH PROFESSIONAL TEAM MEMBER

Gartner for CISOs Executive: Tech Professional Team Member (the “Service”) is designed for individuals focused on technical implementation who typically support the security and risk management domain in the client company (“Client”). The Service is part of Gartner for CISOs Executive and requires the separate purchase of Gartner for CISOs Executive: Team Leader. The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CISOs Executive is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Member are set forth below:

- Tech Professional Research and Advisory Tools and Reports
- Gartner Peer Insights
- Gartner Cloud Decisions
- Enhanced Vendor Selection Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR CISOs: INDIVIDUAL ACCESS

Gartner for CISOs: Individual Access (the “Service”) is designed for the senior most security and risk management leaders in the client company (“Client”), typically the Chief Information Security Officer (“CISO”). The Service provides access to Gartner research and research experts.

DELIVERABLES

One (1) User designated by Client (“Licensed User”) is entitled to the following Gartner Deliverables:

- CISO Role-based Content and Tools
- Executive Leadership Research and related content
- Industry-specific IT Research
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Report
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- IT Summit Conference Ticket with VIP Access

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR CISOs: TEAM LEADER

Gartner for CISOs: Team Leader (the “Service”) is designed for the senior most security and risk management leaders in the client company (“Client”), typically the Chief Information Security Officer (“CISO”). The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CISOs is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Leader are set forth below:

- CISO Role-based Content and Tools
- Executive Leadership Research and related content
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket with VIP Access

ADDITIONAL USAGE INFORMATION

The Team Leader may forward to others in the client company up to 25 (twenty-five) Gartner research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR CISOs: TEAM MEMBER

Gartner for CISOs: Team Member (the “Service”) is designed for individuals who typically support the senior most security and risk management leaders in the client company (“Client”), usually the Chief Information Security Officer (“CISO”). The Service is part of Gartner for CISOs and requires the separate purchase of Gartner for CISOs: Team Leader. The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CISOs is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Member are set forth below:

- CISO Role-Based Content and Tools
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

The Team Member may use Key Insights Document Share on gartner.com to share with others in the client company Key Insights summaries of up to 25 (twenty-five) Gartner research documents per contract year. This sharing may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 conferences during the contract term of that research offering. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than an IT Summit.

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SERVICE DESCRIPTION Attachment to the Service Agreement

GARTNER FOR CISOs: TECH PROFESSIONAL TEAM MEMBER

Gartner for CISOs: Tech Professional Team Member (the “Service”) is designed for individuals focused on technical implementation who typically support the security and risk management domain in the client company (“Client”). The Service is part of Gartner for CISOs and requires the separate purchase of Gartner for CISOs: Team Leader. The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CISOs is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Member are set forth below:

- Tech Professional Research and Advisory Tools and Reports
- Gartner Peer Insights
- Gartner Cloud Decisions
- Enhanced Vendor Selection Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION Attachment to the Service Agreement

GARTNER FOR CDAOs EXECUTIVE INDIVIDUAL ACCESS

Gartner for CDAOs Executive Individual Access (the “Service”) is designed for the senior most data and analytics leaders in the client company (“Client”), typically the Chief Data & Analytics Officer (“CDAO”). The Service provides access to Gartner research and research experts.

DELIVERABLES

1. One (1) user designated by Client (“Licensed User”) is entitled to the following Gartner Deliverables:

- CDAO Role-based Content and Tools
- Guided Service Partner
- Member Value Plan
- Annual Strategy Meeting
- Facilitated Networking, Community Events, and Content
- Executive Leadership Research and related content
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- IT Summit Conference Ticket with VIP Access

2. Additional information on the Deliverables listed above include the following:

- (a) **Guided Service Partner:** A Leadership Partner will serve as the License User’s primary point of contact for this Service and will maintain the relationship through the delivery of the Service and implementation of a member value plan. This customized service plan is created in collaboration with the License User at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting License User expectations, value criteria, up to three (3) key initiatives and action plan.
- (b) **Annual Strategy Meeting:** Licensed User will meet virtually with the Leadership Partner for coaching and advice on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner research and the peer community.
- (c) **Facilitated Networking, Community and Content**
Facilitated Networking: Leadership Partner will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise.
Peer Community Research and Peer Content: License User may access case studies and findings, contributed presentations, tools, and templates.

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR CDAOs EXECUTIVE TEAM LEADER

Gartner for CDAOs Executive Team Leader (the “Service”) is designed for the senior most data and analytics leaders in the client company (“Client”), typically the Chief Data & Analytics Officer (“CDAO”). The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CDAOs Executive is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members,” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

1. The Deliverables for the Team Leader are set forth below:

- CDAO Role-based Content and Tools
- Guided Service Partner
- Member Value Plan
- Annual Strategy Meeting
- Facilitated Networking, Community Events, and Content
- Executive Leadership Research and related content
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket with VIP Access

2. Additional information on the Deliverables listed above include the following:

- (a) **Guided Service Partner:** A Leadership Partner will serve as the Team Leader’s primary point of contact for this Service and will maintain the relationship through the delivery of the Service and implementation of a member value plan. This customized service plan is created in collaboration with the Team Leader at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting Team Leader expectations, value criteria, up to three (3) key initiatives and action plan.
- (b) **Annual Strategy Meeting:** Team Leader will meet virtually with the Leadership Partner for coaching and advice, strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner research and the Member Peer Community.
- (c) **Facilitated Networking, Community and Content**
Facilitated Networking: Leadership Partner will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise.
Peer Community Research and Peer Content: Team Leader may access case studies and findings, contributed presentations, tools, and templates.

ADDITIONAL USAGE INFORMATION

Team Leader may, on an occasional and infrequent basis, forward to others in the client company up 25 (twenty-five) individual Gartner research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement

GARTNER FOR CDAOs EXECUTIVE TEAM MEMBER

Gartner for CDAOs Executive Team Member (the “Service”) is designed for individuals who typically support the senior most data and analytics leaders in the client company (“Client”), usually the Chief Data & Analytics Officer (“CDAO”). The Service is part of Gartner for CDAOs Executive and requires the separate purchase of Gartner for CDAOs Executive: Team Leader. The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CDAOs Executive is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Member are set forth below:

- CDAO Role-based Content and Tools
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostics Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

The Team Member may use Key Insights Document Share on gartner.com to share with others in the client company Key Insights summaries of up to 25 (twenty-five) Gartner research documents per contract year. This sharing may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR CDAOs EXECUTIVE: TECH PROFESSIONAL TEAM MEMBER

Gartner for CDAOs Executive: Tech Professional Team Member (the “Service”) is designed for individuals focused on technical implementation who typically support the data and analytics domain in the client company (“Client”). The Service is part of Gartner for CDAOs Executive and requires the separate purchase of Gartner for CDAOs Executive: Team Leader. The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CDAOs Executive is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Member are set forth below:

- Tech Professional Research and Advisory Tools and Reports
- Gartner Peer Insights
- Gartner Cloud Decisions
- Enhanced Vendor Selection Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR CDAOs INDIVIDUAL ACCESS

Gartner for CDAOs Individual Access (the “Service”) is designed for the senior most data and analytics leaders in the client company (“Client”), typically the Chief Data & Analytics Officer (“CDAO”). The Service provides access to Gartner research and research experts.

DELIVERABLES

One (1) User designated by Client (“Licensed User”) is entitled to the following Gartner Deliverables:

- CDAO Role-based Content and Tools
- Executive Leadership Research and related content
- Industry-specific IT Research
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- IT Summit Conference Ticket with VIP Access

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

Client companies around the world trust Gartner to be objective and independent in its research and advice, and Gartner takes that responsibility seriously. To preserve the objectivity of research, Gartner does not promise Clients favorable coverage or leads from its research experts. Gartner does not provide access to confidential client information, offer aid to secure capital funding, or sell any product for use in litigation. There are no exceptions. If you have questions, please email ombuds@gartner.com

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SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR CDAOs TEAM LEADER

Gartner for CDAOs Team Leader (the “Service”) is designed for the senior most data and analytics leaders in the client company (“Client”), typically the Chief Data & Analytics Officer (“CDAO”). The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CDAOs is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Leader are set forth below:

- CDAO Role-based Content and Tools
- Executive Leadership Research and related content
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket with VIP Access

ADDITIONAL USAGE INFORMATION

The Team Leader may forward to others in the client company up to 25 (twenty-five) Gartner research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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SERVICE DESCRIPTION
Attachment to the Service Agreement
GARTNER FOR CDAOs: TEAM MEMBER

Gartner for CDAOs: Team Member (the “Service”) is designed for individuals who typically support the senior most data and analytics leaders in the client company (“Client”), usually the Chief Data & Analytics Officer (“CDAO”). The Service is part of Gartner for CDAOs and requires the separate purchase of Gartner for CDAOs: Team Leader. The Service provides access to Gartner research and research experts.

DELIVERABLES

Gartner for CDAOs is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Member are set forth below:

- CDAO Role-based Content and Tools
- Gartner for IT Leaders Research
- Strategic Business Content
- Peer & Practitioner Research
- Industry-specific IT Research
- Tech Professional Research and Advisory Tools and Reports
- IT Key Metrics Data, Diagnostic Tools and Templates
- Gartner Peer Insights
- Selected Vendor Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

The Team Member may use Key Insights Document Share on gartner.com to share with others in the client company Key Insights summaries of up to 25 (twenty-five) Gartner research documents per contract year. This sharing may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 conferences during the contract term of that research offering. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than an IT Summit.

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SERVICE DESCRIPTION Attachment to the Service Agreement

GARTNER FOR CDAOs TECH PROFESSIONAL TEAM MEMBER

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DELIVERABLES

Gartner for CDAOs is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and his/her Team Members are “Licensed Users”.

The Deliverables for the Team Member are set forth below:

- Tech Professional Research and Advisory Tools and Reports
- Gartner Peer Insights
- Gartner Cloud Decisions
- Enhanced Vendor Selection Reports
- Webinars
- Individual Inquiry
- Team Inquiry
- IT Summit Conference Ticket

ADDITIONAL USAGE INFORMATION

Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on an inquiry call). The Team Member is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”) which may be scheduled independent of other Team Members; and (ii) inquiry sessions with an expert and other members of the Leadership Team (“Team Inquiry”).

The Gartner IT Summit Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner IT Summit Conference 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 service are valid only for conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any Gartner conference other than IT Summit.

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