

**Version: 2 February 2016**

**Prices for Gartner Information Advisory Services  
for New York State**

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Prices Effective 1 February 2016 through 31 January 2017

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

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**Gartner®**

## Table of Contents

<b>Guidelines for Gartner Services</b> .....	<b>3</b>
<b>Gartner Executive Programs</b> .....	<b>5</b>
Gartner Executive Programs Leadership Team.....	6
Gartner Executive Programs Member and Member Basic .....	32
Gartner for IT Executives CIO Signature.....	37
Gartner for IT Executives CIO .....	41
Gartner for IT Executives CIO Essentials.....	44
Gartner for IT Executives Two Additional Meetings Add-On .....	47
Delegate Add-on for Gartner for IT Executives CIO Signature .....	47
<b>Gartner Research</b> .....	<b>51</b>
Enterprise Leadership Teams.....	52
Gartner for Enterprise IT Leaders.....	64
Gartner for Enterprise Supply Chain Leaders .....	64
Gartner Leadership Team .....	73
Gartner for IT Leaders .....	85
Gartner for Supply Chain Leaders .....	85
Gartner for Technical Professionals Department .....	93
Gartner Technology Planner.....	96
Gartner Technology Planner Essentials.....	96
Gartner Core Connect .....	100
IT News and Insight from Gartner.....	103
Guidelines for Gartner Services.....	105
Core IT Research — Renewal Only.....	107
Burton Classic IT1 Research — Renewal Only .....	111
<b>Gartner Consulting</b> .....	<b>115</b>
Gartner Consulting — Scope.....	117
Positions and Descriptions .....	118
<b>Guidelines for Gartner Services</b> .....	<b>132</b>
<b>Industry Advisory Services</b> .....	<b>134</b>
Industry Advisory Services Leadership Team .....	137
<b>Guidelines for Gartner Services</b> .....	<b>145</b>
<b>Gartner for IT Associates</b> .....	<b>147</b>

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## List of Tables

Table 1.	Gartner for Executive Programs Leadership Team: Pricing.....	6
Table 2.	Executive Programs Member and Member Basic Pricing.....	32
Table 3.	Gartner for IT Executives: CIO Signature Pricing .....	37
Table 4.	Gartner for IT Executives: CIO Pricing .....	41
Table 5.	Gartner for IT Executives: CIO Essentials Pricing .....	44
Table 6.	Gartner Add-ons: Pricing.....	47
Table 7.	Gartner for Enterprise IT Leadership Team: Pricing Gartner for Enterprise Supply Chain Leadership Team: Pricing .....	52
Table 8.	Gartner for Enterprise IT Leaders: Pricing Gartner for Enterprise Supply Chain Leaders: Pricing.....	64
Table 9.	Gartner for IT Leadership Team: Pricing Gartner for Supply Chain Leadership Team: Pricing .....	73
Table 10.	Gartner for IT Leaders: Pricing Gartner for Supply Chain Leaders: Pricing .....	85
Table 11.	Gartner for Technical Professionals: Pricing .....	93
Table 12.	Gartner Technology Planner for Technical Professionals: Pricing .....	96
Table 13.	Core Connect Research: Pricing.....	100
Table 14.	Core Research: Pricing — Renewal Only .....	107
Table 15.	Burton Classic IT1 — Renewal Only .....	111
Table 16.	IT Professional Services Rates .....	115
Table 17.	Gartner for Industry Advisory Services: Pricing.....	134
Table 18.	Industry Advisory Services Leadership Team: Pricing.....	137
Table 19.	Gartner for IT Associates: Pricing .....	147

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## Guidelines for Gartner Services

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

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

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

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

**DISCLAIMER OF WARRANTIES.** THE SERVICES ARE PROVIDED ON AN “AS IS” BASIS, AND GARTNER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR AS TO ACCURACY, COMPLETENESS OR ADEQUACY OF INFORMATION. CLIENT RECOGNIZES THE UNCERTAINTIES INHERENT IN ANY ANALYSIS OR INFORMATION THAT MAY BE PROVIDED AS PART OF THE SERVICES, AND ACKNOWLEDGES THAT THE SERVICES

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ARE NOT A SUBSTITUTE FOR ITS OWN INDEPENDENT EVALUATION AND ANALYSIS AND SHOULD NOT BE CONSIDERED A RECOMMENDATION TO PURSUE ANY COURSE OF ACTION. GARTNER SHALL NOT BE LIABLE FOR ANY ACTIONS OR DECISIONS THAT CLIENT MAY TAKE BASED ON THE SERVICES OR ANY INFORMATION OR DATA CONTAINED THEREIN. CLIENT UNDERSTANDS THAT IT ASSUMES THE ENTIRE RISK WITH RESPECT TO THE USE OF THE SERVICES.

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

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## Gartner Executive Programs

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

Gartner Executive Programs offer both team solutions and programs specifically to support the individual needs of senior executives.

### **Levels of Service**

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

- Gartner Executive Programs Leadership Team
- Gartner for Executive Programs — Member and Member Basic
- Gartner for IT Executives — CIO Signature
- Gartner for IT Executives — CIO
- Gartner for IT Executives — CIO Essentials

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## Gartner Executive Programs Leadership Team

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

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

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

### ***Deliverables***

The Service Descriptions appear on the following pages.

**Table 1. Gartner for Executive Programs Leadership Team: Pricing**

Description	Quantity	Price
<b>Team Leader</b>	1	\$73,088
<b>Partner Member or Partner Leader</b>	1	\$57,172
<b>Delegate Member or Delegate Leader</b>	1	\$38,649
<b>Advisor Member or Advisor Leader</b>	1	\$28,512
<b>Cross Function Member</b>	1	\$19,877
<b>Role Member</b>	1	\$13,884
<b>Essentials Member*</b>	1	\$7,688

Notes:

- Team Membership contributes (“counts”) toward multiuser price levels on other Gartner Product offerings within the same agency; Services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- Each Team must consist of one Team Leader and three (3) to 10 (ten) Team Members. A maximum of one (1) Team Leader per Team. A Team with one (1) Team Leader and less than three (3) Team Members is permissible so long as one of the Team Members is a Delegate or Partner. All Team Member licenses must be coterminous with the Team Leader license.
- \* EXP Leadership Team Essentials is limited to select markets. Contact your Account Executive for availability in your area.
- All Deliverables are available to the Named Users only (unless otherwise specified in the Service Description).
- Services are to be used for each Member’s individual business purpose for the benefit of the Client organization.
- Gartner periodically updates Service names and Deliverables to reflect Client needs and market relevance.
- All Team Memberships commence on the first day of the calendar month.
- Pricing is for Annual Membership.
- Additional Team Members may be added, coterminous with the existing contract end date.

The Service Descriptions appear on the following pages.

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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, 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.” The Deliverables for the Leader are set forth below.

- Assigned Service Delivery Team
- Value Reviews
- Team Workshop
- Access to Analysts
- Analyst Briefing
- Symposium/ITxpo® with Executive Programs VIP Access
- Executive Programs Events
- Peer Networking
- Leadership Development Research and Related Content
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Service Delivery Team**

An Executive Partner with past experience in senior technology executive roles and a Team Client 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, analyst 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 Team Client Manager (TCM), 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 TCM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

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## 2. **Value Reviews**

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

## 3. **Team Workshop**

A half-day annual session (jointly determined by the Executive Partner and Leader) on Client premises, 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.

## 4. **Access to Analysts**

**Analyst Inquiry for the Leader** Provides access to Gartner Analysts who are associated with this Service. Participation is limited to the Gartner Analyst, 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 Analyst Inquiry non-Team Members from within Client organization.

**Prioritized Analyst Scheduling** — The Leader is entitled to prioritized scheduling for Analyst Inquiry and 1-on-1 sessions at Symposium/ITxpo.

**Analyst Briefing** — Either one (1) half-day session on Client premises or two (2) two-hour (2-hour) videoconferences with a Gartner Analyst. The session may include Team Members and is limited to a total of 25 (twenty-five) participants.

## 5. **Events**

**Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable invitation to attend Gartner Symposium/ITxpo, including standard Symposium entitlements and 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.

Attendance at Gartner Events is subject to and governed by the online registration terms and conditions.

## 6. **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 lounges at Symposium/ITxpo.

**Facilitated Networking** — Executive Partner will upon request set up meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.\

## 7. **Leadership Development Research and Related Content** — Customized professional development content for the development of technology leaders, targeted to Team Members.

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8. **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 Analysts.

9. **IT Key Metrics Data**

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

10. **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 (Numbers 7, 8, 9 and 10 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.

11. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device.

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.

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

- Assigned Service Delivery Team
- Annual Onsite Meeting
- Team Workshop
- Access to Analysts
- Symposium/ITxpo®
- Peer Community Events
- Special Interest Groups
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Service Delivery Team**

A Leadership Partner and a Team Client 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 Team Client Manager (TCM) will facilitate Inquiry and respond to specific requests for Gartner Research and insight.

The TCM, 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 TCM 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.

- 2. Annual Onsite 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.
- 3. Team Workshop** — Participate in a half-day annual session (jointly determined by the Executive Partner and Leader) on Client premises 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.

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#### 4. **Access to Analysts**

**Analyst Inquiry for the Partner Team Member** — Participation is limited to the Gartner Analyst and the Partner Team Member. The Inquiry topic may be any area of Gartner-covered Research.

#### 5. **Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable to attend Gartner Symposium/ITxpo, including all standard Symposium entitlements.

As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.

#### 6. **Peer Community Events** — Held two (2) times per year for one and one-half (1.5) days, 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 Analysts. Gartner may, as necessary, change Analysts or supplement the Analyst with a Gartner Subject Matter Expert.

#### 7. **Special Interest Groups (SIGs)** — Topical Web conferences, open only to Partner Team Members and Gartner for Enterprise IT Leaders Members and their extended teams, on key issues related to peer-selected topics. SIG members share strategies and tactics and Gartner Analysts provide insight and context.

#### 8. **Peer Networking**

**Peer Directory** — Access to searchable directory of senior technology leaders.

**Online Forums** — Access to virtual discussions of common issues among peers on gartner.com.

**Offline Meetups** — Access to designated lounges at Symposium/ITxpo.

#### 9. **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 Analysts.

#### 10. **IT Key Metrics Data**

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

#### 11. **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.

#### 12. **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)

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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.

13. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device.

#### **ADDITIONAL TERMS & CONDITIONS**

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.

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

- Assigned Service Delivery Team
- Annual Onsite Meeting
- Team Workshop
- Access to Analysts
- Symposium/ITxpo®
- Peer Community Events
- Special Interest Groups
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Service Delivery Team**

A Leadership Partner and a Team Client Manager will serve as the Partner Team Leader’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 Team Client Manager (TCM) will facilitate Inquiry and respond to specific requests for Gartner Research and insight.

The TCM, 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 TCM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Executive Programs Leadership Team 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.

- 2. Annual Onsite 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.

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3. **Team Workshop** — Participate in a half-day annual session (jointly determined by the Executive Partner and Team Leader) on Client premises 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.
4. **Access to Analysts**
  - Analyst Inquiry for the Partner Team Leader** — Provides access to Gartner Analysts who are associated with this Service. Participation is limited to the Gartner Analyst, the Partner Team Leader, and the Team Members of the Partner Team Leader's Enterprise IT Leaders Leadership Team. The Partner Team Leader must schedule and attend the Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Analyst on behalf of the team to advance the Partner Team Leader's agenda.
5. **Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable invitation for the Partner Team Leader to attend Gartner Symposium/ITxpo, including standard Symposium entitlements.

As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.
6. **Peer Community Events** — Held two (2) times per year for one and one-half (1.5) days, 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 Gartner Analysts. Gartner may, as necessary, change Analysts or supplement the Analyst with a Gartner Subject Matter Expert.
7. **Special Interest Groups (SIGs)** — Topical Web conferences, open only to Partner Team Leaders and Team Members and their extended teams, on key issues related to peer-selected topics. SIG members share strategies and tactics and Gartner Analysts provide insight and context.
8. **Peer Networking**
  - Peer Directory** — Access to searchable directory of senior technology leaders.
  - Online Forums** — Access to virtual discussions of common issues among peers on gartner.com.
  - Offline Meetups** — Access to designated lounges at Symposium/ITxpo.
  - Facilitated Networking** — Service Delivery team will, upon request, arrange meetings or conference calls with peers around a specific topic to discuss best practices or areas of expertise.
9. **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 Analysts.
10. **IT Key Metrics Data**

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

## 11. Executive Programs Research and Related Content

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**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.

## 12. 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 (Numbers 9-12 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 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.

## 13. Talking Technology Series

— Analyst commentaries on the latest IT topics in a monthly audio program accessed on [gartner.com](http://gartner.com) or downloaded to an MP3 device.

## ADDITIONAL TERMS & CONDITIONS

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](http://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 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.” The Deliverables for the Delegate Team Member are set forth below.

- Assigned Service Delivery Team
- Team Workshop
- Access to Analysts
- Symposium/ITxpo®
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Service Delivery Team**

An Executive Partner, who has experience in senior technology executive roles, and a Team Client Manager will be assigned to the Delegate Team Member, who may serve as the Leader proxy in working with the Executive Partner on the Leader Agenda. The Team Client Manager (TCM), 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 TCM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

- 2. Team Workshop** — Participate in a half-day annual session (jointly determined by the Executive Partner and Leader) on Client premises 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.

**3. Access to Analysts**

**Analyst Inquiry for the Delegate Team Member** — Participation is limited to the Gartner Analyst and the Delegate Team Member. The Inquiry topic may be any area of Gartner-covered Research.

- 4. Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable invitation to attend Gartner Symposium/ITxpo, including standard Symposium entitlements.

As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.

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5. **Peer Networking**
    - Peer Directory** — Access to searchable directory of senior technology leaders.
    - Online Forums** — Access to virtual discussions of common issues among peers on gartner.com.
    - Offline Meetups** — Access to designated lounges at Symposium/ITxpo.
  
  6. **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 Analysts.
  
  7. **IT Key Metrics Data**

Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
  
  8. **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.
  
  9. **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.
  
  10. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device.

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

- Assigned Service Delivery Team
- Team Workshop
- Access to Analysts
- Symposium/ITxpo®
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Service Delivery Team**

An Executive Partner, who has experience in senior technology executive roles, and a Team Client Manager (TCM) will be assigned to the Delegate Team Leader, who may serve as proxy for the Executive Programs Leadership Team Leader in working with the Executive Partner on the Leader Agenda. The TCM 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 TCM 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 Leader of the Executive Programs Leadership Team.

- 2. Team Workshop** — Participate in a half-day annual session (jointly determined by the Executive Partner and Executive Programs Leadership Team Leader) on Client premises 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.

**3. Access to Analysts**

**Analyst Inquiry for the Delegate Team Leader** — Provides access to Gartner Analysts who are associated with this Service. Participation is limited to the Gartner Analyst, the Delegate Team

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Leader, and the Team Members of the Delegate Team Leader's IT Leadership Team. 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 Analyst on behalf of the team to advance the Delegate Team Leader's agenda.

4. **Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable invitation to attend Gartner Symposium/ITxpo, including standard Symposium entitlements.  
As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.
5. **Peer Networking**  
**Peer Directory** — Access to searchable directory of senior technology leaders.  
**Online Forums** — Access to virtual discussions of common issues among peers on gartner.com.  
**Offline Meetups** — Access to designated lounges at Symposium/ITxpo.
6. **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 Analysts.
7. **IT Key Metrics Data**  
Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
8. **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.
9. **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 (Numbers 6-9 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 organization. If a Key Insight summary is not available, the Delegate Team Leader may forward a PDF copy of the full document. This forwarding

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may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

10. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device.

#### **ADDITIONAL TERMS & CONDITIONS**

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

- Assigned Team Client Manager
- Team Workshop
- Access to Analysts
- Symposium/ITxpo®
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development Research and Related Content
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Team Client Manager**

A Team Client Manager will serve as the Advisor Team Member’s primary point of contact for this Service. The Team Client Manager (TCM), 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 TCM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

- 2. Team Workshop** — Participate in a half-day annual session (jointly determined by the Executive Partner and Leader) on Client premises 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.

**3. Access to Analysts**

**Analyst Inquiry for the Advisor Team Member** — Participation is limited to the Gartner Analyst and the Advisor Team Member. The Inquiry topic may be any area of Gartner-covered Research.

- 4. Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable invitation for the Advisor Team Member to attend Gartner Symposium/ITxpo, including standard Symposium entitlements.

As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.

**5. Peer Networking**

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**Peer Directory** — Access to searchable directory of senior technology leaders.

**Online Forums** — Access to virtual discussions of common issues among peers on gartner.com.

**Offline Meetups** — Access to designated lounges at Symposium/ITxpo.

6. **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 Analysts.

7. **IT Key Metrics Data**

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

8. **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.

9. **Leadership Development**

**Leadership Development Research and Related Content** — Customized professional development content for technology leaders, targeted to Team Members.

10. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device.

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

- Assigned Team Client Manager
- Team Workshop
- Access to Analysts
- Symposium/ITxpo®
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development Research and Related Content
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Team Client Manager**

A Team Client Manager will serve as the Advisor Team Leader’s primary point of contact for this Service. The Team Client Manager (TCM), 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 TCM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader of the Executive Program Leadership Team.

- 2. Team Workshop** — Participate in a half-day annual session (jointly determined by the Executive Partner and the Team Leader) on Client premises 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.

**3. Access to Analysts**

**Analyst Inquiry for the Advisor Team Leader** — Provides access to Gartner Analysts who are associated with this Service. Participation is limited to the Gartner Analyst, the Advisor Team Leader, and the Team Members of the Advisor Team Leader’s IT Leadership Team. The Advisor Team Leader must schedule and attend the Team Inquiry sessions in which Team Members may lead the

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discussion or pose questions to the Analyst on behalf of the team to advance the Advisor Team Leader's agenda.

4. **Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable invitation for the Advisor Team Leader to attend Gartner Symposium/ITxpo, including standard Symposium entitlements.  
As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.
5. **Peer Networking**  
**Peer Directory** — Access to searchable directory of senior technology leaders.  
**Online Forums** — Access to virtual discussions of common issues among peers on gartner.com.  
**Offline Meetups** — Access to designated lounges at Symposium/ITxpo.
6. **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 Analysts.
7. **IT Key Metrics Data**  
Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
8. **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.
9. **Leadership Development**  
**Leadership Development Research and Related Content** — Customized professional development content for technology leaders, targeted to Team Members.  
  
**Note: For all Research Access (Numbers 6-9 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 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.
10. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device.

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

- Assigned Team Client Manager
- Team Workshop
- Access to Analysts
- Symposium/ITxpo®
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development Research and Related Content
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Team Client Manager**

A Team Client Manager will serve as the Cross Function Team Member’s primary point of contact for this Service. The Team Client Manager (TCM), 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 TCM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

- 2. Team Workshop** — Participate in a half-day annual session (jointly determined by the Executive Partner and Leader) on Client premises 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.

**3. Access to Analysts**

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

- 4. Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable invitation to attend Gartner Symposium/ITxpo, including standard Symposium entitlements.

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As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.

5. **Peer Networking**

**Peer Directory** — Access to searchable directory of senior technology leaders.

**Online Forums** — Access to virtual discussions of common issues among peers on gartner.com.

**Offline Meetups** — Access to designated lounges at Symposium/ITxpo.

6. **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 Analysts.

7. **IT Key Metrics Data**

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

8. **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.

9. **Leadership Development Research and Related Content** — Customized professional development content created for technology leaders, targeted to Team Members.

10. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device.

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

- Assigned Team Client Manager
- Team Workshop
- Access to Analysts
- Symposium/ITxpo®
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development Research and Related Content
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Team Client Manager**

A Team Client Manager will serve as the Role Team Member’s primary point of contact for this Service. The Team Client Manager (TCM), 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 TCM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

- 2. Team Workshop** — Participate in a half-day annual session (jointly determined by the Executive Partner and Leader) on Client premises 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.

**3. Access to Analysts**

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

- 4. Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable invitation to attend Gartner Symposium/ITxpo, including standard Symposium entitlements.

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As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.

5. **Peer Networking**

**Peer Directory** — Access to searchable directory of senior technology leaders.

**Online Forums** — Access to virtual discussions of common issues among peers on gartner.com.

**Offline Meetups** — Access to designated lounges at Symposium/ITxpo.

6. **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 Analysts.

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 Role Team Member, and (ii) may open an unmetered number of Weekly Picks, News Analysis, and Webinars.

7. **IT Key Metrics Data**

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

8. **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.

9. **Leadership Development Research and Related Content** — Customized professional development content for technology leaders, targeted to Team Members.

10. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device.

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

- Assigned Team Client Manager
- Team Workshop
- Access to Analysts
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Leadership Development Research and Related Content
- Talking Technology Series

**ADDITIONAL DEFINITION OF DELIVERABLES**

**1. Assigned Team Client Manager**

A Team Client Manager will serve as the Essentials Team Member’s primary point of contact for this Service. The Team Client Manager (TCM), 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 TCM facilitates a coordinated service approach for the team, as well as alignment between Team Members and the Leader.

- 2. Team Workshop** — Participate in a half-day annual session (jointly determined by the Executive Partner and Leader) on Client premises 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.

**3. Access to Analysts**

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

**4. Peer Networking**

**Peer Directory** — Access to searchable directory of senior technology leaders.

**Online Forums** — Access to virtual discussions of common issues among peers on gartner.com.

**5. Gartner for IT Leaders Research and Related Content**

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

**6. IT Key Metrics Data**

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

**7. 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.

**8. 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:

1. **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.
2. **Reversals** — Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

**9. Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program accessed on gartner.com or downloaded to an MP3 device.

**ADDITIONAL TERMS & CONDITIONS**

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.

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## Gartner Executive Programs Member and Member Basic

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

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

### ***Deliverables***

The Service Descriptions appear on the following pages.

**Table 2. Executive Programs Member and Member Basic Pricing**

Description	Single Member Price	Multi-Member Price
<b>Executive Programs Member</b>	\$80,721	\$71,592
<b>Executive Programs Member Basic</b>	\$55,045	\$49,248

Note:

- Executive Programs Member and Member Basic contributes (“counts”) toward multiuser price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All other Gartner product offerings within the same agency, excluding add-on services, contribute (“count”) toward multiuser/member pricing for Executive Programs Member and Member Basic.
- All Memberships require an annual contract.
- All Memberships commence on the first day of the calendar month.
- Pricing is for Annual membership.
- All Deliverables are available to the Named Users only.
- Services are to be used for each Member’s individual business purposes for the benefit of the Client organization.
- Gartner periodically updates Service names and Deliverables to reflect Client needs and market relevance.
- The Service Descriptions appear on the following pages.

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

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## **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 with (i) an ongoing advisory relationship with Gartner and (ii) a thinking partner to contextualize Gartner insights.

### **DELIVERABLES**

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 Analysts
- Symposium/ITxpo® with Executive Programs VIP access
- Executive Programs Events
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Talking Technology Series

### **ADDITIONAL DEFINITIONS OF DELIVERABLES**

#### **1. Assigned Service Delivery Team**

An Executive Partner with past experience in senior technology executive roles and an Executive Client 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, analyst interactions, local events, 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 Executive Programs CIO Agenda, or other relevant content, provide advice on issues of relevance to Member and/or to drive the Member Agenda.

#### **2. Value Reviews**

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

#### **3. Access to Analysts**

**Analyst Inquiry** — Provides access to Gartner Analysts associated with this Service. Participation is limited to the Gartner Analyst 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 Analyst Scheduling** — The Member is entitled to prioritized scheduling for Analyst Inquiry and 1-on-1 sessions at Symposium/ITxpo.

#### **4. Events**

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

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**Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable invitation to attend Gartner Symposium/ITxpo, 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.

As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.

5. **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 Symposium

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

6. **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 Analysts.

7. **IT Key Metrics Data** — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

8. **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.

9. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program that can be accessed via gartner.com or downloaded to an MP3 device.

**ADDITIONAL TERMS & CONDITIONS**

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.

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## 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

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 Analysts
- Symposium/ITxpo® with Executive Programs VIP access
- Executive Programs Events
- Peer Networking
- Gartner for IT Leaders Research and Related Content
- IT Key Metrics Data
- Executive Programs Research and Related Content
- Talking Technology Series

### ADDITIONAL DEFINITION OF DELIVERABLES

#### 1. Assigned Service Delivery Team

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

The Member may interact on a monthly basis with the CIO expert and Gartner to ensure ongoing engagement and delivery of value. Interactions may include: analyst 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.

#### 2. Value Reviews

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

#### 3. Access to Analysts

**Analyst Inquiry** — Access to Gartner Analysts associated with this Service. Participation is limited to the Gartner Analyst 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 Analyst Scheduling** — The Member is entitled to prioritized scheduling for Analyst Inquiry and 1-on-1 sessions at Symposium/ITxpo.

#### 4. Events

**Attendance at Symposium/ITxpo** — One (1) complimentary, nontransferable Symposium/ITxpo invitation, including standard Symposium entitlements plus Executive Programs VIP access.

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

As part of the registration process, you will receive access to Gartner Events Terms & Conditions containing legal disclosures specific to your Event experience.

5. **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 Symposium/ITxpo.

**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.

6. **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 Analysts.

7. **IT Key Metrics Data** — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.

8. **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.

9. **Talking Technology Series** — Analyst commentaries on the latest IT topics in a monthly audio program that can be accessed on gartner.com or downloaded to an MP3 device.

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.

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## Gartner for IT Executives CIO Signature

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

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

### ***Deliverables***

The Service Description appears on the following pages.

**Table 3. Gartner for IT Executives: CIO Signature Pricing**

Description	Single Member Price	Multi-Member Price
IT Executives: CIO Signature	\$91,029	N/A

#### Notes:

- Multi-member pricing for CIO Signature memberships is not available.
- CIO Signature contributes (“counts”) toward multiuser price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All CIO Signature Memberships require an annual contract.
- All CIO Signature Memberships commence on the first day of the calendar month.
- Pricing is for Annual Membership.
- All Deliverables are available to the Named Users only.
- Services are to be used for each Member’s individual business purposes for the benefit of the Client organization.
- Gartner periodically updates Service names and Deliverables to reflect Client needs and market relevance.
- A modified version of CIO Signature, called CIO Access, is available in selected markets at a reduced price. Contact your Account Executive for availability in your area.

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**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 organizations or enterprises whose business models rely heavily on IT. This Service provides the Client with an ongoing advisory relationship with Gartner and assistance in 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, Analyst Inquiry, Professional Development for the Delegate, Symposium/ITxpo<sup>®</sup>, and Networking. The sections following this list provide additional guidance:

- Assigned Service Delivery Team
- Strategy Meetings
- Executive Programs Research and Related Content
- Professional Development Content
- Gartner for IT Leaders Research and Related Content
- Analyst Inquiry
- Professional Development for the Delegate
- Symposium/ITxpo<sup>®</sup> with Executive Programs VIP access
- Executive Programs Events
- Networking

**1. Assigned Service Delivery Team**

An Executive Partner and an Executive Client Manager will serve as Member’s and their respective Delegate’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.

**2. Strategy Meetings**

Up to four (4) times per year, the Executive Partner will meet face to face with either the Member, the Member and the Delegate, or the Delegate on the Member’s behalf (“Strategy Meeting”) 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 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) Strategy meetings to which they are entitled annually and may be used only once per contract year:

- **Onsite Analyst Briefing** — Half-day session with a Gartner Analyst providing advisory assistance, based on Gartner content.

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- **Executive Programs Workshop** — Half-day session on client premises 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.
3. **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.
4. **Professional Development Content** — Developed for the aspiring CIO and the professional development of the Delegate and accessed via the Gartner for Leadership Development Website.
5. **Gartner for IT Leaders Research and Related Content** which may be updated from time to time.
6. **Analyst Inquiry**  
Inquiry provides access to Gartner Analysts who are associated with the Service purchased by Client. Participation is limited to the Gartner Analyst, 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 Inquiry 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.
7. **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.
8. **Events**
- **Symposium/ITxpo®** — Two (2) complimentary, invitations to attend Gartner Symposium/ITxpo, including standard Symposium entitlements plus Executive Programs

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VIP access. These invitations are non-transferable except within the client organization between the Member and their named Delegate.

- **Executive Programs Events** — Complimentary, nontransferable invitation, for the Member only, to attend local content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.

As part of your registration process, you will receive access to Gartner Event Terms & Conditions containing legal disclosures specific to your Event experience.

## 9. Networking

- **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.
- **Online Networking** — Access to Peer Connect, including Peer Connect Forums.

## ADDITIONAL TERMS & CONDITIONS

The Member and the Delegate may each, 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.

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](http://gartner.com).

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## Gartner for IT Executives CIO

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

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

### ***Deliverables***

The Service Description appears on the following pages.

**Table 4. Gartner for IT Executives: CIO Pricing**

Description	Single Member Price	Multi-Member Price
IT Executives: CIO	\$82,330	\$73,088

Note:

- CIO contributes (“counts”) toward multiuser price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All other Gartner product offerings within the same agency, excluding add-on services, contribute (“count”) toward multi user/member pricing for CIO.
- All CIO Memberships require an annual contract.
- All CIO Memberships commence on the first day of the calendar month.
- Pricing is for Annual membership.
- All Deliverables are available to the Named Users only.
- Services are to be used for each Member’s individual business purposes for the benefit of the Client organization.
- Gartner periodically updates Service names and Deliverables to reflect Client needs and market relevance.
- A modified version of Gartner for IT Executives — CIO, called CIO Access, is available in selected markets at a reduced price. Contact your Account Executive for availability in your area.

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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 organizations or enterprises whose business models rely heavily on IT. This Service provides the Client with an ongoing advisory relationship with Gartner and assistance in responding to questions where standard industry practices have not yet been defined.

### DELIVERABLES

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
- Strategy Meetings
- Executive Programs Research and Related Content
- Gartner for IT Leaders Research and Related Content
- Analyst Inquiry
- Symposium/ITxpo® with Executive Programs VIP access
- Executive Programs Events
- Networking

#### 1. Assigned Service Delivery Team

An Executive Partner and an Executive Client Manager will serve as 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.

#### 2. Strategy Meetings

Up to four (4) times per year, the Executive Partner will meet face to face with Member (the “Strategy Meeting”) 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 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) Strategy meetings to which they are entitled annually and may be used only once per contract year:

- **Onsite Analyst Briefing** — Half-day session with a Gartner Analyst providing advisory assistance, based on Gartner content.
- **Executive Programs Workshop** — Half-day session on Client premises 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.

#### 3. Executive Programs Research and Related Content

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

- **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.

4. **Gartner for IT Leaders Research and Related Content** which may be updated from time to time.

#### 5. **Analyst Inquiry**

Inquiry provides access to Gartner Analysts who are associated with this Service. Participation is limited to the Gartner Analyst, the Member, and the Member's team (as reasonably required for the Member's business purposes). In all instances, the Member must be present on the Inquiry call and must manage and lead the Inquiry 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.

#### 6. **Events**

- **Symposium/ITxpo®** — One (1) complimentary, nontransferable invitation to attend Gartner Symposium/ITxpo, including standard Symposium entitlements plus Executive Programs VIP access.  
**Executive Programs Events** — Complimentary, nontransferable invitation, for the Member only, to attend local content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.  
As part of your registration process, you will receive access to Gartner Event Terms & Conditions containing legal disclosures specific to your Event experience.

#### 7. **Networking**

- **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.
- **Online Networking** — Access to Peer Connect, including Peer Connect Forums.

### **ADDITIONAL TERMS & CONDITIONS**

Member 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.

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](http://gartner.com).

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## Gartner for IT Executives CIO Essentials

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

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

### ***Deliverables***

The Service Description appears on the following pages.

**Table 5. Gartner for IT Executives: CIO Essentials Pricing**

Description	Single Member Price	Multi-Member Price
<b>IT Executives: CIO Essentials</b>	\$55,045	\$49,248

Notes:

- CIO Essentials contributes (“counts”) toward multiuser price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All other Gartner product offerings within the same agency, excluding add-on services, contribute (“count”) toward multi user/member pricing for CIO Essentials.
- All CIO Essentials Memberships require an annual contract.
- All CIO Essentials Memberships commence on the first day of the calendar month.
- Pricing is for Annual membership.
- All Deliverables are available to the Named Users only.
- Services are to be used for each Member’s individual business purposes for the benefit of the Client organization.
- Gartner periodically updates Service names and Deliverables to reflect Client needs and market relevance.
- A modified version of CIO Essentials, called CIO Access, is available in selected markets at a reduced price. Contact your Account Executive for availability in your area.

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

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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 in operating their business as cost-effectively as possible.

**DELIVERABLES**

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
- Analyst Inquiry
- Symposium/ITxpo® with Executive Programs VIP access
- Executive Programs Events
- Networking

**1. Assigned Service Delivery Team**

An Executive Advisor and an Executive Client Manager will serve as 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.

**2. Review Meetings**

Up to two (2) times per year, the Executive Advisor will meet face to face 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.

**3. 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.

**4. Gartner for IT Leaders Research and Related Content which may be updated from time to time.**

**5. Analyst Inquiry**

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

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Inquiry provides access to Gartner Analysts who are associated with This Service. Participation is limited to the Gartner Analyst, the Member, and the Member's team (as reasonably required for the Member's business purposes).

In all instances, the Member must be present on the Inquiry call and must manage and lead the Inquiry 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.

## 6. Events

- **Symposium/ITxpo<sup>®</sup>** — One (1) complimentary, nontransferable invitation to attend Gartner Symposium/ITxpo, including standard Symposium entitlements plus Executive Programs VIP access.
  - **Executive Programs Events** — Complimentary, nontransferable invitation, for the Member only, to attend local content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.
- As part of your registration process, you will receive access to Gartner Event Terms & Conditions containing legal disclosures specific to your Event experience.

## 7. Networking

- **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.
- **Online Networking** — Access to Peer Connect, including Peer Connect Forums.

## ADDITIONAL TERMS & CONDITIONS

Member 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.

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](http://gartner.com).

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## Gartner for IT Executives Two Additional Meetings Add-On

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

## Delegate Add-on for Gartner for IT Executives CIO Signature

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

The Service Descriptions appear on the following pages.

**Table 6. Gartner Add-ons: Pricing**

Description	Single Member Price	Multi-Member Price
<b>CIO Signature Delegate Add-on</b>	\$38,649	N/A
<b>Two Meeting Add-on</b>	\$14,432	N/A

Notes:

- Limited availability — contact your Gartner Account Executive.
  - CIO Signature Delegate Add-on may be added to CIO Signature, coterminous with the existing contract end date. Price of the additional member will not be pro-rated if the remaining term is less than 12 months.
  - Meeting Add-on may be added to Executive Programs Member, Executive Programs Member Basic, IT Executives–CIO Signature, IT Executives–CIO, Enterprise for IT Leaders, or Enterprise for Supply Chain Leaders memberships, coterminous with the existing contract end date. Price of the additional member will not be pro-rated if the remaining term is less than 12 months.
- Multi-member pricing for Add-on memberships is not available.
- “Add-on” Gartner product memberships do not contribute (“count”) toward multi user price levels on other Gartner Product offerings within the same agency.
- Pricing is for an annual membership.

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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 Members of the Gartner for IT Executives CIO Signature Program (the “Base Service”) to designate an additional Licensed User (the “Delegate”) for the purpose of assisting the Member and furthering the Member’s agenda and priorities.

**DELIVERABLES**

The Additional Delegate receives the following Deliverables:

- All of the Gartner for IT Executives CIO Signature Program Deliverables to which the Delegate 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.
- The Additional Delegate is entitled to one (1) complimentary invitation to attend Gartner Symposium/ITxpo®, 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 TERMS & CONDITIONS**

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.

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.

**Please note:** This is a limited availability offering and may not be available upon renewal.

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

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR IT EXECUTIVES**  
**TWO ONSITE MEETINGS**

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

**DELIVERABLES**

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
- Strategy Meetings
- Executive Programs Research and Related Content
- Gartner for IT Leaders Research and Related Content
- Analyst Inquiry
- Symposium/ITxpo® with Executive Programs VIP access
- Executive Programs Events
- Networking

**1. Assigned Service Delivery Team**

An Executive Partner and an Executive Client Manager will serve as Member’s primary points of contact for this Service. The Delivery Team will work with Member to develop a plan (the “Member Value 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 Value Plan.

**2. Strategy Meetings**

Up to two (2) times per year, the Executive Partner will meet face to face with Member (the “Strategy Meeting”) 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 Value Plan.

**3. 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.

**4. Gartner for IT Leaders Research and Related Content**, as that content may be updated from time to time.

**5. Analyst Inquiry**

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

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Inquiry provides access to Gartner Analysts who are associated with the Service purchased by Client. Participation is limited to the Gartner Analyst, the Member, and the Member's team (as reasonably required for the Member's business purposes). In all instances, the Member must be present on the Inquiry call and must manage and lead the Inquiry 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.

## 6. Events

- **Symposium/ITxpo®** — One (1) complimentary, nontransferable invitation to attend Gartner Symposium/ITxpo, including standard Symposium entitlements plus Executive Programs VIP access.
- **Executive Programs Events** — Complimentary, nontransferable invitation, for the Member only, to attend local content-based Gartner Executive Programs Events, including regional CIO Leadership Forums, where available.

## 7. Networking

- **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.
- **Online Networking** — Access to Peer Connect, including Peer Connect Forums.

## ADDITIONAL TERMS & CONDITIONS

Member 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.

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](http://gartner.com).

**Please note:** This is a limited availability offering and may not be available upon renewal.

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## Gartner Research

With more than 1,100 analysts worldwide, over 230,000 client inquiries per year, and more than 80,000 pages of published original research, Gartner is by far the world's most valuable source of IT knowledge. Gartner Research clients benefit from saving time and money, gaining a true global perspective, and from leveraging the knowledge and advice that only our size and experience can provide.

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

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

- Gartner for Enterprise IT Leadership Team
- Gartner for Enterprise Supply Chain Leadership Team
- Gartner for Enterprise IT Leaders
- Gartner for Enterprise Supply Chain Leaders
- Gartner for IT Leadership Team
- Gartner for Supply Chain Leadership Team
- Gartner for IT Leaders
- Gartner for Supply Chain Leaders
- Gartner for Technical Professionals
- Gartner Technology Planner
- Core Connect
- Core IT Research

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## Enterprise Leadership Teams

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

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

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

The Service Descriptions appear on the following pages.

**Table 7. Gartner for Enterprise IT Leadership Team: Pricing  
 Gartner for Enterprise Supply Chain Leadership Team: Pricing**

Description	Quantity	Price
<b>Team Leader</b>	1	\$51,127
<b>Advisor Member</b>	1	\$25,869
<b>Cross Function Member</b>	1	\$15,321
<b>Role Member</b>	1	\$9,491
<b>Essentials Member</b>	1	\$7,688

Notes:

- Team Membership contributes (“counts”) toward multiuser price levels on other Gartner Product offerings within the same agency; Services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- Each Team must consist of one (1) Team Leader and three (3) to 10 (ten) Team Members. A maximum of one (1) Team Leader per Team. All Team Member licenses must be coterminous with the Team Leader license.
- All Team Memberships commence on the first day of the calendar month.
- Pricing is for Annual Membership.
- Additional Team Members may be added, coterminous with the existing contract end date.

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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 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”.

The Deliverables for the Team Leader are set forth below:

- Gartner for IT Leaders Research & Related Content
- Key Insights Document Share
- Facilitated Peer Networking & Community Events
- Assigned Service Delivery Team
- Annual Onsite Meeting
- Member Value Plan
- Analyst Inquiry
- Team Inquiry
- Summit Event Ticket
- Event Highlights

### ADDITIONAL TERMS & CONDITIONS

The Team Leader may use Key Insights Document Share on gartner.com to share with others in the Client organization Key Insights summaries of up to 25 (twenty-five) Gartner Research documents per contract year. If a Key Insight summary is not available, the Team Leader may share a PDF copy of the full document. This sharing may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

Peer Community Events are held two (2) times per year for 1.5 (one and one-half) days each and include facilitated workshops with Gartner Leadership Partners.

Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst 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 the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the Leadership Team (“Team Inquiry”). The Team Leader must schedule and attend Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Analyst on behalf of the team to advance the Team Leader’s agenda.

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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 e-mailed 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 Summit or Catalyst. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.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](http://gartner.com).

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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 access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner Analysts 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 “Advisor Team Member”) of the leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Advisor Team Member are “Licensed Users”.

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

- Gartner for IT Leaders Research & Related Content
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Analyst Inquiry
- Team Inquiry
- Summit Event Ticket
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The Advisor Team Member is entitled to two types of Inquiry: (i) Inquiry sessions with the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the Leadership Team (“Team Inquiry”). The Advisor Team Member may lead the discussion or pose questions to the Analyst on behalf of the team during Team Inquiry sessions scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.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](http://gartner.com).

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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 access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner Analysts 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 Cross Function Team Member are “Licensed Users”.

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

- Gartner for IT Leader Research & Related Content
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Team Inquiry
- Event Highlights

### ADDITIONAL TERMS & CONDITIONS

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, the Cross Function Team Member may participate in Team Inquiry, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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](http://gartner.com).

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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 access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner Analysts 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 Role Team Member are “Licensed Users”.

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

- Gartner for IT Leader Research & Related Content
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Team Inquiry
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

Each Role Team Member must select a single Role Library from a set of eight (8). Role selection may be changed (i) annually and/or (ii) upon renewal of the contract.

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 Role Team Member; and (ii) may open an unmetered number of Weekly Picks, News Analysis, Webinars, and Event Highlights.

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, the Role Team Member may participate in Team Inquiry, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Leader to advance the Team Leader’s agenda.

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](http://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 access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner Analysts 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 Essentials Team Member are “Licensed Users”.

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

- Gartner for IT Leader Research & Related Content
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Team Inquiry
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

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:

1. **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.
2. **Reversals** — Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, The Essentials Team Member may participate in Team Inquiry sessions, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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](http://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 organizations who are managing supply chain functions for a business unit or the entire enterprise.

**DELIVERABLES**

The Gartner for Enterprise Supply Chain 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”.

The Deliverables for the Team Leader are set forth below:

- Gartner Supply Chain Research
- Key Insight Document Share
- Diagnostic Tools, Templates, and Case Studies
- Facilitated Peer Networking & Community Events
- Assigned Service Delivery Team
- Annual Onsite Meeting
- Analyst Inquiry
- Team Inquiry
- Supply Chain Event Ticket
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

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. If a Key Insight summary is not available, the 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.

Peer Community Events are held two (2) times per year for 1.5 (one and one-half) days each and include facilitated workshops with Gartner Leadership Partners.

The Team Leader is entitled to two types of Inquiry: (i) Inquiry sessions with the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the Leadership Team (“Team Inquiry”). Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst 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 must schedule and attend Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Analyst on behalf of the team to advance the Team Leader’s agenda.

The Supply Chain Event Ticket (the “Ticket”) is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Supply Chain Executive Event 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 Events that take place 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 other Gartner Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms and conditions at: [www.gartner.com](http://www.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”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner Analysts related to supply chain strategies and key initiatives.

**DELIVERABLES**

The Gartner for Enterprise Supply Chain 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 “Advisor Team Member”) of the leader (the “Team Leader”), as set forth 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
- Monthly Picks & News Analysis
- Diagnostic Tools, Templates, and Case Studies
- Supply Chain Peer Networking
- Analyst Webinars
- Analyst Inquiry
- Team Inquiry
- Supply Chain Event Ticket
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

The Advisor Team Member is entitled to two types of Inquiry: (i) Inquiry sessions with the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the Leadership Team (“Team Inquiry”). Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst 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 must schedule and attend the Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Analyst on behalf of the team to advance the Team Leader’s agenda.

The Supply Chain Event Ticket (the “Ticket”) is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Supply Chain Executive Event as specified in the Ticket Letter e-mailed 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 Events that take place 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 other Gartner Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms and conditions at: [www.gartner.com](http://www.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](http://gartner.com).

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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”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner Analysts related to supply chain strategies and key initiatives.

**DELIVERABLES**

The Gartner for Enterprise Supply Chain 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 “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 Members are “Licensed Users”.

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

- Gartner Supply Chain Research
- Monthly Picks & News Analysis
- Diagnostic Tools, Templates, and Case Studies
- Supply Chain Peer Networking
- Analyst Webinars
- Team Inquiry
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, The Cross Function Team Member may participate in Team Inquiry sessions, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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.

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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”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner Analysts related to supply chain strategies and key initiatives.

**DELIVERABLES**

The Gartner for Enterprise Supply Chain 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 leader (the “Team Leader”), as set forth 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:

- Gartner Supply Chain Research
- Monthly Picks & News Analysis
- Diagnostic Tools, Templates, and Case Studies
- Supply Chain Peer Networking
- Analyst Webinars
- Team Inquiry
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

The Essentials Team Member (a) may open an unmetered number of Monthly Picks, News Analysis, and Webinars; and (b) is entitled to access Gartner Research documents from the Research Deliverables above, as follows:

1. **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.
2. **Reversals** — Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, the Essentials Team Member may participate in Team Inquiry sessions, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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](http://gartner.com).

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## Gartner for Enterprise IT Leaders

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

### ***Deliverables***

\*This legacy offering is available for renewal only. No new licenses.

The Services Descriptions appear on the following pages.

## Gartner for Enterprise Supply Chain Leaders

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

### ***Deliverables***

The Service Descriptions appear on the following pages.

**Table 8. Gartner for Enterprise IT Leaders: Pricing  
Gartner for Enterprise Supply Chain Leaders: Pricing**

Description	Single Member Price	Multi-Member Price
<b><u>Gartner for Enterprise IT Leaders: Gartner for Enterprise IT Leaders Individual Access:</u></b> <ul style="list-style-type: none"> <li>■ Infrastructure and Operations</li> <li>■ Sourcing &amp; Vendor Management</li> <li>■ Enterprise Architecture</li> <li>■ Applications — SAP</li> <li>■ Applications — Oracle</li> <li>■ Security and Risk Management</li> <li>■ HR Professionals</li> </ul>	\$61,535	\$51,127
<b><u>Gartner for Enterprise Supply Chain Leaders: Gartner for Enterprise Supply Chain Leaders Individual Access:</u></b> <ul style="list-style-type: none"> <li>■ Supply Chain Leaders</li> </ul>	\$61,535	\$51,127

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

Notes:

- Enterprise IT Leaders Individual Access, Enterprise IT Leaders Enterprise IT Leaders Individual Access, and Enterprise Supply Chain Leaders contribute (“count”) toward multi user price levels on other Gartner Product offerings within the agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All other Gartner product offerings within the same agency, excluding add-on services, contribute (“count”) toward multi user/member pricing for Enterprise IT Leaders Individual Access, Enterprise IT Leaders, Enterprise IT Leaders Individual Access, or Enterprise Supply Chain Leaders.
- All EITL and ESCL memberships require an annual contract.
- All EITL and ESCL memberships commence on the first day of the calendar month.
- Pricing is for an annual membership.

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

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR ENTERPRISE IT LEADERS INDIVIDUAL ACCESS**  
**MEMBER**

Gartner for Enterprise IT Leaders Individual Access Member (the “Service”) is for senior IT leaders in large, complex enterprises who are managing IT functions for a business unit or the entire enterprise. The Service is managed by a Gartner Leadership Partner and Client Manager who tailor program Deliverables to the unique needs of each member.

**DELIVERABLES**

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

- Gartner for IT Leaders Research & Related Content
- Facilitated Peer Networking & Community Events
- Assigned Service Delivery Team
- Annual Onsite Meeting
- Analyst Inquiry
- Summit Event Ticket
- Member Value Plan

**ADDITIONAL TERMS & CONDITIONS**

Peer Community Events are held two (2) times per year for 1.5 (one and one-half) days each and include facilitated workshops with Gartner Leadership Partners.

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. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.gartner.com)

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## SERVICE DESCRIPTION

### Attachment to the Service Agreement

# GARTNER FOR ENTERPRISE IT LEADERS

Gartner for Enterprise IT Leaders (the “Service”) is for senior IT leaders in large, complex enterprises who are managing IT functions for a business unit or the entire enterprise. The Service is managed by a Gartner Leadership Partner and Client Manager who tailor program Deliverables to the unique needs of each Member.

### DELIVERABLES

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

- Assigned Service Delivery Team
  - Annual Onsite Meeting
  - Facilitated Peer Networking and Community Events
  - Gartner for IT Leaders Research and Related Content
  - Summit Event Ticket
  - Analyst Inquiry
- 
- **Assigned Service Delivery Team**  
The Leadership Partner and Client Manager will serve as Member’s delivery team for this Service. They will maintain the relationship through the delivery of the Services and implementation of a Member Value Plan. The Client Manager will facilitate Inquiry and respond to specific requests for Gartner Research and insight.
    1. **Member Value Plan** — Customized service plan created in collaboration with the Member at the beginning of the Service and reviewed and revised periodically through the membership lifecycle. Elements include Member expectations, value criteria, up to three (3) key initiatives and action plan.
  - **One (1) Annual Onsite Meeting** — 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 is based on the collective expertise of Gartner Research and the Member Peer Community.
  - **Facilitated Peer Networking and Community Events and Content**
    1. **Facilitated Peer Networking** — Member may request meetings or conference calls with peers around a specific topic to exchange information about best practices or areas of expertise.
    2. **Community Events and Content**
      - **Community Events** — Held two (2) times per year for 1.5 days, these Events focus on Member-selected topics, provide a venue for networking and peer exchange, include Member presentations, and offer facilitated workshops with Gartner Analysts. Gartner may, as necessary, change Analysts or supplement the Analyst with a Gartner Subject Matter Expert.
      - **Community Research and Peer Content** — Accessed via My Gartner and includes (i) exclusive case studies and findings, (ii) Member-contributed presentations, (iii) tools and templates.
  - **Gartner for IT Leaders Research and Related Content** — May be updated over time.

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- **Summit Event Ticket** — 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. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.gartner.com)
- **Analyst Inquiry** — Provides access to Gartner Analysts who are associated with this Service. Participation is limited to the Gartner Analyst, the Member, and the Member's team (as reasonably required for the Member's business purposes). In all instances, the Member must be present on the Inquiry call and the topic may be any area of Gartner-covered Research so long as the purpose is to advance the Member's agenda.

<sup>1</sup>Member may also identify a "Designated Delegate" from within the Client organization for the sole purpose of supporting the Member by attending one (1) Community Event and accessing Community Event content. The Designated Delegate is not eligible for any other Deliverable under this Service.

#### **ADDITIONAL TERMS & CONDITIONS**

The Member may, on an occasional and infrequent basis, forward copies of individual research documents, not to exceed 10 (ten) separate documents per Licensed User per contract year, to specific individuals within the client organization. This may not be done on a routine basis, or by means of posting on Client's corporate intranet, or in a manner that has the intent or effect of avoiding the purchase of additional User Licenses from Gartner.

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](http://gartner.com).

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR ENTERPRISE SUPPLY CHAIN LEADERS**  
**INDIVIDUAL ACCESS MEMBER**

Gartner for Enterprise Supply Chain Leaders Individual Access Member (the “Service”) is for senior supply chain leaders (“Members”) in large, complex enterprises who are managing supply chain functions for a business unit or the entire enterprise.

**DELIVERABLES**

Each Member designated by the Client (“Licensed User”) receives the following Deliverables:

- **Member Servicing**

An **Assigned Enterprise Supply Chain Leaders Delivery Team** led by a Leadership Partner who oversees and manages the delivery of program services and implementation of a member service delivery plan. Team also includes a Client Manager who is assigned to the Member to assist in facilitating inquiry and responding to specific requests for Gartner Research.

1. **Annual Onsite Meeting** — One (1) annual onsite meeting with the assigned Leadership Partner for coaching and advice. Focuses on strategic planning and execution of key initiatives. The Leadership Partner provides guidance based on the collective expertise of Gartner Research and the Member Peer Community.
2. **Member Value Plan** — Customized service plan created in collaboration with the Member and reviewed and revised periodically through the membership lifecycle. Elements include Member expectations, value criteria, top issues and action plan.
3. **Leadership Partner Outreach Call** — Approximately six (6) times per year, the Leadership Partner will call the Member to discuss the Enterprise Supply Chain Leaders research topic or report and relevant leadership and management issues.
4. **Client Manager Outreach Call** — Approximately four (4) times per year, the Client Manager will call the Member to check on the Member’s status, review the Member Value Plan, and develop actions with the Member.
5. **Facilitated Peer Networking** — “As needed” interactions among Members, facilitated by the Leadership Partner or Client Manager.

- **Peer Community Events and Content**

1. **Member Forum Meetings** — These Members-only meetings, which are held two (2) times per year for one and one-half (1.5) days and are focused on Member-selected topics, provide a venue for networking and peer exchange, and feature Member presentations on working solutions and facilitated workshops with Gartner Analysts.
2. **Member-driven Research** — Members receive case studies and findings, which address real working practices that are focused on the issues most critical to their roles and illustrated with tools and templates provided by fellow Members and supported by Gartner Research.
3. **Exclusive Member Portal** — This Members-only Web portal, accessed through gartner.com, provides access to exclusive Research, Member-contributed presentations, and tools.
4. **Bimonthly Webinars** — Bimonthly webinars provide opportunities to investigate Members’ “top 10” priorities by exploring strategies and tactics employed by other Members, along with insight and context provided by Gartner Analysts. These webinars address issues outside

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- of regularly scheduled peer meetings and are available to Members and members of their extended teams.
5. **Aligned Gartner Analyst** — Participates in, and acts as an advisor to, Member Forum Meetings. Gartner reserves the right to change the Analyst scheduled for a Member Forum Meeting or supplement the Analyst with a Gartner Subject Matter Expert.
- **Web Access** — Access to Gartner Research through exclusive Web portal covering a broad range of supply chain topics and providing a base of knowledge for supply chain and operations leaders.
  - **A Range of Written Research Reports, including:**
    1. **Supply Chain Best Practices** — Reports outlining best practices and lessons learned from peer companies that have demonstrated leadership in applying supply chain principles to drive business results.
    2. **Special Reports** — Reports (i) covering underlying research themes that cut across technology or industry-specific research, or (ii) providing in-depth strategic analysis of trends, industry developments, vendors, products and services.
    3. **Published Research** — Reports focusing on companies, products, markets, decision frameworks, tactical guidelines, case studies and strategic planning assumptions.
  - **Analyst Inquiry** — Provides Licensed Users with access to Gartner Analysts who are associated with this Service.
  - **The Supply Chain Event Ticket** (the “Ticket”) is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Supply Chain Executive Event as specified in the Ticket Letter e-mailed 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 Events that take place 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 other Gartner Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms and conditions at: [www.gartner.com](http://www.gartner.com)

## ADDITIONAL TERMS & CONDITIONS

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](http://gartner.com).

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR ENTERPRISE SUPPLY CHAIN LEADERS**

Gartner for Enterprise Supply Chain Leaders (the “Service”) is for senior supply chain leaders (“Members”) in large, complex enterprises who are managing supply chain functions for a business unit or the entire enterprise.

**DELIVERABLES**

Each Member designated by the Client (“Licensed User”) receives the following Deliverables:

- **Member Servicing**  
An **Assigned Enterprise Supply Chain Leaders Delivery Team** led by a Leadership Partner who oversees and manages the delivery of program services and implementation of a member service delivery plan. Team also includes a Client Manager who is assigned to the Member to assist in facilitating inquiry and responding to specific requests for Gartner Research.
  1. **Annual Onsite Meeting** — One (1) annual onsite meeting with the assigned Leadership Partner for coaching and advice. Focuses on strategic planning and execution of key initiatives. The Leadership Partner provides guidance based on the collective expertise of Gartner Research and the Member Peer Community.
  2. **Member Value Plan** — Customized service plan created in collaboration with the Member and reviewed and revised periodically through the membership lifecycle. Elements include Member expectations, value criteria, top issues and action plan.
  3. **Leadership Partner Outreach Call** — Approximately six (6) times per year, the Leadership Partner will call the Member to discuss the Enterprise Supply Chain Leaders research topic or report and relevant leadership and management issues.
  4. **Client Manager Outreach Call** — Approximately four (4) times per year, the Client Manager will call the Member to check on the Member’s status, review the Member Value Plan, and develop actions with the Member.
  5. **Facilitated Peer Networking** — “As needed” interactions among Members, facilitated by the Leadership Partner or Client Manager.
- **Peer Community Events and Content**
  1. **Member Forum Meetings** — These Members-only meetings, which are held two (2) times per year for one and one-half (1.5) days and are focused on Member-selected topics, provide a venue for networking and peer exchange, and feature Member presentations on working solutions and facilitated workshops with Gartner Analysts.
  2. **Member-driven Research** — Members receive case studies and findings, which address real working practices that are focused on the issues most critical to their roles and illustrated with tools and templates provided by fellow Members and supported by Gartner Research.
  3. **Exclusive Member Portal** — This Members-only Web portal, accessed through gartner.com, provides access to exclusive Research, Member-contributed presentations, and tools.
  4. **Bimonthly Webinars** — Bimonthly webinars provide opportunities to investigate Members’ “top 10” priorities by exploring strategies and tactics employed by other Members, along with insight and context provided by Gartner Analysts. These

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- webinars address issues outside of regularly scheduled peer meetings and are available to Members and members of their extended teams.
5. **Designated Member Delegate** — A Member may identify a “Designated Delegate” from within the Client organization to receive select Enterprise Supply Chain Leaders privileges for the purpose of supporting the Member. The Designated Delegate may attend one (1) Member Forum in lieu of the Member and may access content on the Exclusive Member Portal.
  6. **Aligned Gartner Analyst** — Participates in, and acts as an advisor to, Member Forum Meetings. Gartner reserves the right to change the Analyst scheduled for a Member Forum Meeting or supplement the Analyst with a Gartner Subject Matter Expert.
- **Web Access** — Access to Gartner Research through exclusive Web portal covering a broad range of supply chain topics and providing a base of knowledge for supply chain and operations leaders.
  - **A Range of Written Research Reports, including:**
    1. **Supply Chain Best Practices** — Reports outlining best practices and lessons learned from peer companies that have demonstrated leadership in applying supply chain principles to drive business results.
    2. **Special Reports** — Reports (i) covering underlying research themes that cut across technology or industry-specific research, or (ii) providing in-depth strategic analysis of trends, industry developments, vendors, products and services.
    3. **Published Research** — Reports focusing on companies, products, markets, decision frameworks, tactical guidelines, case studies and strategic planning assumptions.
  - **Analyst Inquiry** — Provides Licensed Users with access to Gartner Analysts who are associated with the Service purchased by Client.
  - The **Supply Chain Event Ticket** (the “Ticket”) is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Supply Chain Executive Event 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 Events that take place 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 other Gartner Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms and conditions at: [www.gartner.com](http://www.gartner.com)

## ADDITIONAL TERMS & CONDITIONS

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](http://gartner.com).

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## Gartner Leadership Team

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

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

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

### ***Gartner for IT Leadership Team Deliverables***

### ***Gartner for Supply Chain Leadership Team***

#### ***Deliverables***

The Service Descriptions appear on the following pages.

**Table 9. Gartner for IT Leadership Team: Pricing  
Gartner for Supply Chain Leadership Team: Pricing**

Description	Quantity	Price
Team Leader	1	\$25,869
Advisor Member	1	\$25,869
Cross Function Member	1	\$15,321
Role Member	1	\$9,491
Essentials Member	1	\$7,688

Notes:

- Team Membership contributes (“counts”) toward multi user price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- Each Team must consist of one Team Leader and three (3) to ten (10) Team Members. A maximum of one Team Leader per Team. All Team Member licenses must be coterminous with the Team Leader license.
- All Team Memberships commence on the first day of the calendar month.
- Pricing is for Annual Membership.
- Additional Team Members may be added, coterminous with the existing contract end date.

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

**DELIVERABLES**

The Gartner for IT Leadership Team is comprised of a Leader and Team 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 Gartner for IT Leadership Team 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”.

The Deliverables for the Team Leader set forth below.

- Core IT Research
- Role-Specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks and News Analysis
- Key Insights Document Share
- Gartner Analyst Webinars
- Peer Networking
- Talking Technology Series
- Analyst Inquiry
- Team Inquiry
- Summit Event Ticket
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst 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 the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the IT Leadership Team (“Team Inquiry”). The Team Leader must schedule and attend the Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Analyst on behalf of the team to advance the Team Leader’s agenda.

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. If a Key Insight summary is not available, the 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.

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 12-month (twelve-month) 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 Summit or Catalyst. All purchase and use of

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Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at:  
[www.gartner.com](http://www.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](http://gartner.com).

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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 Gartner Analysts related to specific IT roles.

**DELIVERABLES**

The Gartner for IT Leadership Team is comprised of a Leader and Team 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 “Advisor Team Member”) of the Gartner for IT Leadership Team Leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Advisor Team Members are “Licensed Users”.

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

- Core IT Research
- Role-Specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Talking Technology Series
- Weekly Picks and News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Analyst Inquiry
- Team Inquiry
- Summit Event Ticket
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The Advisor Team Member is entitled to two types of Inquiry: (i) Inquiry sessions with the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the IT Leadership Team (“Team Inquiry”). The Advisor Team Member may lead the discussion or pose questions to the Analyst on behalf of the team during Team Inquiry sessions scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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 12-month (twelve-month) 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. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.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](http://gartner.com).

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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 Gartner Analysts related to all roles.

**DELIVERABLES**

The Gartner for IT Leadership Team is comprised of a Leader and Team 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 Gartner for IT Leadership Team Leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Cross Function Team Members are “Licensed Users”. The Deliverables for the Cross Function Team Member are set forth below.

- Core IT Research
- Role-Specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Talking Technology Series
- Weekly Picks and News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Team Inquiry
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, the Cross Function Team Member may participate in Team Inquiry, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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](http://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 Gartner Analysts related to a specific IT role.

**DELIVERABLES**

The Gartner for IT Leadership Team is comprised of a Leader and Team 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 Gartner for IT Leadership Team Leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Role Team Members are “Licensed Users”. The Deliverables for the Role Team Member are set forth below.

- Core IT Research
- Role-Specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Talking Technology Series
- Weekly Picks and News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Team Inquiry
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

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.

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, the Role Team Member may participate in Team Inquiry, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Leader to advance the Team Leader’s agenda.

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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 Gartner Analysts related to specific IT roles.

**DELIVERABLES**

The Gartner for IT Leadership Team is comprised of a Leader and Team 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 Gartner for IT Leadership Team Leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Essentials Team Members are “Licensed Users”. The Deliverables for the Essentials Team Member are set forth below.

- Core IT Research
- Role-Specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Talking Technology Series
- Weekly Picks and News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Team Inquiry
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

The Essentials Team Member (a) may open an unmetered number of Weekly Picks, News Analysis, and Webinars; and (b) is entitled to access Gartner Research documents from the Research Deliverables above, as follows:

1. **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.
2. **Reversals** — Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, The Essentials Team Member may participate in Team Inquiry sessions, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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](http://gartner.com).

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR SUPPLY CHAIN LEADERSHIP TEAM:**  
**TEAM LEADER**

Gartner for Supply Chain Leadership Team: Team Leader (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner Analysts related to supply chain strategies and key initiatives.

**DELIVERABLES**

The Gartner for Supply Chain 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 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”.

The Deliverables for the Team Leader are set forth below:

- Gartner Supply Chain Research
- Selected Vendor Reports
- Monthly Picks & News Analysis
- Key Insight Document Share
- Diagnostic Tools, Templates, and Case Studies
- Supply Chain Peer Networking
- Webinars Featuring Gartner Analysts
- Analyst Inquiry
- Team Inquiry
- Supply Chain Event Ticket
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

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. If a Key Insight summary is not available, the 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.

The Team Leader is entitled to two types of Inquiry: (i) Inquiry sessions with the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the Leadership Team (“Team Inquiry”). Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst 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 must schedule and attend Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Analyst on behalf of the team to advance the Team Leader’s agenda.

The Supply Chain Executive Event Ticket (the “Ticket”) is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Supply Chain Executive Event as specified in the Ticket Letter e-mailed 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 Events that take place 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 other

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Gartner Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms and conditions at: [www.gartner.com](http://www.gartner.com)

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR SUPPLY CHAIN LEADERSHIP TEAM:**  
**ADVISOR TEAM MEMBER**

Gartner for Supply Chain 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 Analysts related to supply chain strategies and key initiatives.

**DELIVERABLES**

The Gartner for Supply Chain 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 “Advisor Team Member”) of the leader (the “Team Leader”), as set forth 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
- Selected Vendor Reports
- Monthly Picks & News Analysis
- Diagnostic Tools, Templates, and Case Studies
- Supply Chain Peer Networking
- Webinars Featuring Gartner Analysts
- Analyst Inquiry
- Team Inquiry
- Supply Chain Event Ticket
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

The Advisor Team Member is entitled to two types of Inquiry: (i) Inquiry sessions with the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the Leadership Team (“Team Inquiry”). Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst 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 must schedule and attend the Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Analyst on behalf of the team to advance the Team Leader’s agenda.

The Supply Chain Executive Event Ticket (the “Ticket”) is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Supply Chain Executive Event 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 Events that take place 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 other Gartner Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms and conditions at: [www.gartner.com](http://www.gartner.com)

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR SUPPLY CHAIN LEADERSHIP TEAM:**  
**CROSS FUNCTION TEAM MEMBER**

Gartner for Supply Chain 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 Gartner Analysts related to supply chain strategies and key initiatives.

**DELIVERABLES**

The Gartner for Supply Chain 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 Members are “Licensed Users”.

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

- Gartner Supply Chain Research
- Selected Vendor Reports
- Monthly Picks & News Analysis
- Diagnostic Tools, Templates, and Case Studies
- Supply Chain Peer Networking
- Webinars Featuring Gartner Analysts
- Team Inquiry
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e. non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, The Cross Function Team Member may participate in Team Inquiry sessions, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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](http://gartner.com).

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR SUPPLY CHAIN LEADERSHIP TEAM:**  
**ESSENTIALS TEAM MEMBER**

Gartner for Supply Chain Leadership Team: Essentials Team Member (the “Service”) enables access to Gartner resources in a team environment. The Service provides access to Gartner Research and Gartner Analysts related to supply chain strategies and key initiatives.

**DELIVERABLES**

The Gartner for Supply Chain 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 Members are “Licensed Users”.

The Deliverables for the Essentials Team Member are set forth below:

- Gartner Supply Chain Research
- Selected Vendor Reports
- Monthly Picks & News Analysis
- Diagnostic Tools, Templates, and Case Studies
- Supply Chain Peer Networking
- Webinars Featuring Gartner Analysts
- Team Inquiry
- Event Highlights

**ADDITIONAL TERMS & CONDITIONS**

The Essentials Team Member (a) may open an unmetered number of Monthly Picks, News Analysis, and Webinars; and (b) is entitled to access Gartner Research documents from the Research Deliverables above, as follows:

1. **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.
2. **Reversals** – Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e. non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, The Essentials Team Member may participate in Team Inquiry sessions, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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](http://gartner.com).

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## Gartner for IT Leaders

Gartner for IT Leaders provides clients with research and advice about information technology and the functional responsibilities of specific IT roles as well as the option of inquiry with Gartner Analysts. There are three levels of licensed users who may access to Gartner for IT Leaders: Individual Access Advisor, Advisor, and Reference.

- The Eight Roles are:
  - Applications
  - IT Infrastructure and Operations
  - Data and Analytics
  - Project and Portfolio Management
  - Business Process Improvement
  - Security and Risk Management
  - Sourcing and Vendor Management
  - Enterprise Architecture and Technology Innovation

### ***Deliverables***

The Service Descriptions appear on the following pages.

## Gartner for Supply Chain Leaders

Gartner for Supply Chain Leaders provides access to research and advice about supply chain best practice, organization, and technology as well as the option of inquiry with Gartner analysts. There are three levels of licensed users who may access Gartner for Supply Chain Leaders: Individual Access Advisor, Advisor, and Reference.

### ***Deliverables***

The Service Descriptions appear on the following pages.

**Table 10. Gartner for IT Leaders: Pricing  
Gartner for Supply Chain Leaders: Pricing**

# of Users	Reference	Advisor Individual Access Advisor
Single User (per User)	\$23,035	\$34,261
Multi User (per User)	\$14,668	\$25,869

Notes:

- IT Leaders and Supply Chain Leaders contribute (“count”) toward multi user price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All other Gartner product offerings within the same agency, excluding add-on services, contribute (“count”) toward multi user/member pricing for IT Leaders and Supply Chain Leaders.

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- All Gartner for IT Leaders and Supply Chain Leaders memberships require an annual contract.
- All Gartner for IT Leaders and Supply Chain Leaders memberships commence on the first day of the calendar month.
- Pricing is for Annual Membership.

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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 as well as the option of inquiry with Gartner Analysts.

**DELIVERABLES**

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Core IT Research
- Role-Specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Talking Technology Series
- Analyst Inquiry
- Summit Event Ticket

**ADDITIONAL TERMS & CONDITIONS**

The Summit Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Summit Event 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. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.gartner.com)

Unless otherwise stated above, use of this Service is governed by the Usage Guidelines for Gartner Services which are accessible on the Policies section of [gartner.com](http://gartner.com).

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR IT LEADERS ADVISOR**

Gartner for IT Leaders Advisor (the “Service”) provides clients with access to research and advice about information technology and the functional responsibilities of specific IT roles as well as the option of inquiry with Gartner Analysts.

**DELIVERABLES**

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Core IT Research
- Role-Specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Talking Technology Series
- Analyst Inquiry
- Summit Event Ticket

**ADDITIONAL TERMS & CONDITIONS**

The Licensed User may, on an occasional and infrequent basis, forward copies of individual research documents, not to exceed 10 (ten) separate documents per Licensed User per contract year, to specific individuals within the Client organization, provided that such forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

The Summit Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Summit Event 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. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.gartner.com)

Unless otherwise stated above, use of this Service is governed by the Usage Guidelines for Gartner Services which are accessible on the Policies section of [gartner.com](http://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**

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Core IT Research
- Role-Specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking

**ADDITIONAL TERMS & CONDITIONS**

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](http://gartner.com).

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

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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, organization, and technology as well as the option of inquiry with Gartner Analysts.

#### **DELIVERABLES**

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Gartner Supply Chain Research
- Diagnostic Tools, Templates and Case Studies
- Selected Vendor Reports
- Monthly Picks & News Analysis
- Supply Chain Peer Networking
- Webinars Featuring Gartner Analysts
- Analyst Inquiry
- Supply Chain Event Ticket

#### **ADDITIONAL TERMS & CONDITIONS**

The Supply Chain Event Ticket (the “Ticket”) is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Supply Chain Executive Event 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 Events that take place 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 other Gartner Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms and conditions at: [www.gartner.com](http://www.gartner.com)

Unless otherwise stated above, use of this Service is governed by the Usage Guidelines for Gartner Services which are accessible on the Policies section of [gartner.com](http://gartner.com).

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

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR SUPPLY CHAIN LEADERS ADVISOR**

Gartner for Supply Chain Leaders Advisor (the “Service”) provides clients with access to research and advice about supply chain best practice, organization, and technology as well as the option of inquiry with Gartner Analysts.

**DELIVERABLES**

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Gartner Supply Chain Research
- Diagnostic Tools, Templates and Case Studies
- Selected Vendor Reports
- Monthly Picks & News Analysis
- Supply Chain Peer Networking
- Webinars Featuring Gartner Analysts
- Analyst Inquiry
- Supply Chain Event Ticket

**ADDITIONAL TERMS & CONDITIONS**

The Licensed User may, on an occasional and infrequent basis, forward copies of individual research documents, not to exceed 10 (ten) separate documents per Licensed User per contract year, to specific individuals within the Client organization, provided that such forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

The Supply Chain Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) admission to a Supply Chain Executive 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 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 other Gartner Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms and conditions.

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

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

**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, organization, and technology.

**DELIVERABLES**

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Gartner Supply Chain Research
- Diagnostic Tools, Templates and Case Studies
- Selected Vendor Reports
- Monthly Picks & News Analysis
- Supply Chain Peer Networking
- Webinars featuring Gartner Analysts

**ADDITIONAL TERMS & CONDITIONS**

Unless otherwise stated above, use of this Service is governed by the Usage Guidelines for Gartner Services which are accessible on the Policies section of [gartner.com](http://gartner.com).

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

## Gartner for Technical Professionals Department

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

### ***Deliverables***

The Service Descriptions appear on the following pages.

**Table 11. Gartner for Technical Professionals: Pricing**

Description	Advisor Price	Reference Price
<b>Gartner for Technical Professionals IT Staff — Up to 40 Licensed Users</b>	\$100,231	\$67,516

Notes:

- Gartner for Technical Professionals licenses contribute (“count”) toward multi-user price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All Gartner for Technical Professionals licenses require an annual contract.
- Licenses commence on the first day of the calendar month.
- Pricing is for Annual license.
- All Deliverables are available to the Named Users only.
- Services are to be used for each Named User’s individual business purposes for the benefit of the Client organization.
- Gartner periodically updates Service names and Deliverables to reflect Client needs and market relevance.

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

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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 who maintain a threshold minimum investment in select Gartner products with access to all Gartner for Technical Professionals Research and Analysts related to the Service.

**DELIVERABLES**

Client may designate up to 40 (forty) users (“Licensed Users”) to receive the following Deliverables:

- Published Research
- Reference Architecture
- Gartner Peer Connect
- Analyst Webinars
- Analyst Dialogues
- Two (2) Catalyst Event Tickets

**ADDITIONAL TERMS & CONDITIONS**

All Licensed Users that access this Service must be IT staff members who are currently employed by the Client organization.

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 20 (twenty) pages or less that take up to 60 minutes of an Analyst’s time. Examples include technical architectural proposals and technical plans. As Analyst Dialogues are an expanded version of Analyst Inquiry, additional guidance is available in the “Analyst Inquiry” section of the Usage Guidelines for Gartner Services (see Policies reference below).

The Catalyst Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Catalyst Event as specified in the Ticket Letter emailed to Client. A Catalyst Ticket may also be used to register for a Summit Event. Tickets are valid for 12 (twelve) months from the date of issue, per the expiration date shown 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 Catalyst Event or a Summit Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.gartner.com)

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.

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](http://gartner.com).

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

**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER FOR TECHNICAL PROFESSIONALS REFERENCE**  
**DEPARTMENT**

Gartner for Technical Professionals Reference Department (the “Service”) provides clients who maintain a threshold minimum investment in select Gartner products with access to all Gartner for Technical Professionals Research.

**DELIVERABLES**

Client may designate up to 40 (forty) users (“Licensed Users”) to receive the following Deliverables:

- Published Research
- Reference Architecture
- Gartner Peer Connect
- Analyst Webinars

**ADDITIONAL TERMS & CONDITIONS**

All Licensed Users that access this Service must be IT staff members who are currently employed by the client organization.

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.

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](http://gartner.com).

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

## Gartner Technology Planner

Gartner Technology Planner (the “Service”) provides clients with access to all data and tools published through [techplanner.gartner.com](http://techplanner.gartner.com). The Service is available to IT staff members who are employees of the client organization.

### ***Deliverables***

## Gartner Technology Planner Essentials

Gartner Technology Planner Essentials (the “Service”) provides clients with access to data and tools related to the modules (the “Modules”) pre-selected by the client at time of purchase and published through [techplanner.gartner.com](http://techplanner.gartner.com). The Service is available to IT staff members who are employees of the client organization.

### ***Deliverables***

Gartner Technology Planner Essentials:

The Service Descriptions appear on the following pages.

**Table 12. Gartner Technology Planner for Technical Professionals: Pricing**

Description	# of Users	Price
Gartner Technology Planner	Up to 40	\$100,231
Gartner Technology Planner Essentials — 3 Modules	Up to 40	\$28,176
Gartner Technology Planner Essentials — 2 Modules	Up to 40	\$32,331
Gartner Technology Planner Essentials — 1 Module	Up to 40	\$39,751

Notes:

- All Gartner Technology Planner licenses require an annual contract.
- Licenses commence on the first day of the calendar month.
- Pricing is for Annual license. Pricing for Gartner Technology Planner Essentials is per module. Client must purchase the required number of modules (e.g. “3 Modules”) at the per module price.
- All Deliverables are available to the Named Users only.
- Services are to be used for each Named User’s individual business purposes for the benefit of the Client organization.
- Gartner periodically updates Service names and Deliverables to reflect Client needs and market relevance.
- Gartner Technology Planner deliverables include Reference access only. Advisor access is not available within this product offering.

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

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**GARTNER TECHNOLOGY PLANNER**

Gartner Technology Planner (the “Service”) provides clients with access to all data and tools published through techplanner.gartner.com. The Service is available to IT staff members who are employees of the client organization.

**DELIVERABLES**

Each of up to 40 (forty) users designated by the Client (“Licensed Users”) receive the following Gartner Deliverables:

- Gartner Technology Planner Portal
- Data and Tools for: Servers, Storage, Networks, Integrated Systems, Cloud, IT Efficiency, and Server Consolidation.

**ADDITIONAL TERMS & CONDITIONS**

Research is for Client internal use only.

**Client Support**

Licensed Users may contact Gartner for assistance with Service data and tools by using the support request function provided within the Service. Assistance will be provided by email, and does not include Analyst Inquiry or telephone support.

**External Use Special Provision**

Client may reference RPE2 in tenders or RFPs, providing such use complies with the following guidelines:

1. RPE2 may be referenced by quoting a performance qualification threshold in terms of an RPE2 value. At no time may the actual RPE2 value of a specific product be quoted.
2. **Acceptable Use:** Client specifies that servers tendered must have a published RPE2 rating of a minimum client defined RPE2 performance value.
3. **Unacceptable Use:** Client specifies the RPE2 requirement by quoting a specific server and its RPE2 value as published in Gartner Technology Planner. For example, it would be unacceptable to state in the tender or RFP that servers must meet or exceed the quoted RPE2 value of a specific identified server.

**Derivative Works**

Client may use data extracted from Gartner Technology Planner in internally developed derivative works or in a third-party product the Client has licensed **provided that** such usage is for the Client’s internal use only, and in the case of a third-party product, that the extracted data is not visible, accessible or available to any party external to the Client. All extracted data must be deleted if the Client terminates the subscription.

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.

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

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## SERVICE DESCRIPTION

### Attachment to the Service Agreement

# GARTNER TECHNOLOGY PLANNER ESSENTIALS

Gartner Technology Planner Essentials (the “Service”) provides access to data and tools related to the modules (the “Modules”) pre-selected by the client at time of purchase and published through [techplanner.gartner.com](http://techplanner.gartner.com). The Service is available to IT staff members who are employees of the client organization.

### DELIVERABLES

Each of up to 40 (forty) users designated by the Client (“Licensed Users”) receive the following Gartner Deliverables:

- Gartner Technology Planner Portal
- Data and Tools related to between one (1) and three (3) of the following Modules, as specified in the accompanying Service Agreement: 1) Servers, 2) Storage, 3) Networks, 4) Integrated Systems, 5) Cloud, 6) IT Efficiency, and 7) Server Consolidation.

### ADDITIONAL TERMS & CONDITIONS

Research is for Client internal use only.

#### Client Support

Licensed Users may contact Gartner for assistance with Service data and tools by using the support request function provided within the Service. Assistance will be provided by email, and does not include Analyst Inquiry or telephone support.

#### External Use Special Provision

Client may reference RPE2 in tenders or RFPs, providing such use complies with the following guidelines:

1. RPE2 may be referenced by quoting a performance qualification threshold in terms of an RPE2 value. At no time may the actual RPE2 value of a specific product be quoted.
2. **Acceptable Use:** Client specifies that servers tendered must have a published RPE2 rating of a minimum client defined RPE2 performance value.
3. **Unacceptable Use:** Client specifies the RPE2 requirement by quoting a specific server and its RPE2 value as published in Gartner Technology Planner Essentials. For example, it would be unacceptable to state in the tender or RFP that servers must meet or exceed the quoted RPE2 value of a specific identified server.

#### Derivative Works

Client may use data extracted from Gartner Technology Planner Essentials in internally developed derivative works or in a third-party product the Client has licensed *provided that* such usage is for the Client’s internal use only, and in the case of a third-party product, that the extracted data is not visible, accessible or available to any party external to the Client. All extracted data must be deleted if the Client terminates the subscription.

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

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](http://gartner.com).

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

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**Gartner**<sup>®</sup>

## Gartner Core Connect

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

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

### ***Deliverables***

The Service Descriptions appear on the following pages.

**Table 13. Core Connect Research: Pricing**

# of Users	Reference	Advisor
Single User (per User)	\$20,160	\$31,375
Multi User (per User)	\$11,722	\$23,025

Notes:

- Core Connect contributes (“counts”) toward multiuser price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All other Gartner product offerings within the same agency, excluding add-on services, contribute (“count”) toward multiuser/member pricing for Core Connect.
- All Memberships commence on the first of the calendar month.
- All Memberships require an annual contract.
- Pricing is for annual Membership.
- A focused (“Foundation”) level of access is available in selected markets at a reduced price. Contact your Account Executive for availability in your area.
- Core IT Research Add-on Analyst Inquiry (the “Service”) provides focused access to Analyst Inquiry as an optional add-on to the Core IT Reference or Core Connect Reference Research offerings (each a “Base Service”).

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

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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:

- Gartner Core IT Research
- Peer Networking
- Webinars featuring Gartner Analysts
- Analyst Inquiry
- Talking Technology Series
- Summit Event Ticket

**ADDITIONAL TERMS & CONDITIONS**

The Summit Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Summit Event 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. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.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](http://gartner.com).

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**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
- Gartner Analyst Webinars

**ADDITIONAL TERMS & CONDITIONS**

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.

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

## **IT News and Insight from Gartner**

For each Research purchase order over \$100k — at client's request — Gartner will provide, at no charge, 10 (ten) licenses to IT News and Insight from Gartner.

### ***Deliverables***

The Service Description appears on the following page.

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**Gartner**<sup>®</sup>

**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**IT NEWS AND INSIGHT FROM GARTNER**

IT News and Insight from Gartner (the “Service”) provides clients with self-service online access to essential IT news and selected role-based Gartner Research.

**DELIVERABLES**

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Weekly Picks IT Research in HTML
- Market News
- IT News Analysis
- Gartner Analysts Webinars

**ADDITIONAL TERMS & CONDITIONS**

Each Licensed User must establish and maintain a current profile on [gartner.com](http://gartner.com). Each Licensed User will be issued a user ID and password, which are for their own personal use and which may not be shared with any other individual or group, either inside or outside of the Client organization.

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](http://gartner.com).

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

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## Guidelines for Gartner Services

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

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

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

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

**DISCLAIMER OF WARRANTIES.** THE SERVICES ARE PROVIDED ON AN “AS IS” BASIS, AND GARTNER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR AS TO ACCURACY, COMPLETENESS OR ADEQUACY OF INFORMATION. CLIENT RECOGNIZES THE UNCERTAINTIES INHERENT IN ANY ANALYSIS OR INFORMATION THAT MAY BE PROVIDED AS PART OF THE SERVICES, AND ACKNOWLEDGES THAT THE SERVICES

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ARE NOT A SUBSTITUTE FOR ITS OWN INDEPENDENT EVALUATION AND ANALYSIS AND SHOULD NOT BE CONSIDERED A RECOMMENDATION TO PURSUE ANY COURSE OF ACTION. GARTNER SHALL NOT BE LIABLE FOR ANY ACTIONS OR DECISIONS THAT CLIENT MAY TAKE BASED ON THE SERVICES OR ANY INFORMATION OR DATA CONTAINED THEREIN. CLIENT UNDERSTANDS THAT IT ASSUMES THE ENTIRE RISK WITH RESPECT TO THE USE OF THE SERVICES.

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

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

## Core IT Research — Renewal Only

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

### Deliverables

The Service Descriptions appear on the following pages.

**Table 14. Core Research: Pricing — Renewal Only**

# of Users	Core Research Reference: Price per User	Core Research Advisor: Price per User
1	\$12,620	\$21,250
2	\$11,350	\$21,250
5	\$11,350	\$21,250
10	\$9,450	\$11,810
25	\$6,610	\$10,080
50	\$5,350	\$8,830

#### Notes:

- Core IT Research contributes (“counts”) toward multiuser price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All other Gartner product offerings within the same agency, excluding add-on Services, contribute (“count”) toward determining CORE quantity/unit price level.
- All Memberships commence on the first of the calendar month.
- All Memberships require an annual contract.
- Pricing is for annual Membership.
- Effective February 1, 2007, the above pricing structure is no longer available to new clients.
- Renewals of existing licenses are permitted, at the license quantity/price level in effect as of January 31, 2007, unless the renewal seat aggregate drops to a lower seat quantity.
- Conversely, additional licenses that increase or raise the aggregate to a new or higher license quantity are no longer permitted. Additional licenses that satisfy the aggregation requirements must be priced at the “existing” (prior) price level.
- A focused (“Foundation”) level of access is available in selected markets at a reduced price. Contact your Account Executive for availability in your area.
- Core IT Research Add-on Analyst Inquiry (the “Service”) provides focused access to Analyst Inquiry as an optional add-on to the Core IT Reference or Core Connect Reference Research offerings (each a “Base Service”).
- A metered document access version of the Core Research Reference program (“Gartner for IT Associates”) is available in selected markets. Contact your Account Executive for availability in your area.

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

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## 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.
- **Core IT Research Advisor Analyst Inquiry** — Provides Licensed Users with access to Gartner Analysts who are associated with the Service purchased by Client. Participation in Standard Analyst Inquiry, as part of this Service, is subject to the following terms:
  1. Licensed Users may engage with a Gartner Analyst: (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.
  2. Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call).
  3. Analyst Inquiry sessions may take up to 30 (thirty) minutes of an Analyst's time.
  4. Analyst 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 an Analyst's time. Examples of these documents include requests for proposals, marketing or business plans and procurement agreements.
- **Webinars** — Periodic Web conferences where Gartner Analysts 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.
- The **Summit Event Ticket** is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Summit Event 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

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than a Summit or Catalyst Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.gartner.com)

**ADDITIONAL TERMS & CONDITIONS**

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](http://gartner.com).

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**CORE IT RESEARCH REFERENCE**

Core IT Research Reference (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 timely 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.
- **Webinars** — Periodic Web conferences where Gartner Analysts speak on timely topics in information technology and then solicit questions from listeners.

**ADDITIONAL TERMS & CONDITIONS**

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](http://gartner.com).

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## Burton Classic IT1 Research — **Renewal Only**

### Deliverables

The Service Description appears on the following page.

**Table 15. Burton Classic IT1 — **Renewal Only****

# of Employees		Annual License Fee: One Coverage Area*	Catalyst Tickets	Annual License Fee: Burton Group Classic IT1*	Catalyst Tickets
>0	<1,000	\$20,800	2	\$73,760	4
1,000	25,000	\$32,660	2	\$143,550	8
25,000	50,000	\$43,060	3	\$156,910	10
50,000	75,000	\$51,970	3	\$173,740	10
75,000	+	\$56,930	4	\$220,280	12

**\* Renewal Only:** Effective January 1, 2013, Burton Research products are no longer available for new orders.

- All Gartner Research include unlimited Analyst Dialogues.
- All subscriptions begin on the first of a calendar month and are for a 12-month (twelve-month) term.

**Note 1:** When two separate Coverage Areas are purchased, a discount of 20 percent (twenty percent) percent will be taken off of the total price of the two Coverage Areas.

**Note 2:** Ordering Activities may choose to enter into a License covering two or more years. In consideration for such multi-year commitment, when the Ordering Activity pays for a two year License at the time Burton Group accepts the order, the Ordering Activity will receive a 10 percent (ten percent) discount on the total of the combined fees. When the Ordering Activity pays for a three-year License at the time Burton Group accepts the order, the client will receive a fifteen (15) percent discount on the total of the combined fees.

**Note 3:** Gartner Research Pricing excludes travel related expenses and sales or use taxes (if applicable). Reasonable and actual travel-related expenses incurred by Gartner Consultants or Analysts in the course of delivering on-site dialogues are in addition to the above pricing and (upon advance approval from the client) will be invoiced separately as allowable expenses.

**Note 4:** Pricing for Burton Classic IT1 Gartner Research is based on the size of the ordering activity, determined by the number of employees of the specific ordering activity. Each License is sold on a fixed price basis (excluding taxes and any travel related expenses), with the full License fee invoiced and due upon commencement of Deliverables. Delivery is complete when Gartner provides the ordering activity with access to the Licensed Content.

Gartner offers a choice of Burton Classic IT1 or any individual or combination of Coverage Areas.

Burton Classic IT1: Includes all Coverage Areas and new infrastructure coverage areas such as Enterprise Architecture (“EA”) and Cloud Computing, Research Assistant Program, and one-half day onsite dialogue per license term.

Coverage Areas:

1. Application Platform Strategies (“APS”)
2. Collaboration and Content Strategies (“CCS”)
3. Data Center Strategies (“DCS”)
5. Identity and Privacy Strategies (“IdPS”)
6. Network and Telecom Strategies (“NTS”)
7. Security and Risk Management Strategies (“SRMS”)

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#### 4. Data Management Strategies (“DMS”)

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## SERVICE DESCRIPTION

### Attachment to the Service Agreement

## BURTON CLASSIC IT1

Burton Classic IT1 (the “Service”) provides access to all Burton Classic IT1 Research published through gartner.com and the option of scheduling dialogues with Analysts that support the Service.

### DELIVERABLES

Each user designated by client (“Licensed User”) receives 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.
- **IT1 Reference Architecture** — In-depth library of content that guides technology architecture decisions.
- **Webinars** — Periodic Web conferences where Gartner Analysts speak on timely topics in information technology and then solicit questions from listeners.
- **Analyst Dialogues** — Access to Gartner Analysts associated with the Service purchased by Client. Participation in Analyst Dialogues, the scheduling of which may, at Gartner’s discretion, be facilitated by two (2) client representatives.
- **Event Tickets** — Tickets, the quantity of which is set forth in the relevant Service Agreement, to a Catalyst Event. The Catalyst Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Catalyst Event as specified in the Ticket Letter emailed to Client. A Catalyst Ticket may also be used to register for a Summit Event. Tickets are valid for 12 (twelve) months from the date of issue, per the expiration date shown 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 Catalyst Event or a Summit Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.gartner.com)
- **Analyst Onsite Dialogue** — Access to one (1) Analyst that supports the Service for one (1) half-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 Analyst travel to and from the Client site.

### ADDITIONAL TERMS & CONDITIONS

Participation in Analyst Dialogues is subject to the following terms:

1. Licensed Users may engage with a Gartner Analyst 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 Gartner Analyst 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 20 (twenty) pages or

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less that take up to 60 (sixty) minutes of an Analyst's time. Examples include technical architecture proposals and technical plans.

All Licensed Users that access this Service must be employees, contractors, and sub-contractors, within the client's enterprise.

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## Gartner Consulting

Gartner Consulting is the leading consultancy at the nexus of technology and business, helping clients define key strategies, manage major technology initiatives, optimize operations and achieve high returns on their IT investments. Our experienced practitioners apply rigorous methodologies, critical thinking, deep analytics, and knowledge management to solve your most pressing issues and deliver maximum business value.

Our solutions address the breadth of your business needs from defining key strategies to achieve business objectives, developing enterprise plans to manage IT risk, and managing your most critical initiatives. We work with you through all stages of the project life cycle to help solve your greatest challenges. We help you make critical decisions on your IT direction, define the initiatives and roadmap to achieve that direction, and work with you to ensure these key initiatives are delivered successfully.

According to a client satisfaction survey recently conducted by an independent third party, clients select Gartner Consulting for the following reasons:

- Gartner Consulting has the base of knowledge to address their technical and strategy issues as evidenced by our continuous services, research databases, benchmarking databases, conferences and word-of-mouth references.
- Gartner Consulting is seen as a better alternative to the larger consulting firms due to the quality of staff assigned to projects, specificity of results, faster completion times, cost and objectivity (no downstream implementation services).
- The value and credibility of the Gartner name in association with the information, recommendations and strategies submitted to senior management is enormous.

Specifically, Gartner Consulting provides:

- A focus on long-term planning and technical architectures.
- A unique and robust methodology. Our methodology indicates an understanding of the requirements of a long-term plan and presents a roadmap for attaining a client's goal. In addition, our use of a standard model for architecture development reduces the risk of architectural oversight or project delays.
- A team whose members are balanced among: (1) management and technical consulting, (2) information technology assessment, (3) strategic analysis, (4) market planning and (5) primary research.
- Nationally known professionals in the key technical areas required for the project.
- Gartner professionals are highly respected in the industry and provide proven expertise.

**Table 16. IT Professional Services Rates**

Title	Regular Hourly Rates	* Temporary Discounted Hourly Rates Applicable to Orders Dated On or Before 12/31/2016	* Temporary Daily Rates
Vice President	\$577.00	\$495.00	\$3,960.00
Senior Director	\$538.00	\$456.00	\$3,640.00

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Director	\$484.00	\$425.00	\$3,400.00
Associate Director	\$415.00	\$360.00	\$2,880.00
Senior Consultant	\$332.00	\$290.00	\$2,320.00
Consultant	\$244.00	\$210.00	\$1,680.00
Associate Consultant	\$171.00	\$150.00	\$1,200.00

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## Gartner Consulting — Scope

Gartner's Scope of Work is defined broadly by the following strategic and high-value activities:

- **Benchmarking Solutions**

Benchmarking solutions use state-of-the-art tools and high-quality data from the world's largest database of IT performance metrics to compare all or some of your IT functions to similar organizations. No two solutions are the same. Gartner's approach and all of our engagements are highly customized to deliver results that meet an individual client's specific business needs.

- **Critical Program Management Support**

Gartner can assist a client to successfully deliver their most critical initiatives by applying the rigor and discipline of strong and independent program management practices that identify and manage risks, schedule and costs of the critical IT programs within an organization. Gartner will assist the client to implement a Program Management Office to execute the processes required to assess and monitor progress to keep these initiatives on track.

- **Performance Optimization**

Gartner will provide analysis and recommendations to optimize the effectiveness, efficiency and quality of the IT services that you deliver. Gartner may assist the client in developing appropriate service levels and performance management processes and may provide strategies for the client's IT processes to improve efficiencies, service and costs.

- **Risk Management**

Gartner can provide the client with strategies to effectively manage risk across the organization by supporting the development of comprehensive plans for business continuity/disaster recovery, for protecting critical information assets and to ensure compliance with regulatory requirements and guidelines.

- **Sourcing Execution and Management**

Gartner can assist a client in making key sourcing decisions that support the organization's business objectives. Gartner will support the selection of key service providers in addition to providing oversight of existing service provider contracts and can provide recommendations for ongoing improvements.

- **Strategy and Architecture**

Gartner can support an organization in the alignment of its strategic IT direction with its business strategy. Gartner can help the organization make key technology choices, design an efficient and effective organization and list of processes, establish an effective governance model and strengthen IT management processes to effectively manage the client's critical IT investments and priorities.

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## Positions and Descriptions

### Commercial Job Title: Vice President

#### Position Summary

Responsible for the sales, management and execution of consulting projects in a portfolio of client accounts.

#### Position Accountabilities and Specific Duties

- Act as primary contact with client executives; plan and facilitate critical meetings
- Support clients in defining agenda and/or corporate strategy
- Develop account plans and take responsibility for the development and growth of strategic client accounts
- Develop overall administrative, financial and time commitments for multiple engagements; set overall goals and drive agendas to ensure goals are met
- Manage multiple engagements and provide mentoring and guidance to project managers and team members
- Perform engagement quality reviews and drive continuous improvement efforts
- Act as a subject matter expert on engagements
- Serve as a sounding board for engagement team's strategic direction
- Provide executive leadership on sales calls and oversee multiple proposal development efforts

#### Position Specifications

- A. Education:
- Master's Degree and at least 10 (ten) years of experience working as a consultant or leader in the information technology industry; or,
  - Bachelor's Degree and at least 12 (twelve) years of experience working as a consultant or leader in the information technology industry
- B. Demonstrated experience:
- Leading and consulting on large business process/technology transformation programs
  - Managing business unit/segment
  - Advising Technology Clients
  - Delivering improvements and cost savings
  - Recruiting, developing and managing teams
  - Delivering value to customers
- C. Required Technical/Functional Knowledge and Skills:

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- Extensive technology knowledge in area/s of expertise (SME)
- Business/technology strategist
- Industry insight
- Understanding of marketing, finance and general business acumen
- Project/Program management
- Leadership/Management
- Excellent written, verbal and presentation skills.

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## **Commercial Job Title: Senior Director**

### Position Summary

Responsible for the sales, management and execution of consulting projects, including the timely presentation of quality deliverables.

### Position Accountabilities and Specific Duties

- Drive client thinking and act as thought leader
- Support client partners in defining client agenda and/or corporate strategy
- Manage multiple engagements and provide mentoring and guidance to project managers and team members
- Act as a subject matter expert on engagements
- Perform engagement quality reviews and drive continuous improvement efforts
- Plan and facilitate significant meetings with client executives
- Develop overall administrative, financial and time commitments for multiple projects and set overall goals for each
- Ensure effective and creative idea generation among team members
- Conduct primary research including market surveys of customers, vendors, lines of business and users, as well as secondary research.
- Analyze findings, develop insights and integrate individual work streams into a single, cohesive report with client-specific actionable recommendations

### Position Specifications

- A. Education:
  - Minimum Qualifications: Master's Degree and at least 10 (ten) years of experience working as a consultant or leader in the information technology industry; or,
  - Substitute Qualifications: Bachelor's Degree and at least 12 (twelve) years of experience working as a consultant or leader in the information technology industry
- B. Demonstrated experience:
  - Leading and consulting on large business process/technology projects/programs
  - Advising technology/business clients
  - Delivering improvements and cost savings
  - Recruiting, developing and managing teams
  - Developing consensus
  - Delivering value to customers
- C. Required Technical/Functional Knowledge and Skills:

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- Extensive technology/business process knowledge in area/s of expertise (SME)
- Developing business/technology strategy capabilities
- Understanding of marketing, finance and general business acumen
- Industry insight
- Project/Program management
- Leadership/Management
- Team building
- Excellent written, verbal and presentation skills.

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## **Commercial Job Title: Director**

### Position Summary

Responsible for the sales, management and execution of consulting projects including the timely presentation of quality deliverables.

### Position Accountabilities and Specific Duties

- Drive client thinking and act as thought leader
- Support client partner in defining client agenda and/or corporate strategy
- Plan and facilitate significant meetings with client executives
- Develop overall administrative, financial and time commitments for multiple projects and set overall goals for each
- Ensure effective and creative idea generation among team members
- Conduct primary research including market surveys of vendors and users as well as secondary research.
- Analyze findings, develop insights and integrate individual work streams into a single, cohesive report with client-specific actionable recommendations
- Prepare engagement review forms and provide coaching and mentoring for team members
- Identify and pursue sales opportunities and leads which may come from meetings, clients, other consultants, the sales force, vendors and others.
- Support and assist the sales organization by making joint sales calls.
- Contribute to account plan development and proactively follow up on all assigned leads
- Write and present proposals to prospective clients and contracts for engagements.

### Position Specifications

- A. Education:
  - Master's Degree and at least eight (8) years of experience working as a consultant or leader in the information technology industry; or,
  - Bachelor's Degree and at least 10 (ten) years of experience working as a consultant or leader in the information technology industry
- B. Demonstrated experience:
  - Leading or Consulting on large business process/technology projects/programs
  - Delivering improvements and cost savings
  - Recruiting, developing and managing teams
  - Developing consensus
  - Delivering value to customers

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C. Required Technical/Functional Knowledge and Skills:

- Extensive technology knowledge in area/s of expertise (SME)
- Understanding of marketing, finance and general business acumen
- Industry insight
- Project/Program management
- Leadership/Management
- Team building
- Excellent written, verbal and presentation skills.

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## **Commercial Job Title: Associate Director**

### Position Summary

Responsible for the management and execution consulting projects including the timely presentation of quality deliverables. May have minimal level of sales responsibilities.

### Position Accountabilities and Specific Duties

- Plan and facilitate meetings with client project management
- Meet with client and develop project questions, gain understanding of the client's environment and assure that recommendations can be implemented.
- Manage small to medium teams by developing work plans and managing project execution timelines.
- Prepare engagement review forms for team members
- As an independent contributor, complete sections of significant customized consulting assignments covering a variety of subject areas including specific technologies and products, markets and market trends, competitor analysis, financial impact, etc.
- Act as project point person both internally and externally
- Lead the team's analytical thinking and structure for an assignment
- Conduct primary research including market surveys of vendors and users as well as secondary research.
- Analyze findings, develop insights and integrate individual work streams into a single, cohesive report with client-specific actionable recommendations
- Develop and submit content for proposals
- Support development of work plan estimates and resource/staff plans
- Recognize and report new business opportunities; collaborate with sales partners and subject matter experts to pursue and close opportunities

### Position Specifications

- A. Education:
  - Master's Degree and at least six (6) years of experience working in the information technology industry; or,
  - Bachelor's Degree and at least eight (8) years of experience working in the information technology industry
- B. Demonstrated experience:
  - Managing/supporting business/technology projects
  - Gathering, compiling and analyzing data
  - Surveying and statistical analysis
  - Developing consensus

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- Delivering value to customers
- C. Required Technical/Functional Knowledge and Skill:
  - Project management
  - Solid technology knowledge in area/s of expertise (SME)
  - Understanding of marketing, finance and general business acumen
  - Ability to analyze problems
  - Use judgment effectively
  - Excellent written, verbal and presentation skills.

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## **Commercial Job Title: Senior Consultant**

### Position Summary

Responsible for the management and execution consulting projects including the timely presentation of quality deliverables.

### Position Accountabilities and Specific Duties

- Participate in client conferences and take part in client communications.
- Complete sections of significant customized consulting assignments covering a variety of subject areas including specific technologies and products, markets and market trends, competitor analysis, financial impact, etc.
- Provide the analytical thinking and structure for an assignment and participate in discussion groups
- Conduct and lead interviews and small meetings for assignment
- Analyze findings, develop insights and prepare reports with client-specific actionable recommendations
- Monitor project execution to timeline and budget
- Develop and submit content for proposals
- Support development of work plan estimates and resource/staff plans
- May serve as project manager for well-defined engagements

### Position Specifications

- A. Education:
  - Master's Degree and at least three (3) years of experience working in the information technology industry; or,
  - Bachelor's Degree and at least five (5) years of experience working in the information technology industry
- B. Demonstrated experience:
  - Supporting business and technology projects
  - Gathering, compiling and analyzing data
  - Surveying and statistical analysis
  - Developing deliverable reports
- C. Required Technical/Functional Knowledge and Skills:
  - Project management
  - General information technology knowledge with some subject matter expertise
  - Ability to analyze problems
  - Use judgment effectively

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- Excellent listening and writing skills
- Oral communication skills
- Initiative and Resourcefulness

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## **Commercial Job Title: Consultant**

### Position Summary

Responsible for providing quality deliverables and/or analytical project reports for assigned custom consulting engagements.

### Position Accountabilities and Specific Duties

- Provide analytical support to project team
- Conduct research using library facilities, Gartner Analysts, other Gartner resources and primary research.
- Analyze, interpret, extrapolate, project and model data to reach conclusions
- Prepare written reports with text, charts, and spreadsheets for internal presentation and for inclusion in reports for clients.
- Participate in project/initiative planning and support the completion of estimates
- May participate on lead qualification to learn processes and fundamental skills needed for consulting sales process.
- Participate in opening client conference at which the engagement is defined (kick-off meetings) and begin to take lead role for client communications.
- May participate in final conference with client at which final report is delivered.
- As assigned, complete sections of significant customized consulting assignments covering a variety of subject areas including technologies, markets, products, competitive analysis, financial impact, etc.

### Position Specifications

- A. Education:
  - Master's Degree and at least one (1) year of experience working in the information technology industry; or,
  - Bachelor's Degree and at least two (2) years of experience working in the information technology industry
- B. Demonstrated experience:
  - In the information technology industry
  - Developing deliverable reports
  - Using spreadsheet software
  - Gathering and compiling data
- C. Required Technical/Functional Knowledge and Skills:
  - General Information Technology knowledge
  - Ability to make decisions
  - Ability to analyze problems

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

- Use judgment effectively
- Excellent listening and writing skills
- Oral communication skills
- Initiative and Resourcefulness

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## **Commercial Job Title: Associate Consultant**

### Position Summary

Responsible for providing quality deliverables and/or analytical project reports for assigned custom consulting engagements.

### Position Accountabilities and Specific Duties

- Provide analytical support to project team
- Conducts (or assistance in conducting) research using library facilities, Gartner Research Analysts, other Gartner resources and self-designed primary research.
- Analyze, interpret, extrapolate, project and model data to reach conclusions (or assist in same)
- Prepare (or assist in the preparation of) written reports with text, charts, and spreadsheets for internal presentation and for inclusion in reports going to clients.
- May participate in opening client conference at which the engagement is defined (kick-off meetings)
- May participate in final conference with client at which final report is delivered. No advanced degrees, training or certifications are required.
- As assigned, complete sections of significant customized consulting assignments covering a variety of subject areas including technologies, markets, products, competitive analysis, financial impact, etc.

### Position Specifications

- A. Education:
  - Bachelor's Degree with at least one (1) year of experience working in the information technology industry
- B. Demonstrated experience:
  - In the information technology industry
  - Using spreadsheet software
- C. Required Technical/Functional Knowledge and Skills:
  - General Information Technology knowledge
  - Ability to make decisions
  - Ability to analyze problems
  - Use judgment effectively
  - Excellent listening and writing skills
  - Oral communication skills
  - Initiative and Resourcefulness

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**Version: 2 February 2016**

## **Prices for Additional Services for New York State Industry Advisory Services**

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**Prices effective 1 February 2016 through 31 January 2017**

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conditions and usage guidelines contained in Contract No. PS66085***

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## Guidelines for Gartner Services

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

**Ownership and Use of the Services.** Gartner owns and retains all rights to the Services not expressly granted to Client. Only the individuals named in the Client Purchase Order (each a "**Licensed User**") may access the Services. Each Licensed User will be issued a unique password, which may not be shared. Client agrees to review and comply with the **Usage Guidelines for Gartner Services** ("**Guidelines**"), which are accessible to all Licensed Users via the "Policies" section of [gartner.com](http://gartner.com). Among other things, these Guidelines describe how Client may substitute Licensed Users, excerpt from and/or share Gartner Research documents within the Client organization, and quote or excerpt from the Services externally.

Client may not redistribute copies of individual research documents, by electronic means or otherwise, to non-Users without Gartner's prior written permission. Users may not reproduce or distribute the Services externally without Gartner's prior written permission, except for external distribution, in their entirety only, of reprints of individual documents purchased by Client. Client may excerpt from the Services for external use only if Client obtains the prior written approval of Gartner Vendor Relations, at [vendor.relations@gartner.com](mailto:vendor.relations@gartner.com). Any approved external use of the Services must comply with Gartner's *Copyright and Quote Policy* which may be viewed on the Gartner Vendor Relations section of [gartner.com](http://gartner.com). Services may not be stored by Client on any information storage and retrieval system.

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

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

**DISCLAIMER OF WARRANTIES.** THE SERVICES ARE PROVIDED ON AN "AS IS" BASIS, AND GARTNER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR AS TO ACCURACY, COMPLETENESS OR ADEQUACY OF INFORMATION. CLIENT RECOGNIZES THE UNCERTAINTIES INHERENT IN ANY ANALYSIS OR INFORMATION THAT MAY BE

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PROVIDED AS PART OF THE SERVICES, AND ACKNOWLEDGES THAT THE SERVICES ARE NOT A SUBSTITUTE FOR ITS OWN INDEPENDENT EVALUATION AND ANALYSIS AND SHOULD NOT BE CONSIDERED A RECOMMENDATION TO PURSUE ANY COURSE OF ACTION. GARTNER SHALL NOT BE LIABLE FOR ANY ACTIONS OR DECISIONS THAT CLIENT MAY TAKE BASED ON THE SERVICES OR ANY INFORMATION OR DATA CONTAINED THEREIN. CLIENT UNDERSTANDS THAT IT ASSUMES THE ENTIRE RISK WITH RESPECT TO THE USE OF THE SERVICES.

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

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

## Industry Advisory Services

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

### ***Deliverables***

The Service Descriptions appear on the following pages.

**Table 17. Gartner for Industry Advisory Services: Pricing**

#of Users	Reference	Advisor
Single User (per User)	\$29,200	\$43,300
Multi User (per User)	\$20,600	\$34,700

Notes:

- Industry Advisory Services contribute (“count”) toward multi user price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- All other Gartner product offerings within the same agency, excluding add-on services, contribute (“count”) toward multi user/member pricing for Industry Advisory Services.
- All Industry Advisory Services memberships require an annual contract.
- All Industry Advisory Services memberships commence on the first day of the calendar month.
- Pricing is for an Annual Membership for one industry.

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**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
- Select *Harvard Business Review* content
- Role-specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Core IT Research
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking

**ADDITIONAL TERMS & CONDITIONS**

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](http://gartner.com).

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**  
**INDUSTRY ADVISORY SERVICES ADVISOR**

Industry Advisory Services Advisor (the “Service”) provides access to Gartner Research and Gartner Analysts 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
- Select *Harvard Business Review* content
- Role-specific IT Research
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Core IT Research
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Talking Technology Series
- Analyst Inquiry
- Summit Event Ticket

**ADDITIONAL TERMS & CONDITIONS**

A Licensed User may, on an occasional and infrequent basis, forward copies of individual research documents, not to exceed 10 (ten) separate documents per Licensed User per contract year, to specific individuals within the Client organization, provided that such forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

The Summit Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Summit Event 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. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.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](http://gartner.com).

## Industry Advisory Services Leadership Team

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

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

### **Deliverables**

The Service Descriptions appear on the following pages.

**Table 18. Industry Advisory Services Leadership Team: Pricing**

Description	Quantity	Price
Team Leader	1	\$ 34,700
Advisor Member	1	\$ 34,700
Cross Function Member	1	\$ 20,500
Role Member	1	\$ 12,200
Essentials Member	1	\$ 7,900

#### Notes:

- Team Membership contributes (“counts”) toward multi user price levels on other Gartner Product offerings within the same agency; services must be ordered on the same Purchase Order and reflect a common “Bill To” address.
- Each Team must consist of one Team Leader and three (3) to ten (10) Team Members. A maximum of one Team Leader per Team. All Team Member licenses must be coterminous with the Team Leader license.
- All Team Memberships commence on the first day of the calendar month.
- Pricing is for an Annual Membership for one industry. All Team Members must purchase access to the same industry.
- Additional Team Members may be added, coterminous with the existing contract end date.

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

## 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 Analysts 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 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 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”.

The Deliverables for the Team Leader set forth below.

- Industry-specific IT Research
- Core IT Research
- Role-Specific IT Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Talking Technology Series
- Analyst Inquiry
- Team Inquiry
- Summit Event Ticket
- Event Highlights
- Key Insights Document Share

### ADDITIONAL TERMS & CONDITIONS

Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst 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 the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the Leadership Team (“Team Inquiry”). The Team Leader must schedule and attend the Team Inquiry sessions in which Team Members may lead the discussion or pose questions to the Analyst on behalf of the team to advance the Team Leader’s agenda.

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. If a Key Insight summary is not available, the 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.

The Summit Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Summit Event 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

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any Gartner Event other than a Summit or Catalyst Event. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.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](http://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 Analysts related to specific IT roles.

### DELIVERABLES

The Industry Advisory Services 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 “Advisor Team Member”) of the team leader (the “Team Leader”), as set forth in the Service Agreement. Collectively, the Team Leader and his/her Advisor 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
- Select Harvard Business Review content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Gartner Analysts Webinars
- Peer Networking
- Talking Technology Series
- Analyst Inquiry
- Team Inquiry
- Summit Event Ticket
- Event Highlights

### ADDITIONAL TERMS & CONDITIONS

Participation in Analyst Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non- Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The Advisor Team Member is entitled to two types of Inquiry: (i) Inquiry sessions with the Gartner Analyst (“Analyst Inquiry”); and (ii) Inquiry sessions with the Gartner Analyst and the Leadership Team (“Team Inquiry”). The Advisor Team Member may lead the discussion or pose questions to the Analyst on behalf of the team during Team Inquiry sessions scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

The Summit Event Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Summit Event 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. All purchase and use of Gartner Event Ticket(s) is subject to and governed by the online registration terms & conditions at: [www.gartner.com](http://www.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](http://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 Gartner Analysts related to all roles.

### DELIVERABLES

The Industry Advisory Services 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 Cross Function 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
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Talking Technology Series
- Team Inquiry
- Event Highlights

### ADDITIONAL TERMS & CONDITIONS

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non- Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, the Cross Function Team Member may participate in Team Inquiry, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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](http://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 Gartner Analysts related to a specific IT role.

### DELIVERABLES

The Industry Advisory Services 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 Role Team Members are “Licensed Users”.

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

- Industry-specific IT Research
- Core IT Research
- Role-Specific IT Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Gartner Analysts Webinars
- Peer Networking
- Talking Technology Series
- Team Inquiry
- Event Highlights

### ADDITIONAL TERMS & CONDITIONS

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.

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non- Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, the Role Team Member may participate in Team Inquiry, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Leader to advance the Team Leader’s agenda.

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](http://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 Gartner Analysts related to specific IT roles.

### DELIVERABLES

The Industry Advisory Services 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 Essentials Team Members are “Licensed Users”. The Deliverables for the Essentials Team Member are set forth below.

- Industry-specific IT Research
- Core IT Research
- Role-Specific IT Research
- Select *Harvard Business Review* content
- IT Key Metrics Data
- Diagnostic Tools, Templates, and Case Studies
- Selected Vendor Reports
- Weekly Picks & News Analysis
- Gartner Analyst Webinars
- Peer Networking
- Talking Technology Series
- Team Inquiry
- Team Library
- Event Highlights

### ADDITIONAL TERMS & CONDITIONS

The Essentials Team Member (a) may open an unmetered number of Weekly Picks, News Analysis, and Webinars; and (b) is entitled to access Gartner Research documents from the Research Deliverables above, as follows:

1. **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.
2. **Reversals** — Up to 20 (twenty) reversals (to reverse a debit of specific Gartner Research documents) during the contract term.

Participation in Team Inquiry is limited to the Licensed User(s) and the Gartner Analyst only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). Specifically, The Essentials Team Member may participate in Team Inquiry sessions, by leading the discussion or posing questions to the Analyst on their behalf or on behalf of the team, provided the sessions are scheduled and attended by the Team Leader to advance the Team Leader’s agenda.

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](http://gartner.com).

## **Version: 2 February 2016**

### **Prices for Additional Services for New York State Gartner for IT Associates**

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**Prices effective 1 February 2016 through 31 January 2017**

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

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

## Guidelines for Gartner Services

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

**Ownership and Use of the Services.** Gartner owns and retains all rights to the Services not expressly granted to Client. Only the individuals named in the Client Purchase Order (each a "**Licensed User**") may access the Services. Each Licensed User will be issued a unique password, which may not be shared. Client agrees to review and comply with the **Usage Guidelines for Gartner Services** ("**Guidelines**"), which are accessible to all Licensed Users via the "Policies" section of [gartner.com](http://gartner.com). Among other things, these Guidelines describe how Client may substitute Licensed Users, excerpt from and/or share Gartner Research documents within the Client organization, and quote or excerpt from the Services externally.

Client may not redistribute copies of individual research documents, by electronic means or otherwise, to non-Users without Gartner's prior written permission. Users may not reproduce or distribute the Services externally without Gartner's prior written permission, except for external distribution, in their entirety only, of reprints of individual documents purchased by Client. Client may excerpt from the Services for external use only if Client obtains the prior written approval of Gartner Vendor Relations, at [vendor.relations@gartner.com](mailto:vendor.relations@gartner.com). Any approved external use of the Services must comply with Gartner's *Copyright and Quote Policy* which may be viewed on the Gartner Vendor Relations section of [gartner.com](http://gartner.com). Services may not be stored by Client on any information storage and retrieval system.

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

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

**DISCLAIMER OF WARRANTIES.** THE SERVICES ARE PROVIDED ON AN "AS IS" BASIS, AND GARTNER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR AS TO ACCURACY, COMPLETENESS OR ADEQUACY OF INFORMATION. CLIENT RECOGNIZES THE UNCERTAINTIES INHERENT IN ANY ANALYSIS OR INFORMATION THAT MAY BE PROVIDED AS PART OF THE SERVICES, AND ACKNOWLEDGES THAT THE SERVICES ARE NOT A SUBSTITUTE FOR ITS OWN INDEPENDENT EVALUATION AND ANALYSIS AND SHOULD NOT BE CONSIDERED A RECOMMENDATION TO PURSUE ANY COURSE

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OF ACTION. GARTNER SHALL NOT BE LIABLE FOR ANY ACTIONS OR DECISIONS THAT CLIENT MAY TAKE BASED ON THE SERVICES OR ANY INFORMATION OR DATA CONTAINED THEREIN. CLIENT UNDERSTANDS THAT IT ASSUMES THE ENTIRE RISK WITH RESPECT TO THE USE OF THE SERVICES.

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

## Gartner for IT Associates

Gartner for IT Associates is a self-service, reference-level offering that enables broader access on an as-needed basis to Gartner Core IT Research at the more tactical level of an IT organization. Gartner for IT Associates document access is purchased in increments of 100 to a maximum allocation of 200 documents.

### ***Deliverables***

The Service Descriptions appear on the following pages.

**Table 19. Gartner for IT Associates: Pricing**

Description	Price
<b>Gartner for IT Associates 100 documents — Limited Availability</b>	\$ 20,800
<b>Gartner for IT Associates 200 documents</b>	\$ 41,600

Notes:

- IT Associates purchasing terms and prerequisite applies. A minimum spend of \$1,300,000 in other Gartner Research service subscriptions required. Check with Sales representative for details.
- Gartner for IT Associates 100 documents has limited availability. Client must confirm availability with Sales representative before placing order.

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## SERVICE DESCRIPTION

### Attachment to the Service Agreement

## GARTNER FOR IT ASSOCIATES 100 RESEARCH NOTES

Gartner for IT Associates 100 Research Notes (the “Service”) provides clients with self-service access to Gartner Core Research via gartner.com.

### DELIVERABLES

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Core IT Research
- Core IT Research Spotlights
- Special Research Reports
- Latest Industry News Bulletins

### ADDITIONAL TERMS & CONDITIONS

Client may set forth in the applicable Service Agreement the total number of Research Notes (“Document Allocation”) that may be opened on gartner.com by all Licensed Users, in aggregate, not to exceed 100 (one hundred).

Client must select an administrator (“Client Administrator”), to manage this Service. The Client Administrator may determine the number of Research Notes that each Licensed User is entitled to open within the Document Allocation. There is no limit to the number of Licensed Users who may use this Service provided that: (a) each Licensed User opens no more than 50 (fifty) Research Notes; and (b) such use is within the Document Allocation.

Once a Licensed User selects and opens a Research Note on gartner.com, a document view is deducted from the Document Allocation. Each document view counts as a separate and distinct document. A document is counted only once, so long as it is viewed by the same Licensed User within a 90- (ninety-) day period.

Licensed Users may forward links to Research Notes on gartner.com only to other Licensed Users who are employees of the Client organization. Downloading and forwarding of PDF files, internally or externally, is expressly prohibited. Once a Licensed User receives a forwarded link and opens the Research Note associated with the link, a document view is deducted from the Document Allocation.

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.

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**SERVICE DESCRIPTION**  
**Attachment to the Service Agreement**

**GARTNER FOR IT ASSOCIATES 200 RESEARCH NOTES**

Gartner for IT Associates 200 Research Notes (the “Service”) provides clients with self-service access to Gartner Core Research via gartner.com.

**DELIVERABLES**

Each user designated by Client (“Licensed User”) receives the following Deliverables:

- Core IT Research
- Core IT Research Spotlights
- Special Research Reports
- Latest Industry News Bulletins

**ADDITIONAL TERMS & CONDITIONS**

Client may set forth in the applicable Service Agreement the total number of Research Notes (“Document Allocation”) that may be opened on gartner.com by all Licensed Users, in aggregate, not to exceed 200 (two hundred).

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