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.
   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.

Use of the Service is governed by the Gartner Usage Policy (formerly known as the Usage Guidelines for Gartner Services) and the Gartner Copyright and Quote Policy, which are accessible on the Policies section of gartner.com.