SERVICE DESCRIPTION

Attachment to the Service Agreement

GARTNER FOR CHIEF FINANCIAL OFFICERS TEAM
TEAM LEADER

Gartner for Chief Financial Officers Team: Team Leader (the “Service”) is for CFOs/heads of finance and their leadership teams at the client company (“Client”). The Service provides Client with (i) an ongoing advisory relationship with Gartner, and (ii) access to Gartner Research covering the finance sector and specific finance roles in a team environment. The Service requires the separate purchase of Gartner for Chief Financial Officers Team Member Services.

DELIVERABLES

The Gartner for Chief Financial Officers Team is comprised of two sets of users: (i) the “Team Leader”, and (ii) “Team Members” designated by Client and listed in the Service Agreement. Collectively, the Team Leader and Team Members are “Licensed Users”.

1. The Team Leader is entitled to the following Gartner Deliverables:

- Assigned Service Delivery Team
- Virtual Strategy Meetings
- Peer Experiences
- Peer & Practitioner Research
- Gartner Research for Finance Roles
- Tools and Templates
- Virtual Strategy Meetings
- Functional Diagnostics
- Webinars
- Individual Inquiry
- Team Inquiry
- CFO & Finance Executive Conference Ticket

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

(a) **Assigned Service Delivery Team**: A Service Partner, who is a member of the Assigned Service Delivery Team (“Delivery Team”), will serve as Licensed User’s primary point of contact for this Service. The Service Partner will work with Licensed User to develop and continuously evolve an advisory plan to: (i) highlight value sought, (ii) identify key issues on which service delivery will focus, and (iii) define how the Service will deliver that value. The Service Partner will, as necessary, select and synthesize research in accordance with the plan. Client interactions with the Service Partner may include Strategy Meetings, research expert dialogues, CFO & Finance Executive Conference attendance, Facilitated Networking interactions or Service Partner teleconferences or meetings. A client success manager, also a member of the Delivery Team, will work in partnership with the Service Partner to facilitate a coordinated service approach.

(b) **Virtual Strategy Meetings**: Service Partner will meet with Team Leader for coaching and advice on strategic planning and execution of (i) review and apply relevant finance research content, (ii) recommend appropriate experts on issues of relevance to Client, and/or (iii) develop, discuss progress of and, where necessary, modify the advisory plan.

(c) **Peer Experiences**

Gartner provides opportunities for peer engagement in a variety of ways. Licensed Users have access to Gartner assets that enable ratings and reviews, connecting with qualified peers, access to community features, and exclusive features specific to client role.

Facilitated Networking: Service Delivery Team will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise.

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ADDITIONAL USAGE INFORMATION

The Team Leader may forward to others in the client company up to 25 (twenty-five) Gartner Research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding the purchase of additional User licenses.

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

The Conference Ticket is a numbered identifier (e.g., 424562) that entitles Licensed User to register for one (1) conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from the date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner research offering are valid only for Gartner conferences during the contract term of that service. One (1) Ticket is issued per contract term of 12 (twelve) months – a shorter contract term does not entitle Client to a Ticket. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) individual and may not be used for admission to any Gartner conference other than a CFO & Finance Executive Conference.

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

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