



Usage Guidelines for Gartner Services

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Welcome to Gartner!

Thank you for purchasing a License to Gartner Research.

We've created these Usage Guidelines for Gartner Services especially for you, the Licensed User. Through easy to understand rules and practical scenarios, the Guidelines are intended to help you use the Gartner Services within your contractual entitlements; and also get the most value from your Gartner relationship.

These **Guidelines** are intended to address the following areas:

I. Research Documents for Internal Use (within your company)

II. Research Documents for External Use (outside your company)

III. Analyst Inquiry

IV. Usernames & Passwords

Baseline License: These Usage Guidelines constitute a baseline license that is generally applicable to Licensed Users who have purchased a subscription to Gartner Services. Where a specific Gartner product offering includes entitlements that are different from the baseline license, the terms of that product offering will apply. Gartner reserves the right to periodically update these Usage Guidelines.

Monitoring of Usage: Please note that Gartner monitors activity on our web site, including use of our Services by Licensed Users. If we see indications that our Services are being used outside of these Usage Guidelines, we may contact your organization and ask you to investigate your use of the Services and provide us with information to validate that the Services are being used within your contractual entitlement.

If you have any questions regarding the Guidelines, please contact us at usage.guidance@gartner.com .

I. Research Documents – Internal Use (within your company)

A. Research Documents - Internal Use

Only you, the Licensed User, may access and open Gartner Research documents. You may access and open as many documents within the scope of your Research Service as you like, so long as the documents are for your own personal use in your job. We understand, in the course of using the Gartner Research that you may need to share the knowledge you have learned from Gartner internally with your colleagues. Provided below are the various ways in which you can do that:

1. Print one copy: If you'd like a hard copy of any individual Gartner Research document, you're free to print one (1) copy for your own personal use in your job role (multiple copies are not permitted unless part of a standard product offering).

2. Impart your Knowledge internally within Client organization: You may want to impart some of the content or knowledge you've learned from Gartner Research to colleagues on your project team or in your company's management. There are a number of ways you can do this:

a. Create your Own Summary: You may briefly summarize a Gartner Research document in your own words, and distribute the summary internally to your project team or senior-level decision makers in connection with a specific project. Make sure to attribute Gartner as the source. This is an acceptable use so long as it is not done on a systematic or routine basis (e.g., by preparing and distributing a periodic summary of Gartner Research) and so long as distribution is limited to an internal audience only.

b. Excerpt Gartner Content: You may incorporate a small excerpt from a Gartner Research document (e.g., a few lines of text, a paragraph, a specific graphic) within an internal report or presentation. Make sure to attribute Gartner as the source. This is an acceptable use so long as it is not done on a systematic or routine basis (e.g., by preparing and distributing a periodic summary of excerpts from Gartner Research) and so long as distribution is limited to an internal audience only.

c. Internal Distribution to Individuals: Unless such a right is part of a standard Gartner product offering your company has purchased, you may not distribute Gartner Research documents in their entirety to Non-Users inside your company. You may, however, create your own summary of, or excerpt content from, Gartner Research documents and share those summaries/excerpts with Non-Users inside your company.

d. Internal Distribution to Mass Audiences: Unless you purchase a Reprint License, you may not post or otherwise mass distribute Gartner Research documents in their entirety per the Copyright and Quote Policy (e.g. via hard copy, email, and/or posting on intranet, company bulletin boards or other information storage & retrieval systems).

B. Usage Scenarios for Research Documents within your Company

SCENARIO 1: Use of Gartner Research Documents by Licensed User

ACCEPTABLE USES

- Dawn (**Licensed User**) can open and access as many Gartner Research documents as she wants within the scope of her company's purchased Service. Dawn can also print one hard copy of any individual Gartner Research document for her personal use - so long as such use is in connection with her job role at her company.
- Frank (**Licensed User**) has read a Gartner Research document that he would like to share with his colleagues, Joan and Larry. Gartner permits such sharing through its "Email this Summary" option located on the top right corner of the Gartner Research document. Please note, in order for

Joan and Larry to access the Gartner Research document, they must be Licensed Users with the same level of access as Frank. Regardless of whether the recipient is a Licensed User, Gartner as a general rule does not permit the downloading and forwarding of the PDF of the Gartner Research document.

SCENARIO 2: Summarizing Gartner Content

ACCEPTABLE USES

- Frank (**Licensed User**) read an interesting Gartner Research document on Strategic Cost Management which he would like to share with 10 of his colleagues. Rather than copying and forwarding the Gartner Research document in its entirety, he summarizes the main points in a memorandum that he sends out to his colleagues. This is an acceptable use so long as the summarizing is not done on a systematic or routine basis (e.g., by preparing and distributing a periodic summary of Gartner Research) and so long as distribution is limited to an internal audience only.

UNACCEPTABLE USES

- Dawn (**Licensed User**) is the only Licensed User in her IT department. She has the sole function of reviewing Gartner Research documents and distributes summaries on (1) a recurring basis and (2) to a large number of people in her department. This is an unacceptable use because Dawn is sharing her summary of the Gartner Research document (1) on a systematic or routine basis and (2) to an audience of non-Users that extends beyond a 15 person project team.

SCENARIO 3: Excerpting & Quoting Gartner Content

ACCEPTABLE USES

- Henry (**Non-User**) is working on a project and seeks advice from his colleague, Dawn (**Licensed User**). Dawn jots down some information she learned from Gartner Research documents, including a small excerpt from a Gartner report, and sends it to Henry. The excerpt is properly attributed to Gartner.
- Dawn (**Licensed User**) schedules a meeting with her project team and inserts one quote, consisting of 2 sentences, and one graphic from a Gartner Research document into her PowerPoint presentation. She is careful to properly attribute Gartner per section 6.1 of the Gartner Copyright and Quote Policy.

UNACCEPTABLE USES

- Frank (**Licensed User**) compiles a regular weekly "IT Newsletter" for his Non-User colleagues, in which he routinely includes excerpts from numerous Gartner Research documents that he believes will be of interest to the group. This is unacceptable because excerpting of Gartner Research, while permitted in connection with an occasional internal report, may not be done on a routine or systematic basis (which would eliminate the need to purchase additional User Licenses.)

SCENARIO 4: Internal Distribution to Individuals

ACCEPTABLE USES

- Dawn (**Licensed User**) is working on a strategic initiative for her company's management. As part of this short-term project, she needs to share pertinent Gartner Research with her Senior Managers. Since Dawn subscribes to a product that includes the right to share a discrete number of documents internally within her company, she is able to share this research with her Senior Managers.
- Frank (**Licensed User**) has read a Gartner Research document that he would like to share with his colleagues, Joan and Larry. Gartner permits such sharing through its "Email this Summary" option located on the top right corner of the Gartner Research document. Please note, in order for Joan and Larry to access the Gartner Research document, they must be Licensed Users with the same level of access as Frank. Regardless of whether the recipient is a Licensed User, Gartner as a general rule does not permit the downloading and forwarding of the PDF of the Gartner Research document.

UNACCEPTABLE USES

- Sally (**Non-User**) is responsible for numerous projects throughout the year and often seeks information from her colleague, Frank (**Licensed User**). Frank researches Sally's project topics on gartner.com and forwards the relevant Gartner Research document(s) in their entirety to Sally. This is an unacceptable use because Sally is not a Licensed User. In order for Sally to view a Gartner Research document in its entirety, Client should contact their Account Executive to purchase an additional User License. The Account Executive will make sure to find an appropriate solution to meet Sally's requirement.
- As part of a presentation for his project team, Frank (**Licensed User**) excerpts multiple graphics from a Gartner Research document and inserts full pages of the document into the appendix of his presentation. This is an unacceptable use because Gartner does not permit wholesale copying of its Research documents. Gartner does, however, permit the internal use of small excerpts of text and single graphics from Gartner Research documents, so long as there is proper attribution per section 7.1 of the Gartner Copyright and Quote Policy. Alternatively, Frank could purchase a Reprint License so that he could use the entire document, per the terms of his Reprint License.

SCENARIO 5: Internal Distribution to Mass Audiences

ACCEPTABLE USES

- Frank (**Licensed User**) reads a Gartner Magic Quadrant where his company is positioned in the Leader's quadrant for that particular technology. Frank purchases a Reprint License of the Magic Quadrant from Gartner. Gartner thereafter sends to Frank a formatted Reprint version of the Magic Quadrant that he may post on his company's intranet site per the Reprint License.

UNACCEPTABLE USES

- Frank (**Licensed User**) is responsible for researching emerging technologies for his department. When he finds a Gartner Research document of interest he either places the document(s) in a team folder on a shared server or sends out a group e-mail with the attached PDF version of the document(s). This is an unacceptable use because Gartner does not permit Licensed Users to post the PDF version of a Gartner Research document on department or company-wide servers. Frank can summarize the relevant Gartner Research document(s) for his team or alternatively he can purchase a Reprint License for the relevant Gartner Research documents.

SCENARIO 6: Storing Gartner Content is not Permitted

ACCEPTABLE USES

- Dawn (**Licensed User**) is often called upon to travel in her job role. As such, she likes to read Gartner Research documents on her laptop computer while en route. As a Licensed User, you are allowed to download a PDF version of the Gartner Research document for your own personal use (where PDF capability is an option on gartner.com). As a general rule, however, Gartner does not permit Licensed Users to download a PDF version of the Gartner Research document for the purpose of distributing to others, inside or outside of their company and regardless of whether the recipient is a Licensed User.

UNACCEPTABLE USES

- Sally (**Licensed User**) is an administrator in the IT department of her company and is responsible for providing research access to her department. Often times she likes to forward Gartner Research documents to others in her department working on key projects. To facilitate this distribution, she has downloaded and stored a number of Gartner Research documents on her desktop. As a general rule, Gartner does not permit the downloading and storing of Gartner Research documents on internal storage and retrieval systems (i.e. personal laptops, interdepartmental servers, company-wide intranet or bulletin boards, SharePoint or other information storage & retrieval systems).
- Frank (**Licensed User**) has decided not to renew his Gartner license due to budget constraints. Two weeks prior to his contract end date, Frank peruses gartner.com and downloads a large number of Gartner Research documents that he thinks he will need for future reference. All Gartner content including Gartner Research documents is owned and copyrighted by Gartner. Client companies are permitted to access and view the Gartner Research for the license term set forth in their Service Agreement. Once that license term has ended, the Licensed User is no longer permitted to use or store the Gartner Research.

SCENARIO 7: What if product purchased has different entitlements from Usage Guidelines?

ACCEPTABLE USES

- Sally (**Licensed User**) subscribes to a Gartner for IT Leaders Advisor License and is concerned because the terms in her Service Description for that product are different from the baseline License described in the Usage Guidelines. In instances, where a specific Gartner product offering includes entitlements that are different from the baseline license in the Usage Guidelines; the terms of that product offering will apply for the duration of Sally's Service Agreement.

II. Research Documents – External Use (outside your company)

Overview Section

Only you, the Licensed User, may access and open Gartner Research documents. You may access and open as many documents within the scope of your Research Service as you like, so long as the documents are for your own personal use in your job. We understand, however, in the course of using the Gartner Research, that you may need to share the knowledge you have learned from Gartner with individuals outside your Company, and provided below are the various ways in which you can do that:

Impart your Knowledge externally outside Client organization: You may want to impart some of the content or knowledge you've learned from Gartner Research externally to individuals or entities outside of your Client organization. There are a number of ways you can do this:

- a. **Excerpting or Referencing with Prior Written Approval:** You may excerpt from or otherwise reference Gartner Research documents for external use so long as you obtain prior written approval from Gartner at quote.requests@gartner.com, and comply with the guidelines in the Gartner Copyright and Quote Policy.
- b. **Purchase a Reprint License for External Use:** You may purchase a Reprint License of a Gartner Research document in its entirety for external distribution, per the terms of your Gartner Reprint Agreement. For more information on Reprint Licenses go to the Gartner Media Products section.
- c. **External Distribution to Individuals:** While you may excerpt or reference with prior written approval or purchase a Reprint License, you may not distribute Gartner Research documents to individuals outside your company, unless such a distribution right is part of a standard Gartner product offering.
- d. **External Distribution to Mass Audiences:** Unless you purchase a Reprint License or other related Gartner product offering, you may not post or otherwise mass distribute Gartner Research documents in their entirety outside of the Client organization per the Copyright and Quote Policy (e.g. via hard copy, email, and/or posting on internet or other information storage & retrieval systems).

B. Usage Scenarios for Research Documents outside your Company

SCENARIO 1: Excerpting or Referencing with Prior Written Approval

ACCEPTABLE USES

- Frank (**Licensed User**) is planning a presentation at a local business seminar and wants to incorporate into his PowerPoint quotes from a Gartner Research document. Prior to the presentation, Frank consults the Copyright and Quote Policy and e-mails quote.requests@gartner.com for approval of his proposed use of the Gartner quotes. Following receipt of the Gartner approval, Frank delivers a knock-out presentation.
- Frank (**Licensed User**) is not sure how much Gartner content he is allowed to excerpt/quote or otherwise reference in his upcoming article he is publishing for an IT conference. He is struggling with how much he is permitted to quote or reference under the Gartner Copyright and Quote Policy. Wanting to be in compliance, Frank reviews the policy and e-mails quote.requests@gartner.com.

UNACCEPTABLE USES

- Dawn (**Licensed User**) who is responsible for issuing her company's press releases, incorporates content from a Gartner Research document into the company's press release without first obtaining written approval from Gartner. This is unacceptable because the Gartner

Usage Guidelines for Gartner Services

Copyright and Quote Policy requires that all external use of Gartner content receive prior written approval from Gartner. Dawn should review the policy and e-mail quote.requests@gartner.com.

SCENARIO 2: External Distribution

ACCEPTABLE USES

- Laura (**Licensed User**) is the head of Public Relations and recently purchased a Reprint License which provides her with distribution rights to a Magic Quadrant in which Gartner placed her company in the Leaders quadrant. Laura would like to share the evaluation with her prospects and clients. After working with and receiving approval from the Gartner Reprints team for the promotional language in her e-mail, Laura may send her email (containing the link to the Reprint) to her prospects and clients. Everyone thoroughly enjoyed reading the Magic Quadrant report in its entirety.
- Dawn (**Licensed User**), an Analyst Relations director at her company, purchases a Reprint License of a Vendor Rating Gartner Research document where her company is favorably positioned. Dawn shares the Reprint externally in accordance with the terms of her company's Reprint License with Gartner.

UNACCEPTABLE USES

- Frank (**Licensed User**), who works for a Public Relations firm, is responsible for researching technology trends on behalf of his clients. When he finds a Gartner Research document of interest he sends to his clients a group e-mail with the copyrighted PDF version of the document(s) as an attachment. This is an unacceptable use because Gartner does not permit Licensed Users to forward via e-mail a PDF version of a Gartner Research document. Instead, Frank should e-mail to quote.requests@gartner.com his draft e-mail containing a few key sentences he would like to quote from the Gartner Research document(s). Once he receives approval from Quote Requests, he may then e-mail the approved quote to his Clients. Alternatively, Frank could purchase a Reprint License so that he could use the entire document, per the terms of his Reprint License.

SCENARIO 3: What if product purchased has different entitlements from Usage Guidelines?

ACCEPTABLE USES

- Dawn (**Licensed User**) subscribes to a Gartner for Sales Professionals License and is concerned because the terms in her Service Description for that product are different from the baseline License described in the Usage Guidelines. In instances, where a specific Gartner product offering includes entitlements that are different from the baseline license in the Usage Guidelines; the terms of that product offering will apply for the duration of Dawn's Service Agreement.

III. Analyst Inquiry Usage Guidelines

A. Overview

If you are a Licensed User who is entitled under your company's contract with Gartner to engage with Gartner Analysts through our Inquiry Service, we encourage you to schedule Inquiry calls to discuss a company related issue and/or the interpretation and application of any Gartner Research documents *provided that* any such discussion is based on Gartner Research that is published within the scope of your particular Service. Unless otherwise provided in a standard Gartner product offering, there are three basic guidelines for Analyst Inquiry:

1. Participation on Analyst Inquiry calls is limited to Gartner and those Licensed Users who are entitled to Analyst Inquiry under their company's contract with Gartner. Non-Users, inside or outside the Client company, may not participate on Analyst Inquiry calls.
2. Depending on the level of service to which you subscribe, analyst Inquiry calls may take between 15 and 60 minutes.
3. Analyst Inquiry can also be used for basic technology reviews of business-related documents up to 20 pages in length.

B. Usage Scenarios for Analyst Inquiry

SCENARIO 1: Scheduling an Analyst Inquiry call

ACCEPTABLE USE

- After reading a Banking and Investment Services Gartner Research document, George (**Licensed User**) would like to speak with the Gartner Industry Analyst who authored it to ask some second level questions regarding the information he read. Since George has the necessary Advisor-level access with his Industry Advisory Services License, George may ask Gartner to schedule an Analyst Inquiry call with the relevant Gartner Industry Analyst.

UNACCEPTABLE USE

- Sally (**Non-User**) must provide guidance to her senior leadership team on how to best restructure their network and communications systems. Sally's colleague, Frank (**Licensed User**) schedules an Analyst Inquiry call and encourages Sally to participate in his place. This is an unacceptable use because Non-Users may not participate on Analyst Inquiry calls. Frank may, however, take notes on his Analyst Inquiry call and share those notes with Sally; or alternatively, the Client company may contact their Account Executive to purchase a User License for Sally so that she can participate in her own right on Analyst Inquiry calls. The Account Executive will make sure to find an appropriate solution to meet Sally's requirement.

SCENARIO 2: Participation in Analyst Inquiry calls

ACCEPTABLE USE

- George (**Licensed User**) is working with a group of colleagues, all of which have Advisor-level licenses for the Industry Advisory Services. They are launching a project related to gaining a competitive edge in the global manufacturing market. In anticipation for the launch, George would like to schedule an Analyst Inquiry call with an Industry Advisory Analyst to better understand the key issues. This is an acceptable use of Analyst Inquiry, as all participants have an Advisor-level license for the Industry Advisory Services.

UNACCEPTABLE USE

- Frank (**Licensed User**) is an Enterprise Architect who is responsible for multiple projects throughout the year. Frank likes to have other colleagues join him on his Analyst Inquiry calls to ensure that there is consensus and that all relevant questions are answered during the call. Sometimes, Frank invites a large group of participants to these Analyst Inquiry calls, none of whom has the Advisor-level or workgroup license required for participation. This is an unacceptable use of Analyst Inquiry calls, because only Licensed Users with the correct access level for the relevant

service may participate on Analyst Inquiry calls. If Frank wants to have other colleagues participate with him on Analyst Inquiry calls, Frank should contact his Account Executive who will help Frank find an appropriate solution to meet his requirements.

- Sally (**Licensed User**) is an administrator in the IT department of her company and currently subscribes to an Advisor-level license for Industry Advisory Services. Often times she sets up Analyst Inquiry calls for others in her department working on key projects (i.e. regardless if the other person is a non-User or Licensed User with a different level of access). Sally never joins the Analyst Inquiry calls. As a general rule, participation on Analyst Inquiry calls is limited to Gartner and those Licensed Users who are entitled to Analyst Inquiry for the same type of service under their company's contract with Gartner. Non-Users, inside or outside the Client company, may not participate on Analyst Inquiry calls.

SCENARIO 3: Use of Analyst Insights

ACCEPTABLE USE

- George (**Licensed User**) is assigned to a project team and schedules an Analyst Inquiry call with Gartner for additional insight on a subject. George may take notes during the Analyst Inquiry call and share those notes internally with his colleagues on the project team. Sharing notes from an Analyst Inquiry call internally with colleagues on a project team is an acceptable use so long as it is not done on a systematic or routine basis and so long as distribution is limited to an internal audience only (e.g., project teams of no more than 15 people, if it is more than that please consult usage.guidance@gartner.com for additional guidance.

UNACCEPTABLE USE

- Frank (**Licensed User**) asks Gartner to schedule an Analyst Inquiry call to assist him in reviewing a significant purchasing contract. Frank invites an outside consultant, retained by his company, to join him on the Analyst Inquiry call. This is an unacceptable use because Gartner does not permit Non-Users, inside or outside of Client company, to participate on Analyst Inquiry calls. Frank is, however, welcome to take notes on the Analyst Inquiry call and share those notes confidentially with his company's outside consultant.
- Dawn (**Licensed User**) is responsible for numerous cost cutting initiatives in her company's IT department and would like to work with a Gartner Analyst to set up an internal workshop to discuss her company's campaign to restructure bonuses. Since this request is not directly addressed by Gartner published research and requires additional investigation by the analyst, it cannot be fulfilled in a 30-minute Analyst Inquiry call. Alternatively, Dawn may purchase from her Account Executive a Strategic Advisory Services (SAS) Internal Advisory Session.

SCENARIO 4: Recording of Analyst Inquiry Calls is Not Permitted

UNACCEPTABLE USE

- Frank (**Licensed User**) schedules an Analyst Inquiry call to discuss a Gartner Research document on "Green IT Strategies." Frank wants to record the Analyst Inquiry call so that he can share the information he learns with a key group of managers within his organization. This is an unacceptable use because Gartner does not permit clients to record Analyst Inquiry calls. While Frank may share personal notes he takes during the Analyst Inquiry call, a verbatim recording of the Analyst Inquiry call is not permitted.

SCENARIO 5: What if product purchased has different entitlements from Usage Guidelines?

ACCEPTABLE USES

- George (**Licensed User**) subscribes to a Gartner for IT Executives CIO License and is concerned because the terms in her Service Description for that product are different from the baseline License described in the Usage Guidelines. In instances, where a specific Gartner product offering includes entitlements that are different from the baseline license in the Usage Guidelines; the terms of that product offering will apply for the duration of George's Service Agreement.

IV. Usernames & Passwords Usage Guidelines

A. Overview

As a Licensed User, your Username and Password are for your personal use only, and may not be shared with others, either inside or outside your company. There are, however, two exceptions where your company may reassign your Username and Password to another individual within your company:

1. If your job responsibilities substantially change so that you no longer require access to the Gartner Services; or
2. If you permanently leave your company.

As a general rule, when your company substitutes a Licensed User as provided above, the new Licensed User must be located in the same country as the original Licensed User. In situations where this is not possible, we encourage you to consult with your Account Executive, who will work with you to develop an appropriate solution.

B. Usage Scenarios for Usernames & Passwords

SCENARIO 1: How to Select a Username

ACCEPTABLE USE

- Martha is a newly designated licensed user (**Licensed User**). Since Usernames must be personal to the Licensed User, her company's membership administrator may create a Username for Martha based on either her proper name or her e-mail address at her company.

UNACCEPTABLE USE

- John Baker, a newly licensed user (**Licensed User**), has recently been assigned a Gartner Core Research Advisor License. John requests that his Username reference the name of his department or his department's generic e-mail address. This is an unacceptable use because Usernames must be personal to the Licensed User and may not reference a company department or departmental e-mail address. An acceptable Username in this scenario is John Baker, or john.baker@client_company.com.

SCENARIO 2: Changing Usernames & Passwords

ACCEPTABLE USES

- Judy (**Licensed User**), an IT manager at Client company, leaves Client company to accept employment elsewhere. At Client's request, Gartner will issue a new Username and Password to a substitute Licensed User designated by Client company.
- Judy (**Licensed User**), an IT manager at Client company, leaves the IT department and accepts another position in Client company that does not require her to access Gartner Research. At Client's request, Gartner will issue a new Username and Password to a substitute Licensed User designated by Client company.

UNACCEPTABLE USES

- Frank (**Licensed User**) offers to assist his colleague Sally (**Non-User**) on her work-related project by permitting Sally to log on to gartner.com using his Username and Password. In order for Sally to log on to gartner.com, she would need to have her own User License. Client should contact their Account Executive to purchase an additional User License. The Account Executive will make sure to find an appropriate solution to meet Sally's requirement.
- Frank (**Licensed User**) is part of an IT team along with colleagues, Sally and Kate (**each, a Non-User**). Frank administers the Gartner Licenses on behalf of his team. Although Frank's job has not substantially changed, he thinks that Sally could benefit from access to Gartner Research. Frank assigns his Username and Password to Sally for the duration of the project; and when the project is completed, Sally reassigns the Username and Password to Frank. Frank (**Licensed User**) then assigns his Username and Password to Kate (**Non-User**) so that she may access the Gartner Services.

Usage Guidelines for Gartner Services

- This is an unacceptable use because Gartner does not permit systematic "recycling" of a single Gartner User License. Substitutions of Licensed Users are permitted only on a non-routine basis in two discrete situations: (1) where the original Licensed User permanently leaves Client company, or (2) where there is a substantial change in the original Licensed User's job responsibilities so that he/she no longer requires access to Gartner Research.

SERVICE DESCRIPTION
Attachment to the Service Agreement
CORE RESEARCH REFERENCE FOR HIGHER EDUCATION

Gartner Core Research is a service that provides research and advice about information technology for decision makers. It provides clients with the base of knowledge and advice needed to capitalize on IT technologies and markets. Gartner Core Research Reference for Higher Education Institutions is an offering designed to meet the specific needs of students, faculty, staff and technology professionals within the institution's designated campus location.

Named Reference Users are issued individual User IDs that provide the individual User with access to Gartner research through gartner.com.

DELIVERABLES

Named Reference Users have access through gartner.com to a range of written reports, such as:

- **Spotlights** — Reflect current client issues; consider the issues from several different perspectives and tie together research from all the Core 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.

If Client is entitled to Campus-Level Access to Gartner Core Research, then students, staff and faculty at a specified campus location of the Client educational institution will have Reference-Level access to Core Research deliverables, as stated above.

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.