

Gartner, Inc. Service Agreement for COUNTY OF LAKE (“Client”)

This Service Agreement (“SA”) is between Gartner, Inc. of 56 Top Gallant Road, Stamford, CT 06902 (“Gartner”) on behalf of itself and all wholly-owned affiliates of Gartner, Inc. and Client of 18 N County St Waukegan IL 60085-4351. (“Client”), and includes the Master Client Agreement (230000000093) between Gartner or Gartner’s parent or affiliate and Client or Client’s parent or affiliate dated OCT-2023 the terms of which are incorporated by reference, and all applicable Service Descriptions. This SA constitutes the complete agreement between Gartner and Client. Client agrees to subscribe to the following Services for the term and fees set forth below.

1. DEFINITIONS AND ORDER SCHEDULE:

Services are the subscription-based research and related services purchased by Client in the Order Schedule below and described in the Service Descriptions. Service Names and Levels of Access are defined in the Service Descriptions. Gartner may periodically update the names and the deliverables for each Service. If Client adds Services or upgrades the level of service or access, an additional Service Agreement will be required.

Service Descriptions describe each Service purchased, specify the deliverables for each Service, and set forth any additional terms unique to a specific Service. Service Descriptions for the Services purchased in this SA may be viewed and downloaded through the hyperlinks listed in Section 2 below or may be attached to this SA in hard copy, and are incorporated by reference into this SA.

<u>Service Name</u>	<u>Level of Access</u>	<u>Quantity</u>	<u>Name of User to be Licensed</u>	<u>Contract Term Start Date</u>	<u>Contract Term End Date</u>	<u>Annual Fee USD</u>	<u>Total Fee USD</u>
Gartner for CIOs Team Plus	Leader	1	Chris Blanding	01-DEC-2023	30-NOV-2024	\$66,364.00	\$66,364.00
Gartner for CIOs Team Plus	Advisor Member	1	Patrice Evans	01-DEC-2023	30-NOV-2024	\$48,485.00	\$48,485.00
Gartner for CIOs Team Plus	Cross Function Member	1	Erik Karlson	01-DEC-2023	30-NOV-2024	\$33,637.00	\$33,637.00
				Term Total	(Excluding applicable taxes)		\$148,486.00
				Total Services:	(Excluding applicable taxes)		\$148,486.00

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2. SERVICE DESCRIPTIONS:

<u>Service Name/ Level of Access</u>	<u>Service Description URL</u>
Gartner for CIOs Team Plus Leader	http://sd.gartner.com/sd cio team plus leader.pdf
Gartner for CIOs Team Plus Advisor Member	http://sd.gartner.com/sd cio team plus advisor member.pdf
Gartner for CIOs Team Plus Cross Function Member	http://sd.gartner.com/sd cio team plus cf.pdf

3. PAYMENT TERMS

Gartner will invoice Client annually in advance for all Services. Payment is due 45 days from the invoice date. Client shall pay any sales, use, value-added, or other tax or charge imposed or assessed by any governmental entity upon the sale, use or receipt of Services, with the exception of any taxes imposed on the net income of Gartner.

Please attach any required Purchase Order (“PO”) to this SA and enter the PO number below. If an annual PO is required for multi-year contracts, Client will issue the new PO at least 30 days prior to the beginning of each subsequent contract year. Any pre-printed or additional contract terms included on the PO shall be inapplicable and of no force or effect. All PO’s are to be sent to purchaseorders@gartner.com. This SA may be signed in counterparts.

4. CLIENT BILLING INFORMATION

Purchase Order Number

Billing Address

Invoice Recipient Tel. No.

Invoice Recipient Name

Invoice Recipient Email

5. AUTHORIZATION

Client:
COUNTY OF LAKE

Gartner, Inc.

Signature

Signature

Date

Date

Print Name

Print Name

Title

Title

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

Gartner for CIOs Team Plus: Team Leader (the “Service”) is for the most senior technology executive in the client company (“Client”), typically the CIO, and their leadership team. The Service provides access to Gartner research and experts related to all IT roles as well as specific research for the CIO role.

DELIVERABLES

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

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

- Access to Research Experts
- Peer Experiences
- Gartner IT Symposium/Xpo™ with Exclusive Member Experience
- CIO Events
- CIO Research and related content
- Executive Leadership Research and related content
- Gartner for IT Leaders Research (includes Core IT Research and Role-specific IT Research)
- Leadership Development Research and related content
- Strategic Business Content for IT Executives
- IT Key Metrics Data
- IT Podcast Series

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

(a) **Access to Research Experts**

Access to Gartner experts associated with this Service. Inquiry call participation is limited to the expert, the Leader, and Team Members. Sessions must be requested and moderated by the Leader, who must be present on the call manage and lead the discussion and questions in order to advance the leader agenda. The Leader may, on an occasional and infrequent basis (not to exceed 10 (ten) times per contract year, and not to exceed more than 25 (twenty-five) individuals per session), include in inquiry calls non-Team Members from within the client company. The Team Leader is also entitled to individual inquiry sessions with experts which may be scheduled independently of other Team Members.

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

(b) **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.

Peer & Practitioner Research: Includes peer benchmarks, best practices, case studies, tools, and templates.

(c) **Conferences and Events**

Attendance at Gartner IT Symposium/Xpo™ with Exclusive Member Experience: One non-transferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus an exclusive member experience that may include priority booking for onsite

One-on-One meetings with Gartner experts, access to an Exclusive Member Lounge and meeting rooms in the Exclusive Member Meeting Center, and networking opportunities with peers and Gartner Service Delivery associates.

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

CIO Events: Complimentary, nontransferable invitation to attend virtual Gartner CIO Events, including regional CIO Leadership Forums. Leaders Forum invitation extended where available to Leaders meeting qualifying criteria.

(d) **Research Access**

CIO Research and related content

- **Research Reports:** Up to 12 (twelve) reports per year, covering Gartner-selected topics on areas where business and IT intersect (schedules are approximations and are dependent on the publication schedule of relevant research). Includes associated tools and teleconferences hosted by Executive Programs authors to discuss topics of their reports.
- **Business Research and related content:** Targeted to CIOs, CFOs, and other business executives.

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

Gartner for IT Leaders Research and related content: Includes Gartner Core IT and Role-specific research and IT Podcast Series.

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

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

Note: For all Research Access (Letter (d), 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.

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

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

ADDITIONAL USAGE INFORMATION

The invitation or "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 date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner research service are valid only for conferences during the contract term of that service; one (1) Ticket is issued per 12-month (twelve-month) contract term – a shorter contract term does not entitle Client to a Ticket. Tickets are not transferable within the client company and 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 conference other than Gartner IT Symposium/Xpo Conference.

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

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

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

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

DELIVERABLES

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

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

- Access to Research Experts
- Peer Experiences
- Gartner IT Symposium/Xpo™
- CIO Research and related content
- Executive Leadership Research and related content
- Gartner for IT Leaders Research
(includes Core IT Research and Role-specific IT Research)
- Strategic Business Content for IT Executives
- IT Key Metrics Data
- IT Podcast Series

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

(a) **Access to Research Experts:** Provides access to research experts associated with this Service. Inquiry call participation is limited to the expert, the Advisor Team Member, and other Team Members. The Advisor Team Member must schedule and lead the inquiry sessions and is also entitled to individual inquiry sessions with experts which may be scheduled independently of other Team Members.

(b) **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.

Peer & Practitioner Research: Includes peer benchmarks, best practices, case studies, tools, and templates.

(c) **Conferences and Events**

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

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

(d) **Research Access**

CIO Research and related content

- **Research Reports:** Up to 12 (twelve) reports per year, covering Gartner-selected topics on areas where business and IT intersect (schedules are approximations and are dependent on the

publication schedule of relevant research). Includes associated tools and teleconferences hosted by Executive Programs authors to discuss topics of their reports.

- **Business Research and related content:** Targeted to CIOs, CFOs, and other business executives.

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

Gartner for IT Leaders Research and related content: Includes Gartner Core IT and Role-specific research and IT Podcast Series.

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

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

- (e) **IT Key Metrics Data:** Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (f) **IT Podcast Series:** A subscription-based podcast series featuring Gartner experts' perspectives on business priorities and challenges on topics in information technology.

ADDITIONAL USAGE INFORMATION

The invitation or "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 date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner research service are valid only for conferences during the contract term of that service; one (1) Ticket is issued per 12-month (twelve-month) contract term – a shorter contract term does not entitle Client to a Ticket. Tickets are not transferable within the client company and 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 conference other than Gartner IT Symposium/Xpo Conference.

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

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

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

DELIVERABLES

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

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

- Access to Research Experts
- Peer Experiences
- Gartner IT Symposium/Xpo™
- CIO Research and related content
- Executive Leadership Research and related content
- Gartner for IT Leaders Research (includes Core IT Research and Role-specific IT Research)
- Strategic Business Content for IT Executives
- IT Key Metrics Data
- IT Podcast Series

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

(a) **Access to Research Experts**

Inquiry: Provides access to Gartner research experts associated with this Service. Inquiry call participation is limited to the expert, the Team Leader, and Team Members. Sessions must be requested and moderated by either the Team Leader, Advisor Leader, or Advisor Member (each, a “team scheduler”). The team scheduler must be present on the call and manage and lead the discussion and questions to advance their agenda.

(b) **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.

Peer & Practitioner Research: Includes peer benchmarks, best practices, case studies, tools, and templates.

(c) **Conferences and Events**

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

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

(d) **Research Access**

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

Gartner for IT Leaders Research and related content: Includes Gartner Core IT and Role-specific research and IT Podcast Series.

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

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

- (e) **IT Key Metrics Data:** Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains.
- (f) **IT Podcast Series:** A subscription-based podcast series featuring Gartner experts' perspectives on business priorities and challenges on topics in information technology.

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