

Nuclear Regulatory Commission

Proposal for

**Executive Program EXP Premier
Services**

April 12, 2006

Gartner Overview

Gartner was founded in 1979, is incorporated in Delaware, headquartered in Stamford, CT reported revenue in 2005 of \$989M and is expected to exceed \$1B in 2006. Additionally, in 2005, Gartner acquired Meta Group in order to extend global presence and increase the ability to respond to client needs. With this acquisition, Gartner, Inc. enhanced the ability to provide clients like NRC with decision support advice on virtually all aspects of technology and the business of IT. The global coverage is unmatched in the marketplace.

Gartner, with 650 research analysts, is the leading provider of research and analysis on the information technology industry to include the business and technology issues as well as information technology human capital management research. Gartner helps clients make informed technology and business decisions by providing in-depth analysis and actionable advice. Gartner clients trust in the vigorous standards that safeguard the independence and objectivity of their research and advice.

The Public Sector focus is one of Gartner's largest and most significant client markets. Gartner will continue to focus on government delivery of research and service coverage that is relevant to the Public Sector. The Gartner VP for Public Sector Research leads the team of 7 dedicated government analysts who meet regularly with government IT leaders. The focused research areas assist clients in understanding the federal OMB, FEA, GAO, PMA mandated guidelines.

Gartner serves a global client base consisting primarily of chief information officers (CIOs), CTOs, senior IT leaders, managers, Program Office staff and business executives in the government, state and local agencies and private corporations. Gartner clients include almost every US Federal Agency and the small independent agencies.

The vast majority of our analysts are experts in some facet of the IT industry with relevant experience of at least 15 years. They are screened on a very selective basis and are expected to have deep and relevant industry experience, unusual analytic skills, client service skills, both on the phone and in person, ability to speak publicly in private client sessions as well as on a stage, and ability to write well. Of particular interest to the NRC are the 25 focus areas with an emphasis on government, pharma and healthcare.

The Gartner research is based on a thorough, proprietary process that has been fine-tuned and continually improved over 20 years. The sources of information are many -- public domain information, debriefing vendors through a rigorous probing process, interviewing users, triangulating on information, analysts' own experience, surveys, internal debates, electronic "town meetings" among analysts, interaction with clients, etc. But it is the research process that integrates all this and is the conclusions and recommendations that is unique. It entails the usage of a proprietary framework of how we pose questions, how we posit hypotheses, how we corroborate tentative conclusions, and how we continuously refine conclusions. It is aided and enabled by an automated, proprietary system that fosters collaboration of analysts around the world. All draft research is stored in a common repository where positions are challenged, peer debates occur, management reviews occur, editing happens and continuous improvement ensues. Client questions are also captured in a database, which enhances client service and is leveraged

into the research process. The result is the world's deepest, broadest, and highest quality IT research, analysis, and advice.

Their research and analysis is shared daily in a worldwide electronic, proprietary database among all Gartner analysts. This database is updated continually and is where positions, forecasts, conclusions, recommendations and advice to our clients is scrupulously debated and reviewed before publication.

Gartner created industry trademark research documents to include the Magic Quadrants with each of the various solution provider detail for each provider. **Magic Quadrants and MarketScopes** offer visual snapshots of a market's direction, maturity and participants. Understanding our research methodology will help you use these models effectively when choosing a product or service, or managing a vendor relationship. Additionally, senior analysts who are dedicated to identifying and analyzing the emerging technologies, their trends, early adopters applications and lessons learned create unique client research tools. Another representative Gartner Research offering is the **Hype Cycles** which offers an overview of the relative maturity of technologies in a certain domain. They provide not only a scorecard to separate hype from reality, but also models that help NRC decide when they should adopt a new technology.

Gartner adheres to a strict, thorough, proprietary methodology and process for creating our research to ensure a high standard of quality.

Analyst Onsite visits - one-hour sessions are available for all of the NRC IT with analysts on topics relevant to the needs of NRC. There are 650 Gartner core research analysts and dedicated EXP analysts to meet the agencies mission and goals.

Gartner CIO Executive Program

Gartner Executive Program (EXP) is presented in a program available to IT executives, CIOs, and CTO's designed to assist them in meeting their agency mission. Approximately 35% of the Gartner EXP Program participants are government clients. The NRC will have access to a network of both a commercial and federal CIO network of peers. Gartner research includes NRC relevant research such as "Recommendations for Infrastructure Protection, 2006, or "Hype Cycle for Cyberthreats, 2005".

An important differentiator Gartner brings to NRC is the vastness and variety of the core research. Key deliverables are further expanded below but include Research document notes or briefs, and a comprehensive research database, Gartner.com. The NRC would have access to speaking with the over 650 research analysts who write the vast library of research, unique IT leadership member meetings, peer connections, and on-site presentations and analysts briefings for decision support. The Gartner site, gartner.com, library includes over 5,000 new research notes annually.

- **Publishes Research:** Focus on companies, products, markets, decision frameworks, tactical guidelines, case studies and strategic planning assumption
 - **Perspective/Research Briefs:** Provide analysis and commentary on key technologies, companies, products, market opportunities, events, user and distribution trends, and strategic issues in the IT and telecom market segments tracked by Gartner Dataquest
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- **Executive Summaries:** Top-level analysis and recommendations from Gartner Dataquest Core Research

Gartner EXP Program Membership

EXP Premier is a service for the most senior level IT executives (CIO) that enable and support the business as cost-effectively as possible. In Premier environments, IT is expected to optimize operations and deliver responsive service to meet growing business demand.

The deliverables of the EXP program provide a tool kit representing a full range of services available to the Member. Many clients take advantage of all deliverables of the membership, others use deliverables selectively. The following are the deliverables available to the member:

Relationship Manager

A dedicated Relationship Manager will be assigned to the NRC membership, and will serve as the member's single point of contact for all Gartner deliverables in this program. Key activities performed by the Relationship Manager include:

- a. Development of a Service Plan with the member to identify the member's key initiatives and challenges, define an actionable plan to support the client on these initiatives and action within the context of the membership, identify the specific deliverables that the Member would like to leverage over the course of the membership. Progress against the plan will be reviewed during the year. This is considered a living document, and is adjusted throughout the membership based on the changing needs of the member and the organization. The Service Plan is reviewed quarterly. We encourage members to leverage all deliverables to realize the full value of the membership.
- b. Proactively provide: Gartner research as well as other public domain information, suggestions for Gartner expert analyst sessions, suggestions for peer networking opportunities based specifically on the defined service plan and Gartner understanding of the organization, the Public Sector, and the local and global IT environment. Gartner recommends a monthly call with the member to ensure the Relationship Manager is up-to-date on key initiatives and priorities to as a foundation for proactive support.
- c. Regularly pushed Gartner research, as well as other public domain information, based on topics of high interest to IT executives. This often includes key strategic IT reports, research on key emerging technologies, research specific to the Public Sector.

Gartner EXP Research

- a. **EXP Premier Research Reports** – Gartner's EXP research team develops up to six reports a year. This global team determines the research topics based on input from the global EXP membership, via the Gartner CIO Survey and Agenda. These reports combine the application of Gartner expertise, experience, and forecasting with member (and non-member) interviews and case studies. The result is a in-depth report that is forward thinking and strategic, yet provides a pragmatic approach for application by members. Reports are distributed in hard copy and via e-mail. Up to five direct reports may be designated access to the reports via email/web, to support the education and application by not only the CIO, but their leadership team.

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- b. **Teleconferences** – The authors of the above research reports host supporting teleconferences for the members and their of their staff. These teleconferences provide members to gain a deeper understanding of the research and ask questions of the authors. The teleconferences are audio taped for members convenience and can be listened to for approximately 30 days at a time of the attendees choice.
 - c. **Talking Technologies, Audio Series** — a monthly CD-ROM that provides an executive summary of a number of hot IT issues and can be provided to anyone within the organization.
 - d. **Actionable IT Management Tools** – Gartner has a set of IT management tools and continues to build the library of tools available to our members. These tools are developed by our analysts and Executive Program experts and are based on years of executive and management level IT experience, interaction with members and other clients across the globe, and gathering of best practice tools from members. They include IT management, strategy, technology and human capital diagnostic tools and templates for key IT leadership initiatives. The intent of the tools is to save time and investment dollars in development of tools, while increasing quality of the tools. Having access to various tools provides the foundation and jump start for members to accelerate their processes or to validation the work they have already performed. Tools are provided upon request of the Member, as needed, based on defined needs in the Service Plan.
 - e. **Library of Gartner Core Research, Gartner.com** All Gartner.com Core Research: access to the database, gartner.com library
 - f. **Gartner Analyst Inquiry**
 - **Analyst Phone Inquiries (Unmetered)** — Member has inquiry access to all Gartner analysts globally through standard Analyst Inquiry; covering over 25 focus areas (government, pharma and healthcare inclusive) and topics covered in the core research product offering with any number of listeners participating on the call.
 - **EXP Research Inquiries (Unmetered)** — Member has inquiry access to Gartner EXP Researchers to support topics covered in the EXP Reports, as published by Gartner Executive Programs.
 - **Written Research Replies** — The Relationship Manager will assist the members with inquiry access limited to the topics covered in the core Gartner research offering and key EXP subject experts. The inquiry will be fulfilled by providing relevant research that answers the questions or addresses the topic. Depending on the complexity of the inquiry, the turnaround time will generally be between one and five working days.

Gartner Events

- **Symposium** - Entry to the five-day conference ensuring maximum exposure to industry luminaries and analysts, one-on-one meetings with analysts on choice of topics, premium ticket and hotel reservation to Fall or Spring Symposium/Itxpo with full privileges. This member invitation is non-transferable.
 - **Annual Forum** – This event is for Premier EXP members only. The agenda is defined based on input from members. The event is a combination of interactive sessions with peers and presentations by Gartner and Industry leaders. The objective of this event is to provide a forum executive learning from peers and industry experts, the opportunity to network to increase the members access to expertise. This member event is a non-transferable invitation.
 - **Local Events**- with content provided by Gartner's analysts, consultants, and Executive Program personnel. (Members only with exception on a case-by-case basis)
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Peer Exchange

Gartner's global network of IT leadership, management, and technical peers is unparalleled. Members may request to meet or conference with peers around a specific topic/issue in order to exchange information about best practices, areas of expertise, tools and templates, and key learnings. The Relationship Manager facilitates the peer connection, ensuring the member is aligned with the appropriate peer based on networking request (e.g., topic expertise, scale of project, industry, etc.). The Relationship Managers also proactively suggests networking opportunities to members, based on their knowledge of the member, Gartner member network that would support valuable opportunities for exchange.

Program Summary

All current terms and conditions of the Gartner GSA Schedule apply. GSA schedule number GS-35F-5014H.

This letter will be the service agreement that continues, or initiates, your membership privileges for the period June 1, 2006 to May 31, 2007 for NRC.

Program Summary – 1 EXP Membership

Gartner Solution	Contract Period	Annual
1 EXP Membership	June 1, 2006 To May 31, 2007	EXP Membership \$32,970
		Total \$32,970
