Critical Capabilities

Examples of “Use Case” references:

- Gartner gives ABC the highest score for mission-critical workload recovery, extended recovery operations, managed service, reflecting 3 of the 4 use cases in its Critical Capabilities for Recovery as a Service report.
- ABC’s Product/Service received the highest scores for the following 4 out of 7 Use Cases: IT service catalog administrator, IT service catalog user, cloud catalog and IT leadership.

Examples of “Product or Service scores” references:

- ABC’s Product received a 4.4 out of 5, the highest Product Score in IOBVD Administrator Use Case. It also received the highest Product Score in the other two Use Cases named in the report.
- ABC’s Product received the highest Product scores for all 3 Uses Cases named in the report: 4.4, 4.2 and 4.1 out of 5.

-or-

- ABC’s Product received the highest Product scores for all 3 Uses Cases named in the report: 4.4, 4.2 and 4.1 out of 5 for IOBVD Administrator, I&O Leadership and Executive Leadership and End Users respectively.

Why can’t we use Critical Capabilities Product Ratings?

Product Ratings represent a partial picture; they do not factor in the Weightings, which reflect how important each of the features (or capabilities) is against the various Use Cases.

Why doesn’t Gartner allow Critical Capabilities and Magic Quadrant customized graphics to be used?

Gartner allows clients to customize the official graphic for their internal use to reflect their own business goals, needs and priorities. Customized graphics do not represent Gartner’s view or opinions, and are intended solely for the internal use of a client.

Example of graphic use (requires Reprint licensing rights):

Company A receives highest product scores in 2 out of 4 use cases total in Gartner’s Critical Capabilities report*

Company A has received the highest Product Scores for Large European Network and Multicountry Branch Network Use Cases in Gartner’s Critical Capabilities for Pan-European Network Services.

*Gartner, Critical Capabilities for Pan-European Network Services, Neil Rickard and Katja Rood, March 2014