

## Gartner Critical Capabilities

### Examples of “Use Case” references:

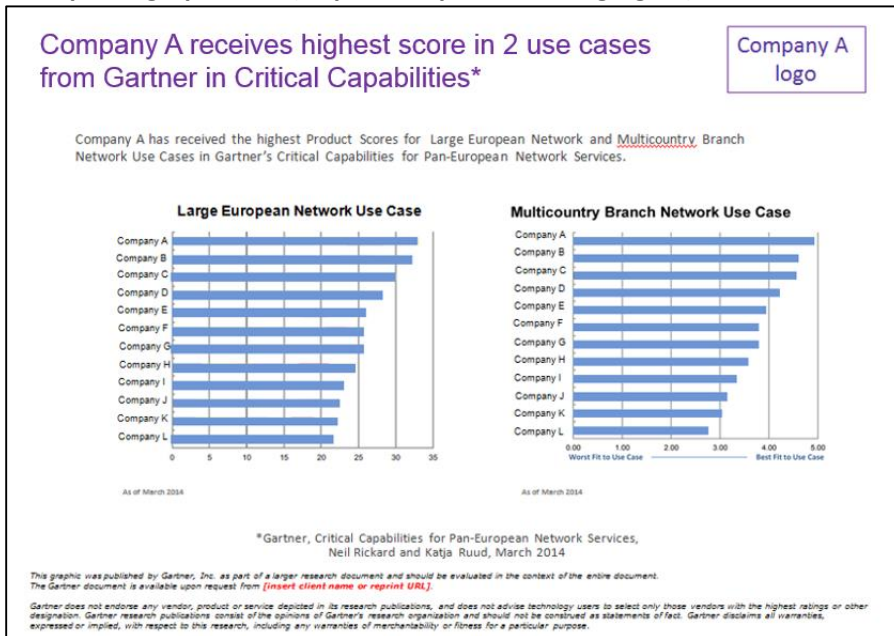
- ABC receives highest use case scores for mission-critical workload recovery and extended recovery operations in Gartner’s [Critical Capabilities](#)\*.
- ABC achieved highest scores from Gartner for IT service catalog administrator, IT service catalog user, cloud catalog and IT leadership use cases in [Critical Capabilities](#)\*.

### Examples of “Product or Service scores” references:

- ABC received a 4.4 of 5 in Gartner IOBVD Administrator Use Case, and highest Product Score in two other [Critical Capabilities](#)\* use cases.
- ABC received highest scores for each uses case in Gartner [Critical Capabilities](#)\*: IOBVD Administrator 4.4, I&O Leadership and Executive Leadership 4.2 and End Users 4.1 of 5.

\*Reprint URL hyperlink required.

### Example of graphic use (requires Reprint licensing rights):



### 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.