

A Gartner G-Cloud 14 Service Definition for Cloud Consulting: Cloud Sourcing — Transition Strategy, Planning & Delivery Assurance

2024

Gartner G-Cloud 14 Service Definition

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Gartner

Service Summary

Gartner will work closely with the client to drive the successful Transition of an IT managed service to a new vendor through the four key steps of Transition Strategy, Transition Planning, Transition Delivery and Transition Acceptance. During Transition Delivery, Gartner will assume an assurance role, conducting risk-based reviews of quality/progress.

Service Description

Gartner understands that transitioning business-critical IT managed services to a new vendor is complex and carries risk. The time, resources and financial investments required to execute a successful transition from one vendor to another are often underestimated, making some transitions destined to fail.

Gartner will work closely with the client to define a Transition Strategy to design the overarching approach to a change in service provider, including timelines, scheduling, risks, constraints, change impact and necessary communications.

A period of Transition Planning will follow — Gartner will work with the client to collate a consolidated transition plan drawing from the exit plan of the incumbent provider, the take-on plan of the new provider and the client's internal plan, which will include all tasks that need to be undertaken in-house such as stakeholder communications, recruitment of resources to a retained team, or governance meetings and milestones. Gartner will review and validate the consolidated plan, dependencies, and key milestones and will also support the development of Transition Acceptance Criteria, which is a list of essential proof points that must be verified prior to the Transition being contractually completed.

At the commencement of Transition Delivery, Gartner will act in an assurance role and will verify transition activities have been undertaken while monitoring progress against the plan and reporting to governance forums as agreed. Gartner will maintain a 'live' risk assessment with recommended mitigation actions.

Finally, Gartner will support the client in validating that the Transition has been successfully completed and the Transition Acceptance Criteria have been met.

Service Benefits

- Independent/objective assurance throughout the end-to-end Transition process reduces risk
- Experienced practitioners, supported by Gartner's toolkits, methodologies, and research
- Enables identified programme benefits to be released
- Clarity on role responsibilities between supplier and client
- Maintain pace in the Transition Activity to realise benefits sooner

Service Features

- Remote and/or on-site objective leadership team for all Transition steps
- Supports strategy development, planning and assurance of Transition Delivery
- Define viable Transition Acceptance criteria
- Definition of roles and responsibilities across supplier(s) and client
- Supporting analysis, utilising research frameworks and consulting work products

- Weekly status reports against agreed deliverables and timeframes
- Final Transition Acceptance Report
- Final presentation to executive stakeholders

Full List of Service Features

- Project Plan — Following project Initiation, a plan will be proposed to cover roles and responsibilities, business stakeholders, timescales and key milestones
- Mobilisation — Gartner will identify the most appropriate resources for the work at hand. The client should share all pertinent information for Gartner review
- Workshop 1 — Transition Strategy working session with client stakeholders culminating in the production of the Transition Strategy document
- Workshop 2/3 — Transition Planning working sessions to incorporate a focus on internal project activities, exit arrangements with the incumbent and the proposed Transition plan provided by the new service provider
- A consolidated Transition Plan and Transition Acceptance Criteria will be developed in collaboration with all parties
- Transition Delivery Assurance — Gartner will produce fortnightly assurance reports providing updates on transition status and progress against the plan in an agreed dashboard format
- Transition Acceptance — Gartner will produce a final Transition Acceptance report outlining the status of the Transition against the agreed Transition Acceptance Criteria
- Final Presentation to stakeholders/governance board

Project Approach

- Week 1: Project Initiation
- Week 1-2: Transition Strategy development
- Weeks 3-4: Transition Planning
- Week 5-14: Transition Delivery Assurance
- Week 15-16: Transition Acceptance and Transition Acceptance Reporting

Project Schedule

Gartner anticipates completion of this engagement within 16 weeks, but this is dependent on:

- The complexity and scale of the initiative that the business case is being created for.
- The maturity of the commissioning authority.
- Stakeholder availability.
- Procurement activities running to plan.
- Comprehensive wider programme strategy and planning, i.e., approved guidance materials such as operating model design and funding in place, etc.