

A Gartner G-Cloud 14 Service Definition for Cloud Consulting: Cloud Transformation — Fusion Cloud Optimising Hybrid Ways of Working

2024

Gartner G-Cloud 14 Service Definition

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Service Summary

Selects the optimal change approach for engaging client stakeholders to ensure effective deployment of your hybrid/fusion cloud operation. Gartner assesses barriers and enablers for change down to individual level and creates a people-centric change roadmap. We identify new opportunities for efficient operations and help remove barriers to support leadership buy-in.

Service Description

This service defines the optimal change approach for engaging a client's stakeholders, ensures the effectiveness of the client's hybrid/fusion cloud operation, and puts the associated techniques and plan in place.

Service Benefits

- Visibility in business terms along a business-driven timeline
- Easy to understand by non-technical teams and leadership
- Safeguards for the activities securing the outcomes
- Agility to reach the outcomes within a formal plan

Service Features

- On-site expert team for as-is analysis and workshops
- Analysis utilising research frameworks and consulting assets and methods
- Gartner recommendations
- Facilitated workshops for awareness creation and decision-making on recommendations
- Weekly status reports against agreed deliverables and timeframes
- Final presentation to executive stakeholders

Full List of Service Features

- Define how teams, leaders, stakeholders and vendors will change while the operating model is being transformed

Project Approach

- Week 0: Project initiation: Agree and advise participants, dates for workshop and presentations
- Weeks 1 to 3: Validate the change approach for the teams and leaders, the suppliers and internal stakeholders interacting with the cloud teams — Gartner will prepare one workshop (between 5 and 10 participants, to be agreed upon with the client sponsor)
- Week 4-7: Assess people change readiness and individual change impacts through the use of interviews and online surveys (max 15 interviews)
- Weeks 8-12: Develop people-centric change roadmap: Gartner will prepare three workshops (between 5 and 10 participants, to be agreed with the client sponsor)
- Week 13: Executive case wrap-up — Gartner preparation and executive presentation

- Weeks 14-15: Update cloud outcome-based transformation plan with change roadmap: Gartner will prepare 2 workshops (between 5 and 10 participants, to be agreed upon with client sponsor)

Project Schedule

15 weeks based on the client's availability for interviews and workshops.