A Gartner G-Cloud 14 Service Definition for
Cloud Consulting: Cloud Operations — Network Assurance

2024
Gartner G-Cloud 14 Service Definition

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Service Summary

Gartner will independently assess the network component's design, connectivity, and suitability for the client's cloud initiative to ensure that it can support the initiatives' objectives, that suitable controls and tooling are in place, and that these are operational. The outcome is an independent assessment of the network design and suitability.

Service Description

Gartner will independently and objectively assess the network component's design, connectivity and suitability for a client's cloud or digital initiative to ensure that it can support the initiatives' objectives, suitable controls and tooling are in place, and these are operational. This will be achieved by:

- Ensuring client stakeholders and key service users have an accurate picture of the performance and capability of the current network connectivity to the cloud service

- Identifying key risks and issues that could impact ongoing connectivity are being addressed objectively, proactively and realistically

- Ensuring the appropriate tools, techniques, methodologies, and best practices are applied for managing ongoing network service delivery

- Ensuring the impacts of the related cloud transformation activities on the performance or capability of the network are coordinated and managed appropriately

- Providing a clear recommendation of whether the network is fit for purpose and whether this is dependent on fulfilling any specific remedial actions

The assessment can be combined with other Gartner Cloud Consulting work, and multiple assessments can be combined to validate each cloud service component.

Service Benefits

- Independent, unbiased validation of the suitability of the network

- Compares client practice against a best practice framework (i.e., MSP)

- Evidence-based review of service controls

- Supports reduction in business risk and cost

- Provides actionable recommendations to optimise project delivery

- Supports the client's preparations for any ongoing reviews

- Identifies issues and challenges enabling mitigation ahead of realisation

Service Features

- Network health check report

- Overall health conclusions

- Executive summary describing key risks and prioritised recommendations

- Supporting network health findings

- Actionable recommendations for mitigating key risks

- Final presentation to executive stakeholders

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Full List of Service Features

- Network health check report that provides:
  - Executive summary on the overall health of the network
  - Detailed health findings and identified risks
  - Actionable recommendations for mitigating high, medium and low risks identified
  - Description of relevant network technologies to be considered over the next 3 years
- Electronic copies of any supporting analysis, research, frameworks, and other relevant work products
- Final presentation to executive stakeholders

Project Approach

- Week 0: Project initiation
  - Plan for a network health check
  - Request relevant documentation
  - Agree on stakeholder interviews
- Week 1: Network health check
  - Analyse network design and associated documents
  - Review network service reporting for the last 12 months
  - Conduct interviews with key stakeholders
  - Capture initial findings
- Week 2 — 3: Health check workshop and report
  - Develop draft findings report
  - Review draft findings with the client stakeholders
  - Finalise project health findings and develop actionable recommendations
- Week 4: Finalise and present health check report
  - Develop overall project health conclusions and summary report
  - Present report to client stakeholders

Project Schedule

Gartner anticipates completion of this engagement within 4 weeks.

Assumptions

This work does not include an assessment of cost reasonableness or value for money — which are separate G Cloud offerings from Gartner.

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