

# **A Gartner G-Cloud 14 Service Definition for Cloud Consulting: Cloud Data and Analytics — Data Literacy**

2024

Gartner G-Cloud 14 Service Definition

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## Service Summary

Gartner will assess the client's data literacy capabilities to ensure they are able to fully exploit cloud or digital transformation opportunities. Gartner will examine data literacy capabilities and then develop competency and best practice recommendations and a learning programme that will advance the client's move to the cloud or digital services.

## Service Description

Gartner will independently and objectively assess the organisation-wide maturity of the client's data literacy capabilities required to deliver digital transformation projects, using an applicable and published and best practice Gartner research framework and assessment method.

Gartner will discuss and confirm the desired improvements with the client and develop a programme with organisationally specific data personas and a learning curriculum for the client to implement in order to reach the desired data literacy levels.

The activity will provide a consistent message of the importance and fundamentals of data literacy across the whole organisation and develop a clear and measurable phased plan with strong executive buy-in and sponsorship.

The activity can consist of classroom training, for example, for a persona such as Data Steward.

## Service Benefits

- Independent/objective support to determine data literacy levels required
- Experienced practitioners, supported by Gartner's toolkits, methodologies and research
- Messaging of the importance of data literacy and human-machine teaming
- Championing data literacy and creating the case for change
- Personalised through the use of real-life examples of using/speaking data
- Detailed programme with organisational-specific data personas and learning curriculum
- Identified data literacy programme benefits/enablers of digital transformation
- Baseline and recommended actions to track and evolve the programme
- Data literacy is positioned as a key part of employee development
- Identified implementable quick wins

## Service Features

- Weekly status reports against agreed deliverables and timeframes
- Organisation-wide data literacy survey and baselining
- Data literacy 'art of the possible' cross-industry examples of approaches
- Tailored, interactive data literacy workshops
- Tailored data literacy sessions following survey results and analysis
- Data literacy recommendations and personas tailored to data literacy levels
- Data literacy training programme, quick wins, curriculum and suggestions

- 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 and timescales and key milestones for the review
- Workshop 1: Data literacy — The core capability of digital society will provide an overview of the critical role of data literacy in maximising data and analytics and digital value creation and success by highlighting cross-industry best practices
- Workshop 2: Partnering with HR — A data literacy programme
- Workshop 3: Data Literacy 101 — The essentials
- Workshop 4: Data Literacy 201 — Middle management
- Workshop 5: Data Literacy 301 — Senior leadership team
- Customised data literacy survey and baseline of current level of data literacy — A clear and common understanding of the importance of data literacy for the client's digital transformation success
- Tailored data literacy sessions — Customised following survey results and analysis
- Data literacy recommendations — Actionable and tailored according to identified data literacy levels for leadership, middle management and associates
- Tailored training programme suggestions aligned to the client's training policies
- Identify implementable quick wins
- Optional classroom training for specific personas

## Project Approach

- Week 0: Project initiation
- Week 1 — 2: Narrative and planning — Create the narrative, case for change and plan forward. Give data literacy a brand and an identity
- Week 1 — 8: POC/pilot workshops and interviews — Conduct interviews, initial data literacy pilot workshop and socialise findings
- Weeks 2 — 7: Baseline data literacy assessment (issue, collection and data science analysis)
- Week 8 — 10: Recommendations and planning

## Project Schedule

Gartner anticipates completion of this engagement within 10 weeks.