A Gartner G-Cloud 14 Service Definition for

# Cloud Consulting: Digital Leadership — Digital Maturity Assessment

2024
Gartner G-Cloud 14 Service Definition

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# Service Summary

Gartner will assess and benchmark the maturity of the client's digital delivery capabilities to exploit cloud and digital transformation opportunities. Gartner will examine enterprise digital maturity and develop competency and best practice recommendations to advance the client's move to cloud or digital services.

# Service Description

Gartner will independently and objectively assess the maturity of the client's capabilities to deliver cloud or digital transformation projects, programmes and portfolios, using an applicable, published, and best practice Gartner maturity model surrounding up to three digital service processes.

Gartner will discuss and confirm the desired maturity level with the client and develop a capability improvement roadmap with tactical and strategic recommendations for the client to implement to reach the desired capability maturity level.

# Service Benefits

- Provides clear direction for improving cloud and digital services
- Minimises the disruptive impact of the transition to cloud/digital services
- Creates a culture of information exchange with the service provider
- Improves the capability to deliver services utilising the cloud
- Creates a clear path for the realisation of desired benefits
- Reinforces client cloud-based or digital service delivery processes

# Service Features

- Capability maturity assessment against Gartner best practice framework
- Benchmark against other organisations of a similar size/scale
- Assessment findings report
- Confirmed target maturity level for client cloud transformation capabilities
- Capability maturity improvement roadmap with key milestones and deliverables

# Full List of Service Features

- Capability maturity and benchmark assessment against the Gartner-published best practice framework
- Capability maturity and benchmark assessment findings report providing:
  - Confirmed target maturity level for the client's cloud transformation delivery capabilities
  - Capability maturity improvement roadmap

# Project Approach

Week 0: Project initiation and kick-off workshop

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- Week 1: Plan for cloud transformation capability maturity and benchmark assessment:
    – Schedule stakeholder interviews
    – Request and provide deliverables to be reviewed
- Week 2: Conduct capability maturity and benchmark assessment:
    – Conduct interviews with key stakeholders, review appropriate deliverables and capture findings
    – Review draft finding and finalise current state maturity assessment
- Week 3: Define target state:
    – Review best practices with the client and identify gaps relative to the current state maturity assessment
    – Confirm cloud transformation capability maturity target state
- Week 4: Develop maturity improvement roadmap and present report:
    – Develop recommendations for improving capabilities
    – Develop a roadmap of for realising the target state
    – Develop overall cloud transformation delivery capability maturity conclusions and summary report
    – Present report to executive stakeholders

# Project Schedule

Gartner anticipates completion of this engagement within 4 weeks.

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