

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Operations — Service Delivery Assessment

2026

Gartner G-Cloud 15 Service Definition

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Gartner

Service Summary

Gartner will assess the maturity, capability and performance of a cloud service delivery function, including third parties against market practice, operational procedures and service levels, ensuring the cloud service has effective governance, resourcing and controls in place. The outcome will be an objective/independent evaluation of the service delivery function.

Service Description

Gartner will assess the maturity and performance of the cloud service delivery function, including third parties against market practice, adherence to operational procedures, and service levels, including any contracts to ensure that the cloud service has effective operational governance, resourcing and controls in place and the cloud service delivery can be maintained and where appropriate improved by:

- Ensuring key stakeholders have an accurate picture of the overall effectiveness of the current cloud service delivery function
- Addressing identified gaps against best practice and market maturity with actionable recommendations and identifying whether any of these are dependent on fulfilling any specific remedial actions
- Evaluating the staffing, skills, competencies, roles, responsibilities and accountabilities for delivering the cloud service against market standards
- Identifying key risks and issues which must be addressed objectively, proactively and realistically to ensure service delivery is maintained to the required standard
- Ensuring the appropriate tools, techniques, methodologies, and best practices (e.g., ITIL and CoBIT)) are applied effectively to maintain ongoing service delivery
- Ensuring the impacts of cloud transformation projects are coordinated and managed appropriately and don't disrupt ongoing service delivery of existing operational cloud services

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

Service Benefits

- Independent, unbiased validation that cloud delivery is effectively executed
- Compares client practice against best practice frameworks (e.g., ITIL)
- Evidence-based review of cloud service delivery controls
- Evidence-based review of the governance, staffing, roles and responsibilities
- Identifies issues and challenges that prevent effective service delivery
- Provides actionable recommendations to improve cloud service delivery
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Executive summary describing overall findings, risks and prioritised recommendations

- Interviews with stakeholders to understand perspectives on cloud service
- Roadmap describing suggested cloud service improvements
- Workshop with key stakeholders to discuss findings
- Cloud service delivery assessment report covering findings and conclusions
- Copies of supporting analysis, research, frameworks and work products
- Final presentation to executive stakeholders

Full List of Service Features

- Executive report that provides:
 - A summary of overall findings and recommendations related to holistic cloud service delivery.
 - Actionable recommendations for mitigating high, medium and low risks identified
- Roadmap describing recommended cloud service improvements
- Electronic copies of any supporting analysis, research, frameworks, and other relevant work products
- Final presentation to executive stakeholders

Project Approach

- Phase 0: Project initiation
 - Request relevant documentation
 - Plan for on/off-site working
 - Agree on stakeholder interviews
- Phase 1: Initial assessment
 - Analyse project documents, including any third-party contracts
 - Evaluate cloud service operational procedures
 - Conduct interviews with key stakeholders and capture initial findings
- Phase 2: Assessment workshop and report
 - Develop draft findings and recommendations report
 - Develop a roadmap describing recommended cloud service improvements
 - Review draft findings with the client stakeholders
- Phase 3: Finalise and present cloud service assessment report
 - Finalise findings and develop actionable recommendations
 - Develop overall cloud service assessment conclusions and summary report
 - Present report to client stakeholders

Project Schedule

Gartner anticipates completion of this engagement within 5 weeks.