

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Operations — Business Continuity and Disaster Recovery Plan Assessment

2026

Gartner G-Cloud 15 Service Definition

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Gartner

Service Summary

Gartner will provide the organisation with an accurate evaluation and understanding of the health of their cloud business continuity and disaster recovery plan, including key risks, outcomes, and alignment with appropriate best practices, to ensure that the plan can be successfully executed when invoked.

Service Description

Gartner will independently and objectively assess the maturity and completeness of the organisations business continuity and disaster recovery plan and provide actionable recommendations to address any gaps against best practices, key risks and issues identified by:

- Identifying key risks and issues and assuring that the plan addresses these risks and issues objectively, proactively, and realistically
- Ensuring the appropriate tools, techniques, methodologies, and best practices are applied when executing the plan
- Validating the quality and completeness of the plan against market best practices
- Ensuring that all the client's IT services, including cloud, on and off-prem environments, are considered

Gartner will discuss the findings, highlighting any gaps against the desired maturity level, and develop a capability improvement roadmap with tactical and strategic recommendations to implement to reach the desired capability maturity level.

Service Benefits

- Evidence-based approach undertaken by experienced practitioners
- Independent, unbiased verification and validation of the plan
- Completeness of the plan against different cloud-centric scenarios
- Assessment of the plan's ability to execute successfully
- Roles/responsibilities of stakeholders are complete and clearly defined
- Capability improvement roadmap with tactical and strategic recommendations
- Provision of independent and objective advice
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Plan health check report
- Scorecard summary of key risks and mitigation recommendations
- Plan risk findings and actionable recommendations
- One to one interview/workshop with key stakeholders
- Evaluation of plan against up to five cloud-centric scenarios
- Supporting analysis, utilising research frameworks and consulting work products
- Final presentation to executive stakeholders

Full List of Service Features

- Health check report that provides:
 - Health scorecard summary for each aspect of the plan highlighting key risks, issues and prioritised recommendations
 - Detailed risk findings and actionable recommendations
 - Health Scorecard summary for the plan with risk findings and actionable recommendations for mitigating execution risks
- Conduct interviews/workshops with key stakeholders to:
 - Identify any differences in understanding of the plan and its execution
 - Confirm understanding of the respective roles and responsibilities of stakeholders
 - Evaluate any proposed plan improvements
- Electronic copies of any supporting analyses, research, frameworks, and other relevant work products
- Final presentation to executive stakeholders identifying recommendations and risk mitigations

Project Approach

- Phase 0: Project initiation
- Phase 1: Evaluate business continuity and disaster recovery plan
 - Request and review the overall status and structure of the plan
 - Discover business priorities and operational requirements that must be supported by the plan
 - Capture and summarise findings
 - Prepare questions for key stakeholders
- Phase 3: Interviews
 - Conduct interviews with key stakeholders
 - Update summary of findings
- Phase 4: Develop a report
 - Evaluate findings against best practices to identify key gaps
 - Develop overall conclusions, findings and recommendations
 - Develop an improvement roadmap
- Phase 5: Finalise and present report
 - Finalise report and present to key stakeholders

Project Schedule

Gartner anticipates completion of this engagement within 6 weeks.