

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Transformation — Hybrid Cloud Fusion Operating Model

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

This service will define or optimise the operating model for hybrid/mixed cloud services in fusion or multi-service settings. It consists of the mindset, skills and competencies needed, the roles and reporting structure, the organisation model and its sizing regarding staff numbers. It also addresses governance and sourcing implications.

Service Description

It will define how multifarious fusion-cloud capabilities are orchestrated and mobilised to achieve strategic objectives. It consists of:

- The mindset, skills and competencies needed
- The roles and reporting structures
- The organisation model and its sizing in terms of staff numbers
- The governance
- The sourcing implications

It also identifies the gaps between the as-is and to-be and a roadmap for change.

Service Benefits

- Clear accountabilities and purpose for the teams
- Clear accountabilities for those interacting with the cloud teams
- Actionable way forward to reach the “to-be” state
- Provision of client-side, 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

- On-site expert team for as-is analysis and workshops
- Analysis utilising research frameworks and consulting assets and methods
- Gartner recommendations
- Facilitated workshops for awareness creation and decision-making on recommendations
- Weekly status reports against agreed deliverables and timeframes
- Final presentation to executive stakeholders

Full List of Service Features

- Define target state operating model
- Confirm the scope of cloud services and purpose
- Clarify accountabilities
- Define jobs/roles and reporting structure
- Assess capability and maturity gaps

- Confirm acceptable sourcing levels
- Develop organisation sizing
- Define change approach
- Design a roadmap to a business-aligned digital operating model, including cloud
- Create a case for change document for senior stakeholders

Project Approach

- Week 0: Project initiation: Agree and advise participants, dates for workshops and presentations, schedule interviews, provide briefing documentation to Gartner
- Weeks 1 to 4: Information gathering and review of high-level organisation options (document, interviews up to 16)
- Weeks 4-8: Agree on design principles and ambitions, then develop organisation design. Gartner will prepare 3 workshops (between 5 and 10 participants, to be agreed upon with the client sponsor)
- Week 4-8: Validate as-is maturity and strategic alignment assessment and “to-be” ambitions per cloud capability
- Weeks 9-10: Confirm portfolio, validate design and map organisation to model: Gartner will prepare 3 workshops (between 5 and 10 participants, to be agreed with client sponsor)
- Weeks 11 to 12: Validate operating model transformation approach and develop outcome-based transformation plan: Gartner will prepare 2 workshops (between 5 and 10 participants, to be agreed with client sponsor)
- Week 13: Executive case wrap-up — Gartner preparation and executive presentation

Project Schedule

13 weeks based on the client’s availability for interviews and workshops.