

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Transformation — Transition and Transformation Assurance

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Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner will assure and support the client's cloud transformation programme, ensuring that the stakeholders are fully engaged, the strategy is developed, the impact and benefits are defined and understood, leadership are supported by the latest best practice tools and methodologies, and all risks are addressed to ensure successful delivery.

Service Description

Gartner will assure and support the client's cloud transformation programme. This transition support will ensure named resources are dedicated to this initiative — on-site and, when appropriate, remotely — to assist the client in transitioning to cloud services by:

- Supporting programme strategy, plans and designs, working to address the risks and issues objectively, proactively and realistically with the client, the broker and, where needed, the cloud service provider
- Ensuring the appropriate tools, techniques, methodologies, and best practices are applied and available to support the management of the programme and its projects
- Ensuring the impacts of the cloud transformation on the client's end-to-end ICT operations management processes are coordinated and managed appropriately
- Assisting in stakeholder engagements and supporting organisation readiness preparations

Service Benefits

- Independent and objective support and assurance throughout the transition
- Experienced practitioners, supported by Gartner's toolkits, methodologies and research
- Ensure appropriate positioning of tools, personnel and governance structures
- Enables identified programme benefits and transition to cloud services
- Evaluation and assurance of the strategy and transition plan
- Creation of a collaborative and transparent information exchange culture
- Ensures delivery to target budget, schedule and specification
- Improved stakeholder confidence, stronger sponsorship and engagement
- Risk mitigation and sustainable transformation outcomes
- Accelerates delivery of actionable insights through proven analytical capabilities

Service Features

- On-site objective leadership team for cloud transition planning
- Supports the development of strategy and planning
- Detailed maturity and risk assessment to identify transformation gaps
- Proactive change management, including stakeholder engagement and communication planning
- Outcome-driven metrics that monitor progress throughout the transformation
- Structured feedback and lessons learned to ensure continuous improvement

- Analysis, utilising research frameworks and consulting work products
- Access to Gartner's global Analyst subject matter expertise
- Weekly status reports against agreed deliverables and timeframes
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Full List of Service Features

- Cloud transition and transformation support, which provides:
 - Support for the client to innovate and strategise around the cloud transition planning and selection processes
 - Support to establish a Cloud Transformation Management Office (TMO), which drives proactive stakeholder engagement, communication planning and change management
- Outcome-driven metrics to monitor progress throughout the transformation, and support refinement and optimisation of the roadmap
- Support collation of structured feedback and facilitate sprint retrospectives or lessons learned workshops at each milestone to ensure continuous improvement
 - Supporting analysis, research, frameworks, and other relevant work products
- Weekly status reports of the transition team against agreed deliverables and timeframes
- Electronic copies of any supporting analyses, research, frameworks, and other relevant work products
- Final presentation to executive stakeholders

Project Approach

- Step 1: Project Initiation and Discovery
 - Kickoff discussion with senior leaders to understand strategic objectives and transformation scope
 - Review of historical project performance data and existing governance processes
 - Initial diagnostic to map the baseline transformation maturity.
- Step 2: Assessment and Diagnostic
 - Conduct in-depth assessment using a proprietary checklist modeled on best practices from transition services and IT outsourcing guides
 - Identify capability gaps using performance metrics and key performance indicators (KPIs)
 - Develop a risk profile for each critical transformation project/workstream
- Step 3: Transition Leadership and Governance
 - Support establishing a transformation management office (TMO) or integrate assurance functions across workstreams, aligning with the transformation plan
 - Deploy transition assurance/audit insights and performance management systems across the transformation portfolio.
 - Adopt monitoring tools (real-time, where feasible) to track progress and mitigate risks and issues as they arise.

- Facilitate proactive change management and communication strategies
- Provide ongoing transition leadership to the client, including:
 - Documentation reviews
 - Supporting the development of strategy and planning
 - Independent advice and guidance
 - Attendance at key transition workshops and meetings.
- Step 4: Post-Transition Evaluation and Continuous Improvement
 - Perform sprint retrospectives and/or lessons learned workshops to capture key insights and feedback, ensuring the transformation strategy evolves with business needs
 - Review performance against KPIs and adjust governance mechanisms for ongoing work packages
 - Develop overall transition executive report including strategic and tactical recommendations
 - Present report to key client stakeholders

Project Schedule

In accordance with the client and provider's transition approach. Estimated completion in 12 weeks.