

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Data and Analytics — D&A, AI Use Case Elicitation and Prioritisation

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner helps crowdsource ideas from client staff as well as capture relevant use cases from our extensive global database. We then use our proprietary tool, Right.AI to help develop use case narratives, evaluate and prioritise AI use cases based on criteria such as value, cost-effectiveness, and productivity enhancement.

Service Description

Gartner independently and objectively elicits, refines and prioritises use cases in addition to examples against Gartner and industry best practices. Gartner's approach rapidly determines requirements and pain points, develops and refines use cases and identifies enhancement opportunities for data, analytics and AI, including augmentation or automation opportunities.

Gartner delivers a prioritised list of use cases and a roadmap to deliver the prioritised and sequenced use cases and identify capabilities to develop or enhance. Gartner's Right.AI tool and methodology provides a repeatable and scalable means of identifying, refining and prioritising use cases against factors driving value and complexity.

Service Benefits

- Reduces cost of data-driven innovation
- Expedites a structured approach to help clients choose use cases
- Faster identification of credible and high-value use cases
- Accelerated return on investment through identification of quick wins
- Rapidly highlights required data, analytics and AI capabilities
- Identifies unmet needs and opportunities that can be automated
- Identifies high-level costs/benefits of data, analytics and AI
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Helps establish a culture of data-driven innovation
- Provides a structured approach to help clients choose use cases
- Identifies use cases that are high value and high feasibility
- Identifies quick wins and required supporting capability
- Identifies unmet needs and that can be automated
- Identifies high-level costs and benefits of data, analytics, AI

Full List of Service Features

- Project Kick-off — Following project initiation, a plan will be proposed to cover roles and responsibilities, business stakeholders and timescales and key milestones for the review. Interview guides will be prepared. Pertinent documents and materials including current strategy, metrics, processes, governance structure, and decision models will be collected

- Use case elicitation — Stakeholder interviews will be conducted and collected documents will be reviewed. Decision use cases, drivers and pain points will be identified
- Workshop 1 — Market View: Gartner will run a workshop to provide outside-in and industry examples to inspire with “art of the possible” and accelerate use case elicitation
- Workshop 2 — Prioritisation: Gartner will run a workshop to prioritise captured and detailed use cases using the Right.AI tool
- Recommendations and roadmap — Gartner will identify use cases to take forward and potentially proof of concept (POC) and the change management, resources and high-level costs and capabilities required to achieve their implementation

Project Approach

- Week 0: Project kick-off and initiation
- Weeks 1-3: Sprint 1 — Use case elicitation, development and refinement
- Weeks 3-4: Sprint 2 — Use case prioritisation, high-level costing and capability identification
- Weeks 5-6: Sprint 3 — Recommendations and roadmap

Project Schedule

Gartner anticipates completion of this engagement within 6 weeks.