

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Data and Analytics — Artificial Intelligence Strategy and Roadmap

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Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner uses its Artificial Intelligence (AI) Strategy Framework to help organisations understand their current state and where they need to be to benefit from AI's potential in their transformation journey. It covers strategic alignment, drivers, opportunities and risks, adoption and how to land value from AI across human-machine interplay.

Service Description

Gartner's AI strategy services are designed to improve an organisation's ability to leverage AI capabilities at scale through structured offerings such as AI maturity assessment, AI strategy and roadmap, and AI delivery acceleration.

Our AI strategy development centres on:

- **Strategic Alignment & Vision:** Ensure the AI strategy and vision align to the overall organisation strategy and corporate objectives
- **Drivers & Outcomes:** Using our adaptive strategy framing canvas to map key transformation outcomes and measures against Citizen, Commercial, Colleague and Capability metrics
- **Opportunities and Risks:** Identifying key initiatives and use cases for AI and using Gartner's AI Use Case Prism to prioritise core delivery
- **AI Adoption:** Using Gartner's AI Maturity assessment to plan capability and AI literacy to ensure AI adoption
- **Value:** Key actions to activate and land value from AI
- **Roadmap:** Sequence key initiatives and enablers to maximise landing value from AI delivery and investments

Our industry-leading AI strategy and roadmaps are rooted and informed by deep Gartner research data, and our experiences of activating AI in both private and public sector clients.

Service Benefits

- Establishes AI's role in delivering value to the business
- Establishes AI's value proposition to the business
- Establishes clear expectations with business stakeholders
- Establishes a business imperative to progress the AI investments
- Identifies areas for investment needed to deliver value propositions
- Identifies the actions needed to enable successful deployment
- Defines action plans to uplift capabilities and increase AI maturity
- Develops a clear roadmap and path to successful delivery
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- End-to-end view on capabilities required to deploy/scale AI
- Facilitating AI use case ideation to find business problems

- Prioritises AI use cases to identify initial AI investments
- Supporting the development of strategy and planning
- Identifying foundational initiatives across data, operating model and technology
- Supporting analysis, utilising research frameworks and consulting work products
- Weekly status reports against agreed deliverables and timeframes
- Final presentation to executive stakeholders

Full List of Service Features

- Project kick-off and visioning — 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 the current AI strategy, progress with AI, metrics, processes, governance structure, and decision models, will be collected.
- Discovery and assessment — Conduct targeted stakeholder interviews. Document stakeholder requirements and use cases, unmet needs, and regulatory and ethical constraints. Document and analyse current AI capabilities and ecosystem. Validate results and findings.
- AI Strategy Accelerators — Identify strategic objectives, outcomes, measures and then subsequent innovation opportunities with AI. Collaborate to select target value proposition(s) and establish priorities. Document the adaptive strategy canvas, and portfolio of AI use cases and the prioritisation results using Use Case Prism. Agree upon the top AI use cases to start with and sequence the portfolio.
- Foundational technology and operating model initiatives analysis — Identify the target architectural components and data and technology landscape to deliver the prioritised AI use cases. Identify key AI talent role requirements and delivery models. Define the path for proof of concept, minimum viable product and scaling of AI use cases.
- Strategy and roadmap delivery — Develop recommendations for closing gaps. Time sequence initiatives and detail project/programme charters. Summarise and communicate the strategy and roadmap using compelling visuals. Support executive presentations and briefings.

Project Approach

- Week 1-2: Project kick-off
 - Gartner will conduct interviews and review existing documentation on existing AI use cases, existing AI capabilities, AI vision and rapid AI capability assessment
- Week 3-4: AI strategy accelerators
 - Accelerator 1 — Strategic Alignment: AI Vision & Outcomes, Summarise as-is assessment findings. Agree on the AI vision.
 - Accelerator 2 — AI vision and use case ideation: Co-ideate AI use cases and gather prioritisation data, prioritise the AI use cases based on feasibility and business value.
- Weeks 4-5: Target technology model accelerator
 - Gartner will evaluate the technology, data and skills requirements for the identified AI use cases.

- Gartner will prepare the target AI technology reference architecture to support the AI use cases.
- Accelerator 3 — Target AI capability maturity and technology model: Review the target AI capability maturity model technology model, evaluate options and make key decisions
- Week 6-9: Operating model accelerator
 - Accelerator 4 —Target state & Sequencing: We will define the target state and sequence the portfolio actions by priority and optimise to deliver the highest impact and value to the organisation. These will be discussed and finalised with the feedback collected in the workshop
- Week 9-10: AI strategy and roadmap
 - Final exec presentations

Project Schedule

Gartner anticipates completion of this engagement within 10—12 weeks.

Assumptions

The deliverables, schedule and pricing are based on the following assumptions:

- Stakeholders will provide timely feedback on the baseline survey customisation to avoid delays
- Stakeholder interviews are planned ahead of time in the preparation stage to avoid any delays
- Stakeholders will actively participate in the accelerators/workshops
- Materials are shared at the beginning of the project
- Due diligence (as-is) data is reasonably available via interviews/documentation review