

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Operations — Digital Service Delivery Compliance Assessment

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner provides independent and objective digital service delivery compliance assessments using U.K. Government Service Standards. All phases of delivery can be assessed: Discovery, Alpha and Beta. Assessment reports provide assurance to sponsors of project progress and compliance with best practices, ensuring good digital services are delivered to meet user needs.

Service Description

Gartner provides independent and objective digital service delivery compliance assessments using either the latest U.K. Government Service Standards, the Digital Scottish Service Standards or other devolved government-recognised service standards.

The assessments may take place toward the end of Discovery, Alpha or Beta (including Go-Live Readiness) to provide approval for proceeding to the next phase in delivery or may take place at an ad-hoc time during any of these phases as required by the sponsor.

Assessment reports can provide assurance to sponsors and senior staff that a digital service project is on track and following best practice Government guidelines. The assessment can enable the identification of key risks that require mitigation to ensure project success.

During every assessment, the Gartner assessors will provide guidance and knowledge transfer, assisting in the maturity of the service delivery team.

Service Benefits

- Ensures digital services are delivered to meet user needs
- Provides independent assurance to Government sponsors of delivery progress
- Encourages development of best practice digital service delivery
- Develops service delivery team knowledge and maturity
- 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

- Built to suit Government delivery timescales (within 4 weeks)
- High-quality reports are often used as exemplars
- Focused, actionable recommendations to develop improved services
- Use of well-planned and structured interviews/meetings minimising disruption
- Assessor flexibility to meet at mutually convenient times
- Tried/tested approach, proven to deliver within a given schedule
- Experienced Assessors having completed multiple assessments across Government
- Lead, User Researcher, Designer, Technologist, and Analyst Assessors provided
- Performance, risks and issues managed by Gartner's Project Manager

Full List of Service Features

- Built to suit Government delivery timescales (within 4 weeks): simple 4-week schedule including introductory meetings, show and tell session, 1-on-1 meetings/working groups, Assessment Day and final report completion
- High-quality reports often used as exemplars: agreed structure to report with an executive summary followed by detailed findings and recommendations for each criterion
- Focused, actionable recommendations to develop improved services: findings and recommendations are provided for each criterion
- Use of well-planned and structured interviews/meetings minimising disruption: Assessor supporting material is used to maintain consistency in approach
- Assessor flexibility to meet at mutually convenient times: Assessors can independently arrange the best meeting times to suit the client
- Tried and tested approach, proven to deliver within given schedule: completed over 30 digital service assessments over the past 5 years
- Experienced Assessors having completed multiple assessments across Government: Assessors chosen have related experience and expertise to their role
- Lead, User Researcher, Designer, Technologist and Analyst Assessors provided: team of Assessors able to cover all aspects of a digital service assessment
- Performance, risks and issues managed by Gartner Project Manager: The Lead Assessor manages the whole engagement to ensure it runs smoothly

Project Approach

- **Phase 0:** Project set up and initiation, including kick-off to ensure understanding around scope and confirm schedule. Gartner Assessors complete pre-reading of shared documentation and take ownership of assessment criteria. The client conducts a show and tells to explain the purpose of the digital service being developed and the current status of delivery.
- **Phase 1:** Gartner Assessors will carry out 1-on-1 or group working sessions with digital service delivery team members. The Assessors will ask structured questions of the service team which relate to the criteria in question, exploring important themes and points of evidence. Gartner Assessors will analyse all documentary evidence provided by the teams and the information collected through 1-on-1 or group working sessions against the agreed service standard criteria. Additional questions may be asked of team members before the final conclusions and recommendations are devised.
- **Phase 2:** The Gartner Assessors deliver their findings and preliminary assessment results transparently with the digital service delivery team on an Assessment Day. Following this, Gartner Assessors meet to discuss final findings in relation to each criterion and then document them in a concise report ready for sponsor sign-off.

Project Schedule

Gartner anticipates completion of this type of engagement in 4 weeks for a single digital service.