

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Data and Analytics — Data and AI Literacy

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner assesses the client's data and AI literacy capabilities to ensure they are able to fully exploit cloud, digital and AI-enabled transformation opportunities. Gartner uses a customisable Data and AI Literacy Development Framework to define needs/develop a set of competency-based recommendations and deliver a learning programme to support staff.

Service Description

Gartner independently and objectively assesses the organisation-wide maturity of the client's data and AI literacy capabilities required to deliver digital transformation projects, using an applicable and published and best practice Gartner research framework and assessment method.

Gartner will discuss and confirm the desired improvements with the client and develop a programme with organisationally specific data personas and a learning curriculum for the client to implement in order to reach the desired data literacy levels.

The activity will provide a consistent message of the importance and fundamentals of data literacy across the whole organisation and develop a clear and measurable phased plan with strong executive buy-in and sponsorship.

Gartner can run immersive classroom training, for example, for a persona such as Data or AI Steward or for multiple personas run as a 1-2 day hackathon

Service Benefits

- Independent/objective support to determine data/AI literacy levels required
- Reinforces importance of data, AI literacy, and human-machine teaming
- Champions data/AI literacy and builds the case for change
- Personalised through use of real-life examples of using/speaking data
- Detailed programme with organisational-specific data personas and learning curriculum
- Identified data/AI literacy programme benefits of digital transformation
- Baseline and recommend actions to track/evolve the programme
- Positions data and AI literacy as core to employee development
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Experienced practitioners, supported by Gartner's toolkits, methodologies and insights
- Weekly status reports against agreed deliverables and timeframes
- Organisation-wide data and AI literacy survey and baselining
- Showcases cross-industry 'art of the possible' in data/AI literacy
- Tailored, interactive data and AI literacy workshops
- Provides tailored data/AI literacy sessions based on survey analysis
- Tailors data/AI literacy recommendations and personas to capability levels

- Provides data/AI literacy training, curriculum, and quick wins
- Immersive, hands-on and tailored classroom sessions or hackathons
- Final presentation to executive stakeholders

Full List of Service Features

- Project plan — Following project initiation, a plan will be proposed to cover roles and responsibilities, business stakeholders and timescales and key milestones for the review
- Workshop 1: Data and AI literacy — The core capability of digital society will provide an overview of the critical role of data and AI literacy in maximising data and analytics, AI and digital value creation and success by highlighting cross-industry best practices
- Workshop 2: Partnering with HR — A data literacy programme
- Workshop 3: Data and AI Literacy 101 — The essentials
- Workshop 4: Data and AI Literacy 201 — Middle management
- Workshop 5: Data and AI Literacy 301 — Senior leadership team
- Customised data and AI literacy survey and baseline of current level of data and AI literacy — A clear and common understanding of the importance of data and AI literacy for the client's digital transformation success
- Tailored data and AI literacy sessions — Customised following survey results and analysis
- Data and AI literacy recommendations — Actionable and tailored according to identified data and AI literacy levels for leadership, middle management and associates
- Tailored training programme suggestions aligned to the client's training policies
- Identify implementable quick wins
- Classroom training for specific personas or tailored, outcome-focused hackathons

Project Approach

- Week 0: Project initiation
- Week 1 — 2: Narrative and planning — Create the narrative, case for change and plan forward. Give data and AI literacy a brand and an identity
- Week 1 — 8: Interviews and immersive, hands-on workshops— Conduct interviews, and data and AI literacy pilot workshops for up to 50 stakeholders and socialise findings
- Weeks 2 — 7: Baseline data literacy and AI assessment (issue, collection and data science analysis)
- Week 8 — 10: Recommendations and planning

Project Schedule

Gartner anticipates completion of this engagement within 10 weeks.