

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Transformation — Hybrid Cloud Performance, Value Indicators and Dashboards

2026

Gartner G-Cloud 15 Service Definition

© 2026 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark of Gartner, Inc. or its affiliates. This Gartner G-Cloud 15 Service Definition, including all supporting materials, is proprietary to Gartner, Inc. and/or its affiliates and is for the sole internal use of the intended recipients. Because this Gartner G-Cloud 15 Service Definition may contain information that is confidential, proprietary or otherwise legally protected, it may not be further copied, distributed or publicly displayed without the express written permission of Gartner, Inc. or its affiliates.

Gartner[®]

Service Summary

This service puts in place the key indicators, performance and value management process to monitor the performance of your cloud, hybrid cloud or fusion organisation. It will also help embed measurable key indicators and the transformation management process to monitor the transformation plan accurately, change roadmap execution, and benefit realisation.

Service Description

This service puts in place the key indicators, the performance and value management process and the capability to monitor and report on the performance and evolution of your cloud, hybrid cloud or fusion organisation over time.

Service Benefits

- Transparent progress and performance monitoring and reporting
- Fit for purpose leadership dashboards
- Data-driven decision-making
- Ability to set targets based on benchmark data
- Provision of client-side, 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

- On-site expert team for “as-is” analysis and workshops to support
- Analysis utilising research frameworks and consulting assets and methods
- Gartner recommendations on KPIs for tracking, monitoring and reporting
- Facilitated workshops for awareness creation and decision-making on recommendations
- Weekly status reports against agreed deliverables and timeframes
- Final presentation to executive stakeholders

Full List of Service Features

- Define target key indicators to monitor performance and manage the transformation
- Define leadership and team dashboards
- Update the performance management process toward value and performance management to manage the key indicator library, dashboard and reporting
- Include the dashboards into a transformation management process

Project Approach

- Week 0: Project initiation — Agree and advise participants, dates for workshop and presentations

- Weeks 1 to 2: Select key indicators from the Gartner library and create a key indicator set — Gartner will prepare 3 workshops (to be agreed with the client sponsor)
- Week 3-5: Design leadership and team dashboards — Gartner will prepare 4 workshops (to be agreed with the client sponsor)
- Weeks 6-9: Make detailed recommendations on how to use the key indicators within the performance management and transformation management processes — Gartner will prepare 4 workshops (to be agreed upon with client sponsor)
- Week 6-10: Baseline key indicators and issue first reporting cycle, coaching the team at the same time

Project Schedule

10 weeks based on the client's availability for interviews and workshops.