A Gartner G-Cloud 15 Service Definition for

Cloud Consulting: Cloud Infrastructure — Legacy Technology Remediation Strategy

2026

Gartner G-Cloud 15 Service Definition

Service Summary

Gartner will independently and objectively assess the legacy technology application portfolio to determine the approach that should be taken to remediate the technical debt within the legacy applications, including outline timescales, effort required, key risks, priorities, and outcomes.

Service Description

Gartner will independently and objectively assess the application portfolio and prioritise legacy IT using Gartner's 'Plan, Address, Ignore, and Delay' (PAID) model to target high-impact and high-probability items for remedial action.

Gartner will discuss and confirm the technical debt of the application portfolio with stakeholders and develop an application portfolio remediation roadmap with tactical and strategic recommendations on how the organisation can use the model to assess, prioritise and take action to increase the health of the portfolio, increase technical resilience and support business agility.

Optional add-on service: Gartner can work with stakeholders to design a customised approach to measuring, monitoring, managing and controlling technical debt — i.e., a continuous approach to prevent, act and report on progress.

Service Benefits

- Identify, communicate, and prioritise technical debt remediation activities
- Address 'burning platforms' for high-risk systems of record
- Eliminate ineffective and unused applications
- Increase operational resilience and enable business agility
- Identify preventative measures to manage technical debt continuously
- Document an understanding of the client's technical debt compared to peers
- Provide a transparent method of communicating progress to the board
- 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

- Experienced team to support assessment of legacy applications
- Analysis of the application portfolio compared to best practices
- Assessment of technical debt based on impact, probability and cost
- Supporting analysis, utilising research frameworks/consulting work products
- Comparison of technical debt levels against industry peers
- Legacy technology remediation report
- Weekly status reports against agreed deliverables and timeframes
- Final presentation to executive stakeholders
- Provision of methodology to continuously measure/monitor legacy (optional)

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- Adaptation of operational resilience and IT quality framework *(*optional*)*

Full List of Service Features

- The Legacy Technology Remediation Report provides:
  - A complete view of each application determined by standard indicators across 3 different dimensions:
    - Business fitness covering input from business sponsors and stakeholders or as a survey to capture the voice of the end-user
    - Technical condition covering input from target technologists, application managers, solution architects and software developers
    - Operational cost covering input from financial analysts, owners or programme managers to determine the total cost of the application
  - Comparison of technical debt levels and other data points against industry or selected peers
  - A roadmap and actionable recommendations setting out the overall approach for remediation, including identified risks together with mitigation actions
  - Interactive application portfolio analysis where the client can click through business capabilities and drill into application-specific insights

Project Approach

- Phase 0: Project Initiation
  - Preview all relevant client information to assess the completeness of available data
- Phase 1: Establish Baseline
  - Conduct an online survey of business and technical stakeholders to collate data on applications; validate gathered data in a workshop
  - Map applications to business capabilities to enable portfolio segmentation to support analysis and conversation with business stakeholders. Agree on any applications that will not be investigated/remediated. Confirm findings in a workshop
- Phase 2: Design Target State
  - Conduct analysis of each business capability area to document insights and recommended courses of action. Confirm the proposed approach through workshops
  - Adapt the custom PAID model to support measurement and monitoring of technical debt over time (optional)
  - Adapt the Operational Resilience and IT Quality Framework to set up a best practice framework to manage and control technical debt (optional)
- Phase 3: Create Roadmap
  - Develop recommendations and a roadmap of investment decisions to remediate the application portfolio and document the strategy for each business capability
  - Finalise the ongoing continuous approach to measuring, monitoring, managing and controlling technical debt going forward (optional)
- Phase 4: Deliver Results

– Executive presentation on findings and roadmap to achieve the target state design

Project Schedule

Gartner anticipates completion of this engagement within 8-10 weeks.