

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

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner uses its proprietary Artificial Intelligence (AI) maturity assessment and capability model toolkit to benchmark AI maturity and existing AI capabilities, identify gaps, and provide an actionable roadmap to close the capability gaps for effective and safe deployment and scaling of AI across the organisation. Typically, part of AI strategy.

Service Description

Gartner independently and objectively assesses the client's current AI maturity/capabilities in light of AI opportunities, and strategic objectives of the client organisation.

Comparing against deep Gartner research data, and industry best practices, we perform a gap analysis against the full set of capabilities that are required to successfully and safely deploy and scale AI.

We assess against the following key AI capabilities:

- AI strategy
- AI portfolio & landing value
- AI lean governance & assurance
- AI delivery operating model/innovation
- AI literacy, people & skills
- AI engineering & reference architecture
- AI-ready data

Gartner will then develop an action plan, key recommendations, and a prioritised roadmap to close the gaps and help adopt and scale AI safely and effectively.

Service Benefits

- Clear view of AI maturity across the organisation
- Understand the ability to manage data and provide AI services
- Understand the team mix and benchmark it
- Understand the effort and cost distribution across AI
- Benchmark the organisation against peers across similar/other industries
- Identify AI risks and opportunities
- Understanding of current state regarding the ambitions of AI
- Accelerates AI capability planning and execution
- 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 independent and experienced team
- Supports the development of AI strategy and capability planning
- Boosts analyses utilising deep Gartner research data
- Discovery deck and key themes document

- Accelerates delivery through frameworks and consulting work products
- Weekly status reports against agreed deliverables and timeframes
- AI maturity assessment data and survey results
- Full maturity and capability assessment report
- Final presentation to executive stakeholders

Full List of Service Features

- Project Kick-off — 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 and any surveys will be prepared. Pertinent documents and materials, including current strategy, metrics, processes, governance structure, and decision models, will be collected
- Discovery and maturity assessment — Stakeholder interviews and surveys will be conducted, and collected documents will be reviewed/analysed. Future state, decision use cases, strategic drivers, and pain points will be identified, and a Capability Assessment report will be produced
- Conduct the gap analyses to Future State, and develop recommendations for evolving AI maturity and capabilities to meet the ambition
- Recommendations and roadmap — Gartner will define a detailed roadmap with pragmatic, actionable activities to improve maturity and prioritise investments and key AI capabilities to be developed and a list of initiatives to achieve target state AI

Project Approach

- Week 0: Project kick-off and initiation
- Weeks 1-3: Sprint 1 - Discovery and assessment
- Weeks 3-4: Sprint 2 - Create AI capability assessment and gap analysis report
- Weeks 5-6: Sprint 3 - Recommendations and roadmap

Project Schedule

Gartner anticipates completion of this engagement within 6 weeks.