

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Transformation — Hybrid Cloud Change Leadership Assessment and Development

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 embeds practical mechanisms and change leadership skills to engage cloud delivery and IT teams and help lead the change toward the target culture and a new fusion/hybrid cloud operating model. Uses culture hacks, behavioural techniques and Gartner communities of global good practices from multiple industries.

Service Description

This service assesses leaders and specialists involved in managing and leading the change toward the cloud culture and operating model. It then defines the learning and development plan to fill the gaps, introducing individual development patterns for the workforce. In addition, the service coaches and equips stakeholders with a change toolbox (culture hacking, nudging, communities of practice, etc.).

Service Benefits

- Develop a high-performance change team for cloud introduction/adoption acceleration
- Develop reference material for HR, leaders and champions
- Delivers ongoing visibility into development activities and topic progress
- Baseline for individuals on their change proficiency
- Provide visibility of gaps in the organisation's desired proficiencies
- Leaders and change teams are equipped to accelerate the change
- Simple techniques, easy to master
- IT TOM (Target Operating Model) versatility
- 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
- Analysis utilising Gartner recommendations, frameworks and consulting assets/methods
- 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 the required skills and competencies needed to lead and manage the change
- Define the size of the team and the way to organise it
- Validate the methods and "tools" the team will use
- Assess the candidates for the team and the existing team
- Coach the team to master the team and successfully support the change

Project Approach

- Week 0: Project initiation: Agree and advise participants, dates for workshop and presentations
- Weeks 1 to 2: Set-up of Gartner online assessment tool; support for the client team to install the assessment into its own survey tool or checks to secure the use of the Gartner cloud solution; interview up to 15 leaders
- Week 3-4: Assessment capability — Gartner will prepare one workshop (to be agreed with the client sponsor)
- Weeks 5-7: Make detailed recommendations on how to set up the capability (model, size, accountabilities): Gartner will prepare two workshops (to be agreed with the client sponsor)
- Week 5-9: Prepare training and coaching material for the change team
- Weeks 8-9: Update cloud outcome-based transformation plan and people-centric change roadmap; transfer the ownership of the plan and roadmap to the change team: Gartner will prepare one workshop and coaching session (to be agreed upon with client sponsor)
- Week 10-14: Coach the change team to perform the first weeks of the people-centric change plan

Project Schedule

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