

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Transformation — Hybrid Cloud Workforce Management Maturity Assessment

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

This service will assess the maturity of a client's workforce management capability for hybrid-cloud/cloud operations in the public sector or public/private fusion settings. It helps improve the client's cloud workforce and identifies opportunities to automate processes.

Service Description

This service helps improve how the cloud workforce is managed and increases the automation of the process. It also helps optimise the investment level for workforce management within the client's budget guidelines. This enables clients to focus their project/programme team resources on value-added activities.

Service Benefits

- Understanding of current maturity level of workforce management capability
- Identify maturity gaps in workforce management capability
- Development of a workable improvement plan for workforce management capability
- 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 and to-be analysis
- The use of Gartner's insights frameworks/consulting assets, methods/case studies
- Facilitated workshops for awareness creation, options analysis and decision-making
- Access to Gartner's global Analysts/Experts on Cloud/Workforce/associated capabilities
- Weekly status reports against agreed deliverables and timeframes
- Final presentation to executive stakeholders

Full List of Service Features

- Assess cloud workforce management maturity in terms of scope, processes, automation and budget
- Benchmark with peers
- Make target maturity recommendation
- Make recommendations to industrialise the process to the target level
- Update the cloud transformation plan including development of a workable capability improvement plan

Project Approach

- Week 0: Project initiation — Kick off Meeting. Review scope and agree dates for workshop and presentations, schedule interviews, provide briefing documentation to Gartner

- Weeks 1 to 3: Information gathering and review of process, automation and budget for cloud workforce management
- Week 3-6: Assess “as-is”
- Weeks 7-9: Make detailed recommendations: Gartner will prepare and run workshops to determine ‘to be’
- Week 10: Update cloud outcome-based transformation plan and people-centric capability improvement roadmap
- Week 11: Executive case wrap-up — Gartner preparation and executive presentation

Project Schedule

11-12 weeks based on the client’s availability for interviews and workshops.