

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Transformation — Digital Services Integration Strategy

2026

Gartner G-Cloud 15 Service Definition

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Gartner

Service Summary

Gartner will collaborate with you to develop a cohesive digital services strategy, mapping cross-service user journeys and identifying integration opportunities to reduce friction, enhance accessibility, and ensure alignment with GDS principles for seamless, end-to-end service delivery.

Service Description

Gartner will collaborate with you to analyse and map user journeys across multiple services, identifying pain points and integration gaps that hinder seamless experiences.

Using GDS Service Standards and best practice frameworks, we will develop a strategy and roadmap for joined-up services, ensuring interoperability and reducing duplication.

Our approach includes stakeholder interviews, workshops and persona development to capture user needs and expectations.

Gartner will provide actionable recommendations for technical and organisational integration, supported by KPIs to measure success.

This service helps public sector organisations deliver coherent, accessible and efficient digital services that meet user and citizen needs.

Service Benefits

- Improved user journeys across multiple services
- Reduced friction and duplication in service delivery
- Enhanced accessibility and inclusivity for all users
- Increased compliance with GDS Service Standards
- Better alignment of technical and organisational capabilities
- Accelerated adoption of joined-up digital services
- Improved stakeholder engagement and collaboration
- Increased trust and satisfaction among users and citizens
- Clear roadmap for integration and interoperability
- Accelerates delivery of actionable insights through proven analytical capabilities

Service Features

- Mapping of cross-service user journeys
- Identification of integration gaps and pain points
- Development of joined-up service strategy
- Persona and scenario modelling for clarity
- AI-powered analysis that augments Gartner's Insights and SME delivery experience
- Roadmap with prioritised integration initiatives
- KPIs and success metrics for monitoring
- Recommendations for technical interoperability
- Guidance on organisational alignment and governance

- Executive presentation of findings and roadmap

Full List of Service Features

The service includes mapping user journeys across multiple services to identify pain points and integration gaps. Gartner conducts stakeholder interviews and workshops to gather insights and validate findings. Personas and scenarios are developed to illustrate user needs and expectations.

A strategy and roadmap outline actionable steps for achieving joined-up services, including technical interoperability and organisational alignment. KPIs and success metrics ensure progress tracking.

Gartner provides recommendations for governance and capability development, concluding with an executive presentation to secure stakeholder buy-in.

Project Approach

A typical project would look like this:

- Week 1: Project initiation and stakeholder alignment. Confirm objectives, scope and success metrics.
- Weeks 2–3: Conduct interviews and workshops to capture user journeys and pain points; analyse integration gaps and develop personas and scenarios for clarity.
- Weeks 4–5: Draft joined-up service strategy and prioritised integration roadmap.
- Weeks 5–6: Validate findings with stakeholders and refine recommendations for technical and organisational alignment; prepare and deliver executive presentation and final report.

Project Schedule

Gartner anticipates completion of this engagement within 6 weeks.