

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Digital Leadership — Operating Model Strategy

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner will work with you to design a business-aligned digital operating model that defines roles, structures and capabilities for IT and digital organisations. We ensure alignment with UK Government principles and enable exploitation of cloud and digital technologies to deliver improved services for users and citizens.

Service Description

This service establishes the business-aligned operating model for the digital/IT organisation. Based on Gartner's proven methodologies, the service comprises the establishment of a digital bimodal operating model. This approach is aligned with principles outlined in HMG's "A Blueprint for Modern Digital Government", ensuring consistency with broader public sector transformation goals to ensure that:

- The service defines the capabilities the digital/IT organisation requires
- The digital/IT organisation is optimally sized in terms of staff numbers
- Assess capability gaps where new roles and skills are needed and provide strategies to address talent shortages and skills gaps, including workforce development and sourcing options.
- Defined roles and reporting structures in both the retained organisation and key roles in any service integration layers, including SIAM principles for integrated service delivery
- Aligned with strategic priorities for the organisation and front-line services, the need to assess, prioritise and effectively exploit digital and cloud capabilities

Service Benefits

- Defines a detailed digital bimodal operating model
- Ensures function scope, purpose, and accountabilities are clear
- Removes barriers to cloud adoption and exploitation
- Aligns mission with business priorities and outcomes
- Defines roles and reporting structures for clarity
- Develops optimal staff sizing and resource allocation
- Assesses capability gaps and talent requirements
- Provides actionable recommendations to close skills gaps
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Target state digital operating model and architecture
- Functional scope, purpose and accountabilities
- Roles and reporting structures
- Staff sizing and resource plans
- Capability gaps and talent needs

- Actionable and prioritised recommendations
- Clear value proposition for senior stakeholders
- Roadmap to business-aligned operating model
- Guidance on SIAM practices for multi-supplier environments
- Presentation of findings and recommendations

Full List of Service Features

The service includes:

- Optimum operating structure for IT and digital organisations, aligned with public sector transformation principles
- Functional scope, roles and reporting structures, and staff sizing plans
- Capability gaps and actionable recommendations to close talent shortages
- The roadmap outlining steps to achieve a business-aligned operating model, incorporating governance and SIAM practices for multi-supplier environments
- Alignment with strategic priorities, enabling the use of cloud and digital technologies effectively

Project Approach

- Week 0: Project initiation:
 - Agree and advise participants on dates for workshops and presentations, schedule interviews, and provide briefing documentation to Gartner
- Weeks 1 to 4: Information gathering and review of high-level organisation options:
 - Review current high-level designs of the IT functions of the organisational and planned target state
 - Conduct selected interviews (up to 16) over up to five calendar days
- Weeks 4-8: Develop detailed organisation design:
 - Define functional scope, purpose and accountabilities, roles, and reporting structures and agree on workloads against staffing expectations. Develop staff sizing and assess capability gaps
 - Facilitate 3 workshops (to be agreed upon with client sponsor)
- Weeks 9-10: Conduct workshops to assess and test design:
 - Facilitate 3 workshops (to be agreed with the client)
- Weeks 11 to 12: Develop an operating model plan and recommendations:
 - Provide a concise report highlighting issues and opportunities
 - Provide actionable and pragmatic recommendations for improvements to allow greater exploitation and value from cloud and related technologies

Project Schedule

Gartner anticipates completion of this engagement within 12 weeks.