

# **A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Benchmark — Enterprise IT Spend Benchmark**

2026

Gartner G-Cloud 15 Service Definition

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**Gartner**

## Service Summary

Gartner will provide the client with an Enterprise-level benchmark, comparing budget and staffing plans to those of their peers to help understand the true cost of supporting the organisation and improve confidence in IT management, decision-making and budgeting processes.

## Service Description

Gartner will benchmark the efficiency and effectiveness of the internal IT organisation supporting cloud-based initiatives, evaluating how IT budget and supporting processes compare to similar organisations, by:

- Collecting key data on IT financials and staffing
- Validating this data against known budgets and Gartner expectations from previous studies
- Selecting a specific set of “best fit” comparators from our benchmark database
- Producing a management report that clearly details how IT spending and staffing levels compare with peers using Key IT Metrics

It will help:

- Establish a baseline of your total IT spend and staff levels
- Compare total IT spend to industry peers
- Identify areas for improvement
- Improve IT cost management with multiple views of IT spend

## Service Benefits

- Compares client IT budget and staffing against tailored peer group
- Assesses IT spend against key financial metrics
- Assesses staffing and spending distributions across functional domains and assets
- Assesses cloud spend as a % of total IT spend
- Evaluates spending by investment perspective — CDEL and RDEL,
- Evaluates spending by investment category — “run,” “growth” and “transformation”)
- Evaluates spending by funding source (‘central’, ‘business unit’, ‘shadow’)
- Evaluates IT staffing metrics (IT, IT Contractor usage employees)
- Supports the client’s budgeting cycle with reliable industry spending data
- Experienced practitioners, supported by Gartner’s toolkits, methodologies and research

## Service Features

- Project plan detailing roles, timescales and scope
- Data collection and data freeze workshops
- Summary of client organisation data on budget
- Report detailing a comparison of the client to peer group

- Engagement with client finance/business case partners
- Dedicated support and advice to SRO and departmental leaders
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

## Full List of Service Features

- Project Plan — Following Project Initiation. To cover roles and responsibilities, business owners, client IT and Gartner point of contact, and timescales for the review
- Data Collection Workshop — To assist the client with data collection using the client's IT budget
- Summary of Data Collected — Using Gartner's templates of budget assessment, a summary of the data for the client organisation for agreement and sign-off. This will be confirmed via a data freeze workshop
- Report — Following Gartner analysis of IT budget. To include metrics on IT budget comparison with peers across spend categories and also IT overall staffing comparison

## Project Approach

- Project Initiation and Planning — The client will be assigned a Gartner Project Manager who will act as the central control and contact point. An on-site kick-off meeting will be held at the client's premises. The project plan will be issued following the meeting
- Data Collection and Validation — The Gartner project team will work together with the client's data collection team to collect data required for the benchmark analysis. After the collected data has been refined and validated in the data collection workshop, Gartner will issue the summary of data collected in a spreadsheet. This spreadsheet will be signed off in the data freeze workshop. Following this the Gartner team will select the appropriate peer groups for comparative analysis
- Findings and Results — Gartner will produce the management report. This will be presented either in an on-site presentation or via teleconference

## Project Schedule

Through the use of workshops and interviews to collect data, to achieve an IT baseline within a 4-6 week period.

## Assumptions

- Project pricing is based on the assumption that Gartner will conduct 4 interviews/workshops (kick-off and data collection, data freeze, benchmark results presentation) over a period of 3 weeks and that the client will arrange all sessions with the client personnel
- A critical driver of the project is the achievement of the data freeze milestone, whereby both parties signoff the dataset to be used for the benchmark analysis. Any delay in achieving this milestone will impact the overall schedule and may result in change control. If the data freeze milestone cannot be completed within the time frame agreed during project initiation, Gartner reserves the right to issue a change order to this SOW. Gartner will charge up to 12.5% of the agreed total price per

additional week required to achieve data freeze and will adjust the completion date for the Engagement accordingly