

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Transformation — Hybrid Cloud Fusion Operating Model Component Design

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

This service details and develops key elements of the hybrid cloud/cloud operating model in fusion settings. Gartner will examine one of the components of the cloud operating model, e.g., job roles, descriptions/families for cloud and hybrid cloud operations, detailed organisation models, effective governance models, target skills and competencies and sourcing.

Service Description

This service will update or expand one of the components of the cloud operating model. The component can be one of the following:

- Job roles, descriptions and families for cloud and hybrid cloud operations
- Detailed organisation model
- Detailed cloud governance
- Target cloud skills and competencies
- Sourcing for cloud

Service Benefits

- Reference material for HR, leaders and employees
- Clear accountabilities and purpose
- Actionable recommendations to allow rapidity and adaptability
- Compliance and security where it matters
- Builds digital dexterity
- Provision of client-side, independent and objective advice
- 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 research frameworks and consulting assets and methods
- Gartner recommendations
- 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 detailed target state operating in-scope component (per Gartner operating model component reference model)
- Clarify accountabilities
- Update cloud transformation roadmap

- Create an awareness document for senior stakeholders and teams

Project Approach

- Week 0: Project initiation: Agree and advise participants, dates for workshop and presentations, schedule interviews, and provide briefing documentation to Gartner
- Weeks 1 to 4: Information gathering and review of in-scope operating model component detailed material (document, interviews up to 16)
- Week 4-7: Assess “as-is” state
- Weeks 8-10: Make detailed recommendations — Gartner will prepare 3 workshops (between 5 and 10 participants, to be agreed with the client sponsor)
- Week 11: Update cloud outcome-based transformation plan — Gartner will prepare 1 workshop (between 5 and 10 participants, to be agreed with the client sponsor)
- Week 12: Awareness material wrap-up — Gartner preparation and executive presentation

Project Schedule

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