

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Data and Analytics — AI Centre of Excellence (CoE) Design

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner, using its end-to-end AI maturity/capabilities model and proprietary operating model framework, will design the AI CoE organisation, services, and operating model. Considering the client's existing AI capabilities, structures, and AI vision/strategy, the most suitable AI CoE archetype will be applied, based on deep Gartner research data.

Service Description

Gartner considers our client's AI vision, current capabilities, target state, and existing AI-related roles (if any) when designing the AI CoE organisation and operating model.

Our deep industry-leading research data in AI means our Gartner archetypes for AI CoEs accelerate decisions on how to organise to deliver AI at scale, and we will tailor and apply them once evaluated against the client's needs and organisational realities.

Our AI CoE framework covers:

- AI Strategy:
 - AI vision
 - Organisation drivers
 - Risks — exposure and appetite
 - Value — strategic alignment
 - AI delivery & adoption
- AI Portfolio
 - Use cases — assurance and prioritisation
 - Build/buy decisions
 - Change management
 - Value/cost management & benefits realisation
- AI Operating Model
 - AI innovation & delivery organisation
 - Responsible AI and governance
 - Literacy and capability build
 - AI engineering — data science, AI engineering, AI/ML ops
 - Partnerships and technology
 - AI-ready data

AI CoE organisation and operating model will take into account best practices as well as the client's priorities and constraints.

Service Benefits

- Confidence in outcomes using Gartner's expert practitioners and toolkits
- Accelerated design and delivery via Gartner methodologies and research
- Supports appropriate positioning of tools, personnel and governance
- Supports right-sizing teams to maximise impact
- Supports teams' focus to optimise value from AI

- High-level design of the AI CoE operating model
- 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 experienced leadership team
- Enables design of a fully functional AI CoE/operating model
- Aligns with industry best practices
- Utilises Gartner's proprietary research frameworks and consulting work products
- Weekly status reports against agreed deliverables and timeframes
- Collaboration sessions/workshops to ensure success of the designed model
- Final presentation to executive stakeholders

Full List of Service Features

- Project Kick-off — Following project initiation, a plan will be proposed to cover roles and responsibilities, business stakeholders and timescales and key milestones for the review. Interview guides and any surveys will be prepared. Pertinent documents and materials, including AI strategy, vision, use cases, current AI capabilities, AI roles, skills, processes, governance structure, and decision models, will be collected
- Discovery — Stakeholder interviews will be conducted, and collected documents will be reviewed. An as-is report will be produced that outlines existing AI capabilities and the expectations from the AI CoE
- AI CoE Options – Using our AI CoE archetypes and what we found in discovery, we will propose a set of CoE organisation and op model options to review and agree with key stakeholders before committing to more granular design
- AI CoE Design — Design the AI CoE organisation structure. Develop the target operating model considering objective and charter, talent and skills requirements, roles and responsibilities, services to be offered by the AI CoE, ways of working, and CoE's interactions with relevant functions, performance metrics, tools, governance processes and funding model.
- Recommendations and action plan — Gartner will define a step-by-step action plan to establish the CoE and make it operational.

Project Approach

- Week 1-2: Project Initiation and data collection
- Week 3-4: AI CoE Options
- Week 5-6: AI CoE organisation and operating model design
- Week 7-8: Recommendations, action plan, and final presentation

Project Schedule

Gartner anticipates completion of this engagement within 8 weeks.