

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Transformation — Fusion Cloud Optimising Hybrid Ways of Working

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner will select the optimal change approach to engage your stakeholders and enable effective hybrid or fusion cloud deployment. Gartner will assess individual-level change barriers and enablers, develop a people-centric change roadmap, identify operational efficiencies, and remove obstacles to build strong leadership commitment and workforce buy-in.

Service Description

This service defines the optimal change approach for engaging your stakeholders, ensures the effectiveness of your hybrid/fusion cloud operation. It will put the associated techniques and plan in place.

Service Benefits

- Visibility in business terms along a business-driven timeline
- Easy to understand by non-technical teams and leadership
- Balances agility and safeguards to secure outcomes within formal plans
- Focus on change readiness and change delivery
- 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 Gartner insights, frameworks and consulting assets/methods
- Independent and unbiased perspective from Gartner's proprietary insights
- 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 how teams, leaders, stakeholders and vendors will change while the operating model is being transformed

Project Approach

- Week 0: Project initiation: Agree and advise participants, dates for workshop and presentations
- Weeks 1 to 3: Validate the change approach for the teams and leaders, the suppliers and internal stakeholders interacting with the cloud teams — Gartner will prepare one workshop (between 5 and 10 participants, to be agreed upon with the client sponsor)
- Week 4-7: Evaluate people change readiness and individual change impact assessment based on interviews and online surveys (max 15 interviews)

- Weeks 8-12: Develop people-centric change roadmap: Gartner will prepare 3 workshops (to be agreed with the client sponsor)
- Week 13: Executive case wrap-up — Gartner preparation and executive presentation, including recommendations on next steps for change management
- Weeks 14-15: Update cloud outcome-based transformation plan with change roadmap: Gartner will prepare 2 workshops (to be agreed upon with client sponsor)

Project Schedule

15 weeks based on the client's availability for interviews and workshops.