

# **A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Product Management — Strategy and Design**

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Gartner G-Cloud 15 Service Definition

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## Service Summary

Gartner will work with you to define a vision and realistic roadmap for implementing or improving cloud-aligned product management capabilities. We incorporate GDS best practices and AI/data product strategies to futureproof digital service delivery for users and citizens.

## Service Description

Through interviews, workshops and document reviews, Gartner will establish the current state of the organisation's product management capabilities — which may include products, services, projects, programmes, and portfolios depending on the language used within the organisation and will be based on Gartner and GDS best practice standards for product management roles and lifecycle governance.

An applicable Gartner Maturity Model will be used to assess areas such as:

- Project management
- Service management, product management and backlog prioritisation
- People, teams and governance
- Supplier management and vendor management
- Product lifecycle governance
- Delivery pipelines
- Service design based on cloud or hybrid cloud infrastructure, including data, artificial intelligence (AI), ERP, operations and security use cases, and data product strategy
- Support and issue resolution
- Enterprise architecture

Once the current baseline has been established, Gartner will run workshops to define a vision and realistic roadmap with tactical and strategic recommendations for implementing or improving the cloud-aligned product management organisation, based on current state capabilities and goals for the future, led by both best practice and emerging trends and which will futureproof the organisation's digital service delivery.

Where relevant, each workshop may include high-level training on related topics, for example, moving from project to product, how internal teams can manage suppliers effectively, or how to manage and deliver a product backlog.

## Service Benefits

- Independent and objective support for digital leadership
- Better understanding of complex product management topics
- Well-articulated vision for stakeholder communication
- Experienced team supported by Gartner methodologies
- Actionable roadmap for implementation or improvement
- Clarity on delivery capabilities for market-leading products
- Strengthened portfolio and project management alignment
- Enhanced governance and lifecycle management practices
- Integration of AI and data strategies into product design

- Accelerates delivery of actionable insights through proven analytical capabilities

## Service Features

- Interviews and document reviews for current state assessment
- Capability assessment using Gartner maturity models
- On-site or virtual workshops for training and discussions
- Defined vision and roadmap with tactical recommendations
- Support for strategy and planning development
- Final report and executive presentation
- Guidance on cross-functional team design aligned to GDS
- Integration of AI and data product strategy
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

## Full List of Service Features

- The service includes a comprehensive current state assessment of product management capabilities using Gartner maturity models, covering areas such as governance, backlog prioritisation, delivery pipelines and lifecycle management.
- Gartner facilitates interactive workshops to define the target state and provide training on GDS product roles, backlog management and AI/data strategy integration.
- A roadmap with tactical and strategic recommendations supports implementation and improvement of product management practices.
- The engagement concludes with a detailed report and executive presentation, ensuring clarity and actionable steps for futureproofing digital service delivery.

## Project Approach

- Phase 0: Project initiation and kick-off workshop
- Phase 1: Plan for current state assessment:
  - Schedule stakeholder interviews
  - Request and provide documentation to be reviewed
- Phase 2: Conduct current state assessment:
  - Conduct interviews with key stakeholders, review appropriate deliverables and capture findings
  - Review draft finding and finalise current state maturity assessment
- Phase 3: Workshop — Define target state:
  - Host active discussions and interactive activities to validate the current state assessment of product management
  - Support the Client in designing a target future state of product management
  - Conduct training content as relevant and required designed to upskill IT/digital leaders
  - Validate current state against GDS standards, design cross-functional teams, and incorporate AI/data product strategy considerations

- Phase 4: Develop maturity improvement roadmap and present report:
  - Develop recommendations for improving capabilities
  - Develop a roadmap for realising the target state
  - Develop conclusions and summary report
  - Present report to executive stakeholders

## **Project Schedule**

Gartner anticipates completion of this engagement within 6-8 weeks.