

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Product Management — Support and Execution

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner will work with you to support sprint-based delivery of cloud products and services, providing independent assurance and hands-on expertise across programme planning, product management, sourcing, stakeholder engagement and technical advisory. We ensure compliance with GDS Digital Standards and deliver improved outcomes for users and citizens.

Service Description

Through closely working with the digital, IT and programme office leadership teams, Gartner will tailor its provisions according to the organisation's needs across several different capabilities, including:

- Programme Advisory: Project/digital product planning, complex decision making, onboarding of new joiners, establishing and upskilling teams in programme methodologies, tracking of project finances and supporting regular submissions to governing bodies, retrospectives and independent programme reviews, and assurance activities to validate delivery quality and compliance in several areas (e.g., digital, technology, suppliers, finances, compliance and risk), business case aligned with HM Treasury Green Book (Standard or Agile) document management
- Product Management: Consistent delivery of continuously evolving product backlogs, managing product teams including multiple suppliers, optimisation of vendors and delivery pipeline, sprint management and delivery, strategic service design, service support & issue resolution, Enterprise Architecture, removal of product delivery blockers
- Commercial & Sourcing: Sourcing and procurement strategy development and assurance, options analyses, service bundling and requirements gathering, contract reviews, support for vendor selection, negotiation strategies, and supplier management, including chairing monthly vendor review meetings
- Stakeholder Engagement: Stakeholder mapping and communications planning, building of standard and tailor-made communications packages, ranging from verbal or 1-page dashboards to complex presentations, representing programmes, services and products to senior stakeholders and sponsors
- Technical Advisory: Architectural, application or cloud infrastructure reviews (SaaS, IaaS or PaaS), including vendors and supplier offerings to assess fitness for both purpose and use.

Service Benefits

- Independent advice from strategy to execution
- Avoidance of conflicts of interest
- Increased efficiency of product delivery pipeline
- Accelerates delivery of actionable insights through proven analytical capabilities
- Increased citizen and user satisfaction
- Upskilled staff through on-the-job training
- Greater efficiencies across products and services portfolio
- Independent assurance to reduce delivery risk
- Lower business risk and reduced costs

- Demonstrated compliance with UK Government standards

Service Features

- Interactive workshops for training and retrospectives
- Documentation of product and service portfolio
- Sprint and programme increment delivery support
- Chairing delivery meetings and supplier reviews
- Business case development aligned to HMT Green Book
- Independent assurance reviews against GDS standards
- Commercial strategies and sourcing support
- Strategic service design and enterprise architecture
- Stakeholder mapping and communications planning
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Full List of Service Features

- The service includes interactive workshops for team training, retrospectives and documentation of product portfolios.
- Gartner supports sprint delivery and programme increments, chairs delivery meetings and supplier reviews, and provides business case development aligned with HM Treasury Green Book standards.
- Independent assurance reviews ensure compliance with GDS Digital Standards and Gartner best practices.
- Areas of expertise vary, and flex based on the client's requirements, and may include commercial strategy development, sourcing support, strategic service design, enterprise architecture expertise and stakeholder engagement planning.
- Gartner offers flexible engagement durations, scaling to the complexity of the client's portfolio, ensuring effective governance and accelerated delivery.

Project Approach

Gartner's project approach will be tailored based on the size, scale and complexity of the portfolio, programme, product and services being supported.

Project Schedule

Gartner provides this service in 1- 3- or 6-month options, scaling accordingly to the size, duration and complexity of the client's service, product, or programme.

The first engagement is typically delivered within 12 weeks.