

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Digital Leadership — Digital Service Discovery and Stakeholder Research

2026

Gartner G-Cloud 15 Service Definition

© 2026 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark of Gartner, Inc. or its affiliates. This Gartner G-Cloud 15 Service Definition, including all supporting materials, is proprietary to Gartner, Inc. and/or its affiliates and is for the sole internal use of the intended recipients. Because this Gartner G-Cloud 15 Service Definition may contain information that is confidential, proprietary or otherwise legally protected, it may not be further copied, distributed or publicly displayed without the express written permission of Gartner, Inc. or its affiliates.

Gartner[®]

Service Summary

Gartner will work with you to schedule and perform structured stakeholder interviews to develop a common viewpoint on digital opportunities, service portfolios or metrics. We align with UK Government user research best practices to ensure compliance and support improved services for users and citizens.

Service Description

Gartner will perform structured interviews with key stakeholders, ensuring the Gartner engagement team has an accurate picture of the service and service potential by:

- Supporting the development of a detailed understanding of client services through a structured interview process
- Using this process to gather input from key stakeholders and current thinking where needed
- Aligning to the Government Digital Service (GDS) User Research best practices and Service Standards, ensuring compliance with UK Government best practices for user-centred design
- Using this service to discuss the importance and potential, or the impact, of a client's or supplier's cloud-based service component across a wider set of stakeholders
- Add multiples of additional cloud-based service components, such as this offering, together, along with a baseline for stakeholder Interviews and service discovery or delivery area

Service Benefits

- Aligns with UK Government user-centred design principles
- Provides insight into services and opportunities
- Engages with stakeholders to gather information
- Captures stakeholder data to support decision-making
- Supports portfolio harmonisation and optimisation
- Delivers measurable insights into stakeholder alignment
- Improves readiness for digital initiatives
- Enhances collaboration across departments
- Strengthens evidence base for strategic decisions

Service Features

- Greater examination of a service area
- Project plan detailing roles, timescales and scope
- Stakeholder workshops for deeper engagement
- Analysis of stakeholder alignment and readiness
- Optional large-scale surveys for broader sentiment
- Structured interview process with data capture templates
- Write-up and analysis of findings



- Two-stage reporting with feedback incorporation
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Full List of Service Features

- Structured interview process to gather insights from key stakeholders, supported by data capture templates and relevant documentation
- Project plan outlining roles, responsibilities and timelines, and conducts interviews and optional surveys to assess alignment and readiness
- Analysis presented in two reports, incorporating feedback where necessary
- Compliance with UK Government user research standards
- Delivers actionable insights to inform digital strategies and service improvements

Project Approach

- Week 1: Project initiation — An on-site kick-off meeting will be held. The project plan will be issued following the meeting
- Week 2 to 8:
 - Interview scheduling — Gartner will agree on the timescales, stakeholders and method of contacting and discussing the engagement's agreed scope
 - Where appropriate, Gartner will incorporate quantitative stakeholder alignment analysis (e.g., surveys) to complement qualitative interviews
 - Analysis and results — Gartner will produce a draft report and, following any feedback, Final Report. This report will detail how charges compare against peer contracts

Project Schedule

The Gartner team will seek to deliver within 2-8 weeks, depending on the number of stakeholders to engage (this will be confirmed at the scoping phase).

Prerequisites

Access to stakeholder lists and contact details, or a dedicated project manager from the client's team to schedule and organise sessions