

Rapid IT Services Review

# Service description details



## Rapid IT Services Review

Methods has a proven track record of reviewing ICT Services to enable organisations to understand issues and opportunities and ensure value. We use our technical, commercial and market insight to identify innovative and cost effective services that meet requirements and exploit the opportunities of cloud and commodity ICT services.

#### What is the Service

Effective IT Services are a critical enabling function within any organisation. Having a clear understanding of the effectiveness of these services and where improvements can be made can help to unlock both project and service delivery across the organisation.

Our Rapid IT Service Review is designed for senior stakeholders who would like independent assurance or discovery into the operations of their IT service.

## What can it do for you

The Rapid IT Services Review provides a high level understanding of the operational and strategic capabilities of the IT Service within an organisation. Our consultants bring real world experience to the review and seek to identify opportunities to improve the service.

During the course of the review we will assess elements such as:

- IT Strategy and Roadmap
- Structure and Process
- Key risks and challenges
- Operational Process
- SLA/OLA/KPI compliance
- · Roles and Responsibilities

At the end of the review a report suitable for senior management is produced and circulated to key stakeholders.

#### **Service Features**

- 1. Expertise across traditional and Cloud ICT services (SaaS, PaaS, IaaS)
- 2. Underpinned by industry methodologies including TOGAF and ITIL
- 3. Comprehensive and pragmatic understanding of Cloud, Digital and platform-based principles
- 4. Independent and objective advice, vendor neutral with no commercial ties
- 5. Focus on alignment with business requirements and value for money
- 6. Ability to mobilise quickly and with large technical teams
- 7. Sound understanding of ICT services, technologies and market
- 8. A scalable delivery ecosystem: employees, partner firms and associates
- 9. Access to deep technical and commercial expertise and skills
- 10. Rapid high-level assessment of IT Operating model against ITIL standards

#### **Service Benefits**

- 1. Access to deep technical expertise through our delivery ecosystem
- 2. We apply learning from across public and private sectors
- 3. Deep team capability and mobility spanning broad skills and expertise
- 4. More objectivity and independence from our vendor/solution neutrality
- 5. Unrivalled access to leading-edge policy thinking on Cloud/Digital Public Services
- 6. Benefits/value-led approach to all technology reviews
- 7. Increased robustness of technical review
- 8. Expertise in aligning technology with business change
- 9. Flexible resource use; from advice, turnkey delivery or assurance
- 10. Comprehensive and pragmatic understanding of Cloud, Digital and platform-based principles

**Contact details** 





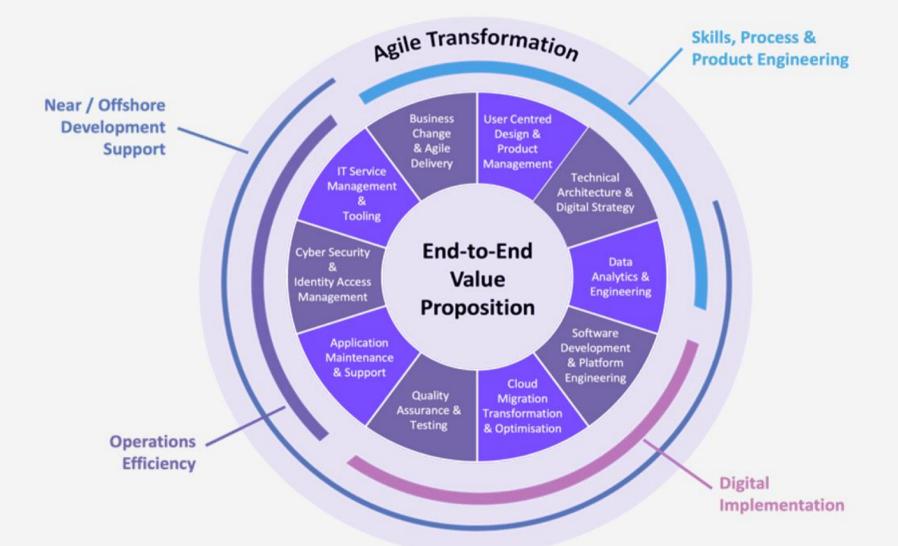
# **End-to-end transformation and innovation experts**

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

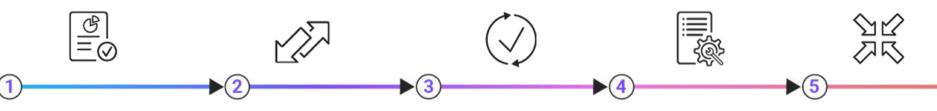
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



# Onboarding and offboarding process



### Understand Requirements

It is essential that we work with you to understand the requirement so that we provide the right resources with directly relevant experience at an appropriate level of seniority

#### Protect Team Availability

Having the right team on board from the start and maintaining continuity throughout the project ensures timely delivery of desired outputs

### Work Synergistically and Innovatively

Drawing from our past experiences, we can frequently recommend optimal delivery methods and/ or alternative solutions which will deliver benefits (or costsavings) over time

## Service Scope

Ensuring that the scope of the service to be delivered is properly quantified involves agreeing on logistics (e.g., deliverables, timelines, quality criteria, etc.) and understanding your constraints, sensitivities, and key drivers to match your expectations accurately

### Review/Agree Engagement

After initial discussions and planning, you'll review and amend a draft Statement of Work(s)/Services to ensure mutual agreement and alignment of objectives before starting the assignment. We may iterate the Statement of Work(s) with you to finalise the requirements



#### Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.



#### **Customer Responsibilities**

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.



# Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.

#### **Environment**

We use the 'recycle, reuse, repair, refuse' approach to waste reduction to minimise landfill waste, support climate initiatives, and enhance biodiversity, creating a sustainable environment for our colleagues and community

#### **Investment in Talent**

We cultivate young talent through our GRAVITATE programme, championing vibrant apprenticeship and graduate schemes while aiding tech career exploration for individuals aged 14-24

# Volunteering

We continue to support charitable causes that align with and support our values including our charity partner and VCSE initiatives

#### **Diversifying our Supply Chains**

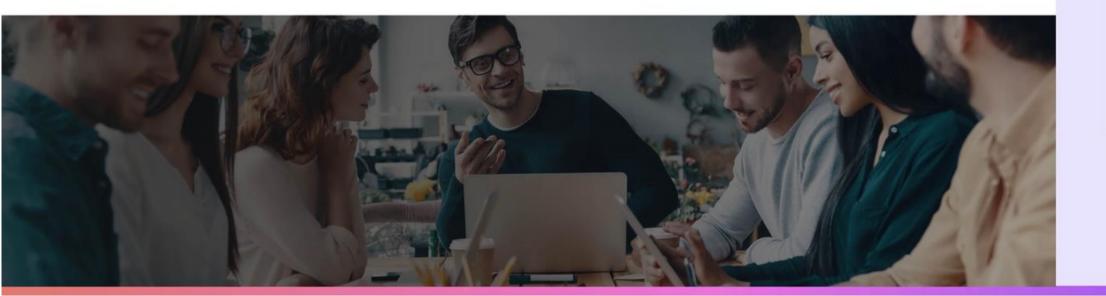
We diversify our local supply chains, promoting small business enterprise and engaging local people, SME, and micro-business suppliers

### Staff Wellbeing

We offer career paths and continue to enhance our PDP processes, and maintain our commitment to the Armed Forces Covenant. Moreover, we continue to support our colleagues holistically, considering them as complete individuals at every career stage with Methods

#### Safeguarding Services

We continue to provide insightful thought leadership on leveraging modern technology to secure our public services for future generations. This involves speaking at industry events, educating youth on tech career paths, and offering pro-bono advice to senior policymakers



# **Customer stories**



Stopped a Central Goverment high-severity Cyber threat in its tracks with a Threat Management solution that continuously monitors the security posture and responds to active cyber security incidents and vulnerabilities fast



Simplified 230+ service
offerings with no disruption
to live service to deliver
service management maturity
that was standardised to be
more efficient, and optimised
to reduce cost at a critical
time for HMCTS



Put nature at the heart of government decisionmaking using digital and Al innovation to explore 21 natural capital ecosystem assessments with Defra



Reduced service costs by 60% through the design and transition of Robotic Process Automation of 1.2M service billing transactions per month at NOS Telecoms Cabinet Office



Enabled the delivery of 4.7M care and food supplies to people who were at the highest risk from COVID-19 through the development, delivery, and maintenance of the Shielding Vulnerable People service at the Cabinet Office



Increased speed and traceability of annual education funding allocations by transforming the Funding Service at ESFA in the DFE

