

# G-Cloud 14 Service Description

Rapid IT Services Review



## 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



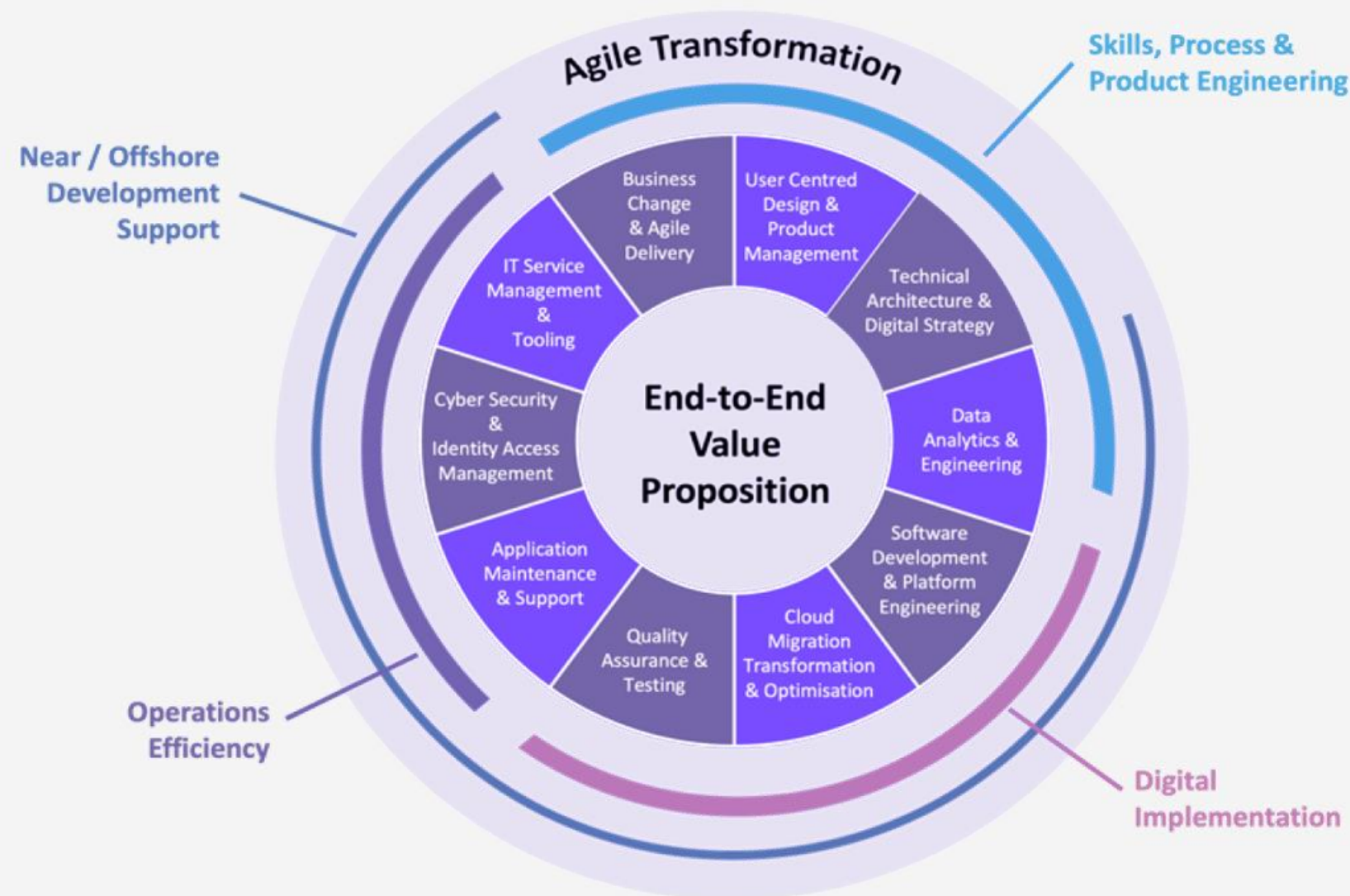
# End-to-end transformation and innovation experts

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.

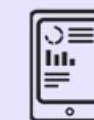
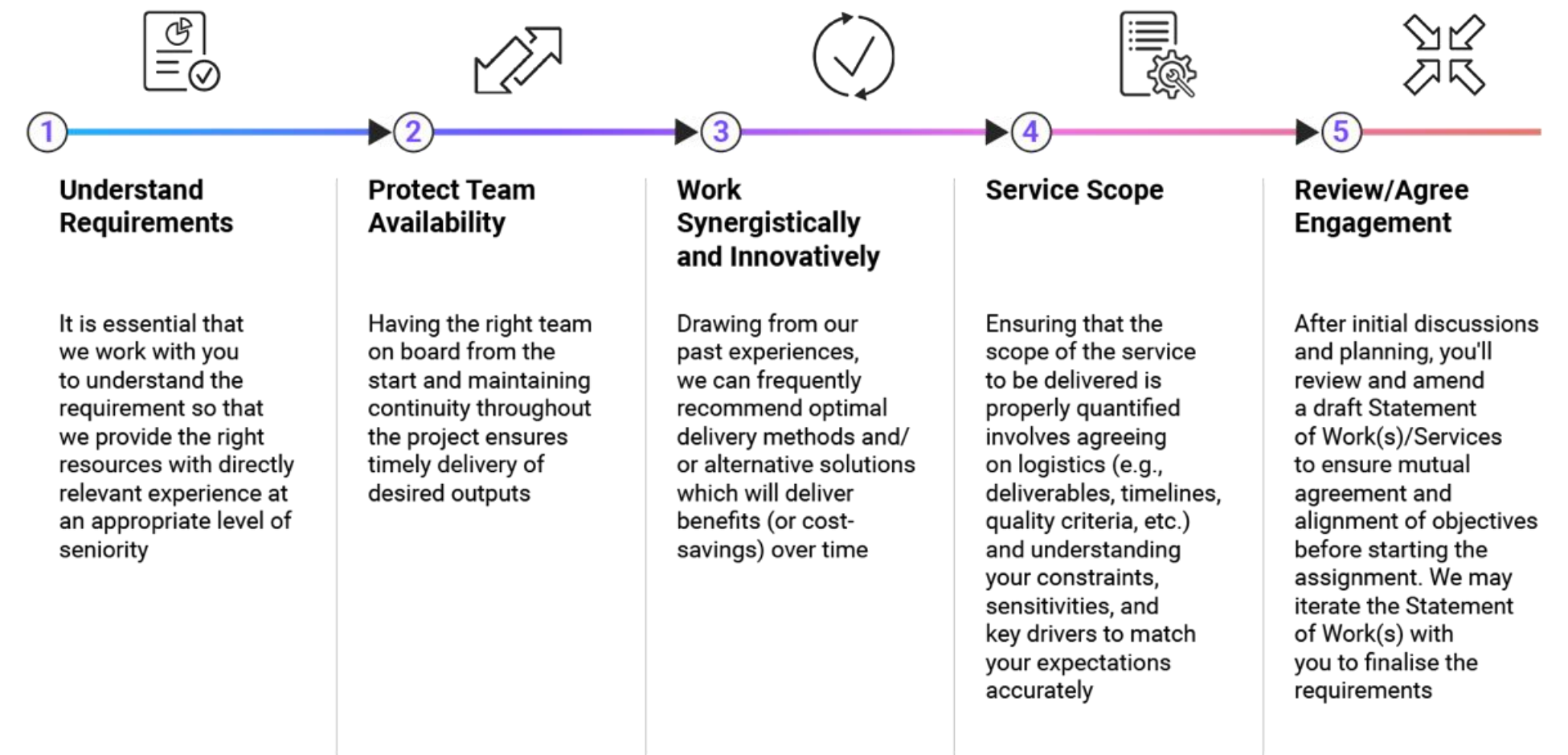
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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



### 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.



# Customer stories



Stopped a Central Government 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 decision-making using digital and AI 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