

G-Cloud 15 Service Description

Digital Strategy and Delivery Plan

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Working with you, our team of experienced designers and strategists will facilitate the design and development of your new digital strategy and delivery plan. Our human centred design approach will deliver a set of meaningful, actionable documents that are fit-for-purpose and will enable digital transformation and moving to the cloud.

What is the Service

To deliver on your digital transformation ambitions and the positive change you need, you will need a digital strategy that details where you are going and a measurable delivery plan that shows how you're going to get there. Working with you, taking a user centred design approach, we will develop a fit for purpose digital strategy, underpinned by data and evidence gained through user research. We will work with your stakeholder and users / residents to ensure the strategy supports their needs and ambitions.

What can it do for you

Digital and technology move forward quickly. A fit for purpose digital strategy ensures your organisation is set up for success given today's context, and future proofed for tomorrow's. Developing the strategy using human centred design and an agile delivery approach means it is evidence based and will work for both your staff and users supporting a move to the cloud. Our content designers will ensure the strategy, including the easy read version and other documentation, are accessible and easy to understand for everyone. Having an actionable delivery plan, with clear ownership, timelines and measurement will enable the team to move into delivery quickly and start having impact.

Service Features

1. Human centred design approach to strategy development.
2. Review of industry landscape to learn from best practice.
3. User research with staff and users to fully understand needs.
4. Holistic view of organisation and the role of digital/IT.
5. Effective stakeholder engagement to get buy-in and ownership.
6. Innovation workshops to explore the future digital landscape of organisation.
7. Content design to ensure accessibility and ease of use.
8. Easy read version of strategy to ensure full accessibility.
9. User testing and refinement of strategy.
10. Delivery plan/roadmap, including activity to achieve strategy promise (measurement, ownership)

Service Benefits

1. Human centred design approach
2. Deliver meaningful/actionable deliverables that are fit for purpose
3. Deliver meaningful/actionable deliverables to enable your organisation to digitally transform
4. Delivery plan: enable you to understand evidence behind the strategy
5. Delivery plan: enable you to see actions required
6. Delivery plan: enable you to understand how we will deliver
7. Delivery plan: enable you to understand who will own it
8. Delivery plan: enable you to understand how we measure success
9. Content designer: create easy-to-understand strategy - meaningful for staff/customers.

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



Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting overall service reliability, efficiency, and organisational visibility.**



Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability.** Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.