

G-Cloud 15 Service Description

Service Desk Operations

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Methods provides Service Desk Operations services for several Central Government organisations, bringing thought leadership alongside service delivery to provide operational improvements and changes to keep pace with rapid digital transformation programmes, whilst running secure, high performing business as usual (BAU) services.

What is the Service

Methods Service Desk Operations service offers an expert and experienced managed service for your Service Desk Operations, whether you are looking to implement a Service Desk for the first time, or if you are looking to make improvements to an existing Service Desk practice. We collaborate with and support clients by running their Service Desk function, governing delivery activities, ensuring value realisation, and promoting service improvement activities.

What can it do for you

Methods ensure that Service Desk operations are efficient, effective, and central to the delivery of a high-quality customer experience; processes are highly automated, efficient, and operated by Service Desk experts. We will ensure that the information required for operations is immediately available, including access to clear and measurable performance information, that your end users have the knowledge and self-help they need and can interact using the most appropriate channels, and you achieve and maintain a high first-time fix rate.

Service Features

1. Fully managed Service Desk Operation, owning delivery and performance management
2. Management of end user support contacts through multiple channels
3. Recording information, triage and analysis, and response within ITSM toolset
4. Incident/ request management aligned with documented processes
5. Management of outbound communications as documented in the support processes
6. Service Desk thought leadership to manage and oversee overall operation
7. Operational hours agreed and fully supported
8. Service Desk liaise with the Service Operations team, as required
9. ITIL4 compliant; guiding principles, governance, practices, continual improvement
10. Performance Management; SLA/ KPI management of Service Desk services

Service Benefits

1. Proven experience within Service Desk and Service Management environments
2. Independent, pragmatic, and proven transformation approach for Service Desk
3. Standardised and repeatable processes, procedures, and service level agreements
4. Methods’ service accountability to deliver faster, better, more effective services
5. Delivery of best practice ITSM policies, processes, and procedures
6. Provides independent assessment of risks/ issues, and improved controls
7. Effective and efficient Service Desk operation supporting increased productivity
8. Enabling increased service value for Service Desk services
9. Improved service performance with excellent end user experience
10. Improved alignment to your support strategy

Contact details

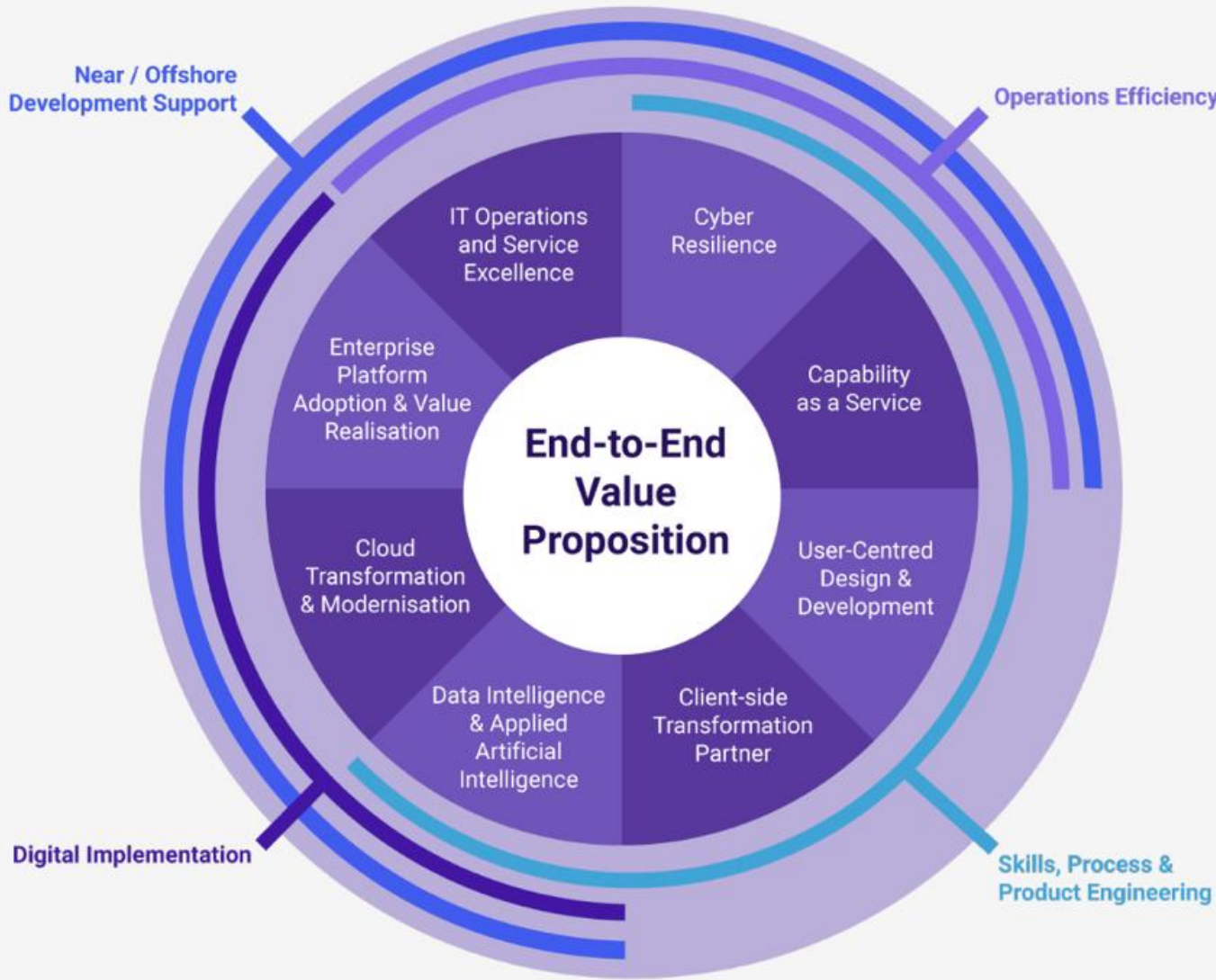
End-to-end transformation and innovation experts

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.

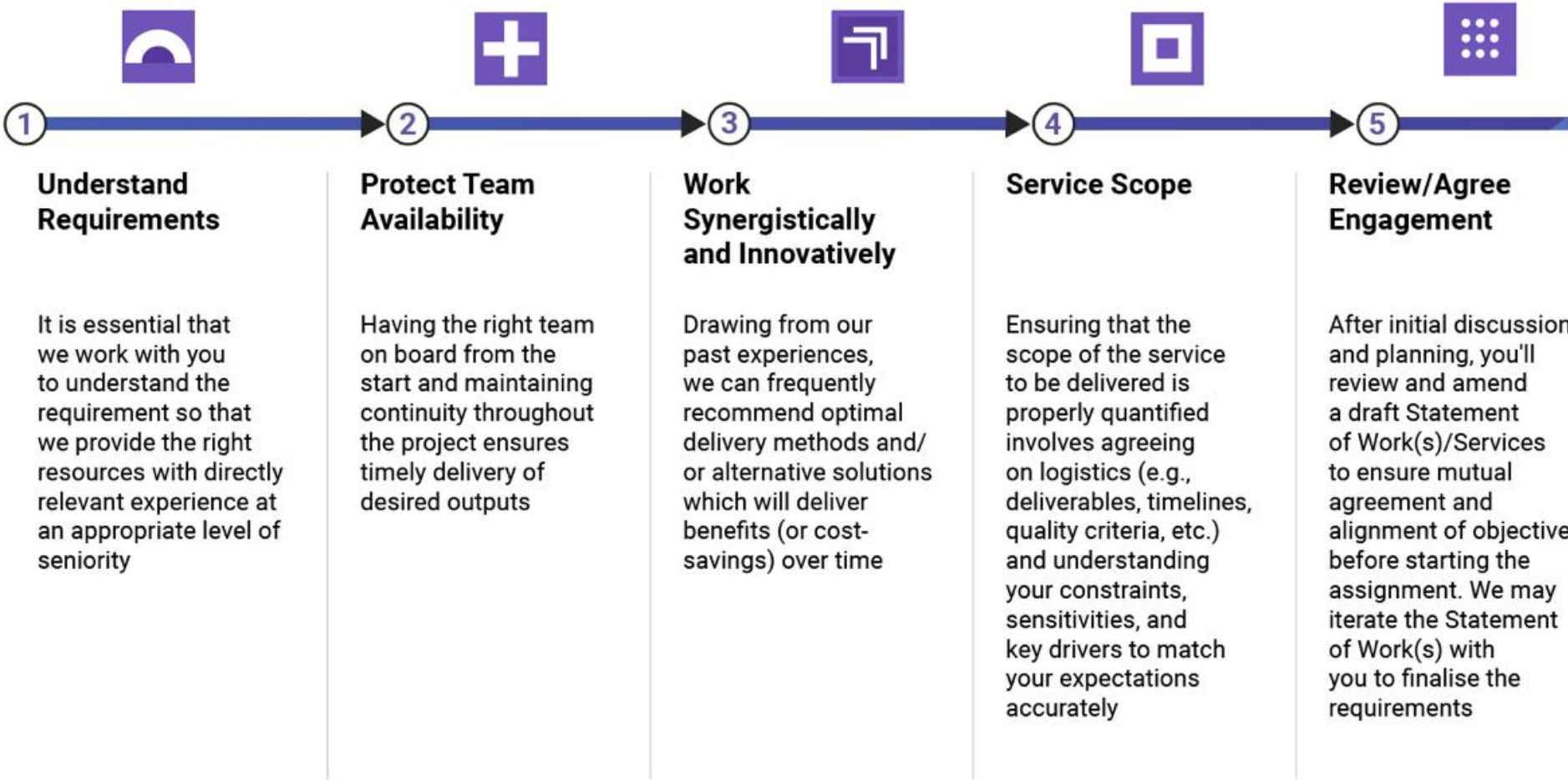
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.