

G-Cloud 15 Service Description



Digital Culture Change

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Culture change is hard, and difficult to do from within. Taking a human centred approach, we seek to understand the current state, and where you want to get to, to understand how to bridge that gap. We will design a set of appropriate interventions to enable this transition, supporting throughout.

What is the Service

Moving a traditional organisation to one that is fit for purpose for the 21st Century requires significant cultural change, particularly when going through the process of digital transformation.

By understanding the current organisation, including its structure, values, ways of working, governance, leadership, technology and cloud capability, systems and processes we get a holistic understanding of the current state of the organisation and your culture.

We also invest time in understanding the future vision of the organisation - where you want to get to and what you're trying to achieve. Once we've understood where you're at and where you want to go, we can develop a multifaceted plan to bridge the gap and move your culture forward over an agreed time period. We will employ behavioural change tools and theory of change to help shape new ways of working and thinking to support the transformation of your organisation.

What can it do for you

Culture is what differentiates good organisations from great ones. It is nebulous and intangible and often misunderstood. By understanding your culture and how it is limiting you from achieving your vision, you will be able to make tangible changes that improve how your teams work, the work they do and their efficacy, for example moving to the cloud.

Culture is fundamentally about people. By understanding your culture holistically and looking with fresh eyes, our consultants put people at the heart of this important, and often difficult change. Culture change is part of any project we deliver. We will work with you to build culture that supports your teams and users.

Service Features

1. Human-centred design approach to culture change, focusing on people
2. Understanding the current state or as-is of the organisation
3. Understanding culture, ways-of-working, leadership, governance, processes, systems
4. Conducting workshops with leadership to agree vision and future state
5. Conducting research with staff and customers to understand experiences
6. Analysis of current state and target state, prioritised recommendations
7. Design and delivery of interventions to achieve culture change
8. Roll out of programme of change, using change management approaches

Service Benefits

1. Leverage your culture to improve performance, morale and happiness
2. Maximise the people, their skills and experience in the organisation
3. Address visible issues that are rooted in your culture
4. Set and deliver a vision and direction for the organisation
5. Engage your staff, understand their experiences and needs
6. Reset your organisation and take your team on the journey
7. Deliver tangible, measurable change, improving performance and efficacy
8. Create an environment where high performing teams thrive

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.