

G-Cloud 15 Service Description

ITIL 3 to ITIL 4 migration

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Methods’ ITIL v3 to ITIL4 service provides expert consultancy for our clients looking to transition their ITIL framework from v3 processes to ITIL4 practices. We improve, tailor and implement service management frameworks aligned to ITIL to assist organisations in delivering value to their userbase and service consumers.

What is the Service

The Methods ITIL v3 to ITIL4 migration service offers expert and experienced consultancy through both ITIL v3 and ITIL4 certified consultants. We will review, optimise and evolve organisation’s IT Service Management landscapes to an ITIL4 approach, with a focus on delivering outcomes to the business through Service Value Chains. ITIL4 supports fast paced IT delivery through its synergy with continuous integration and continuous delivery project methodologies.

We support organisations by transitioning your ITIL v3 service management lifecycle approach to an ITIL 4-aligned service management system, underpinned by the ITIL General Management practices, Service Management practices, and Technical Management practices.

What can it do for you

Whether Methods operates a Service Management function for you or supports you with the running of your own, we ensure your ITIL approach is aligned to the most up to date industry standard. Our service provision will be in line with your business needs and effective support of your service ecosystem, delivering outcomes of value to your users.

We will ensure that optimisation opportunities are well understood, with access to clear and measurable performance information, coming from a proven track-record in running efficient and effective Service Management Systems. Methods will help you in turning opportunities and demands into value-add outputs through Service Value Chains, surrounded by a supporting Service Value System.

Service Features

1. Review and optimisation of organisation’s existing service management processes
2. Stakeholder mapping identifying customers, users, sponsors and suppliers
3. Maturity assessment and identification of desired service taxonomy
4. Identification of ITIL4 general and service management practices required
5. Design, tailoring and implementation of required ITIL4 practices
6. Integration of practices with organisation’s adopted project methodology
7. Implementation of Service Value Chains to realise demand
8. Implementation of supporting governance ensuring continual improvement
9. Creation and implementation of KPIs and service metrics
10. Implementation of full Service Value System orientated service ecosystem

Service Benefits

1. Established target operating model for service management
2. Industry standard aligned service management model and approach
3. Expert consultancy in tailoring value outcomes to business needs
4. Established mechanisms for demand and opportunities to be realised
5. Governance and reporting to control quality in service delivery
6. Adaptability and synergy with organisation’s project delivery approach
7. Efficiency savings in a modernised approach to service management
8. Adoption of automation approaches where business appropriate and feasible
9. Fully integrated and collaborative Service Value System established
10. Consistent and continuous delivery of value to clients and users

Contact details

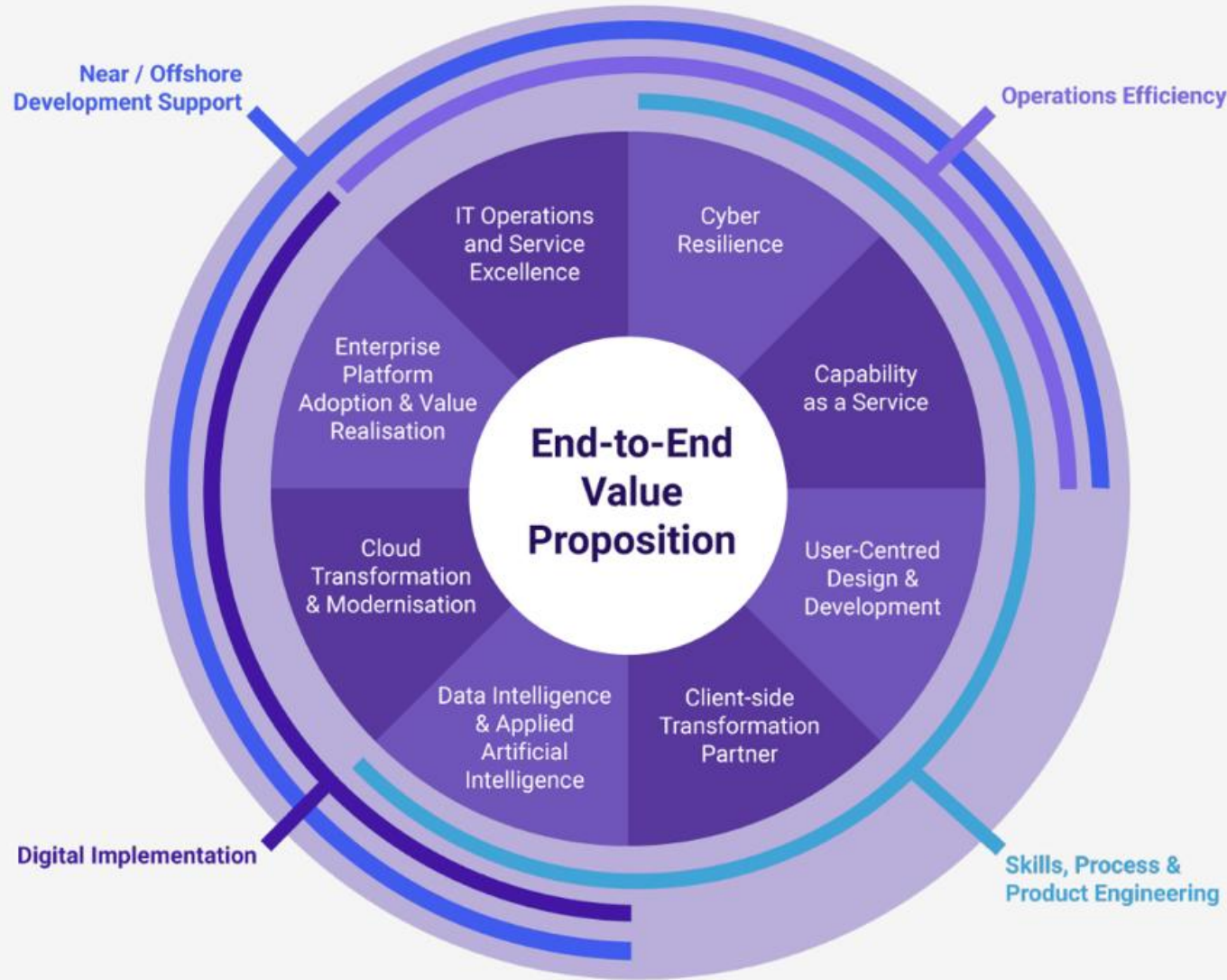
End-to-end transformation and innovation experts

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.

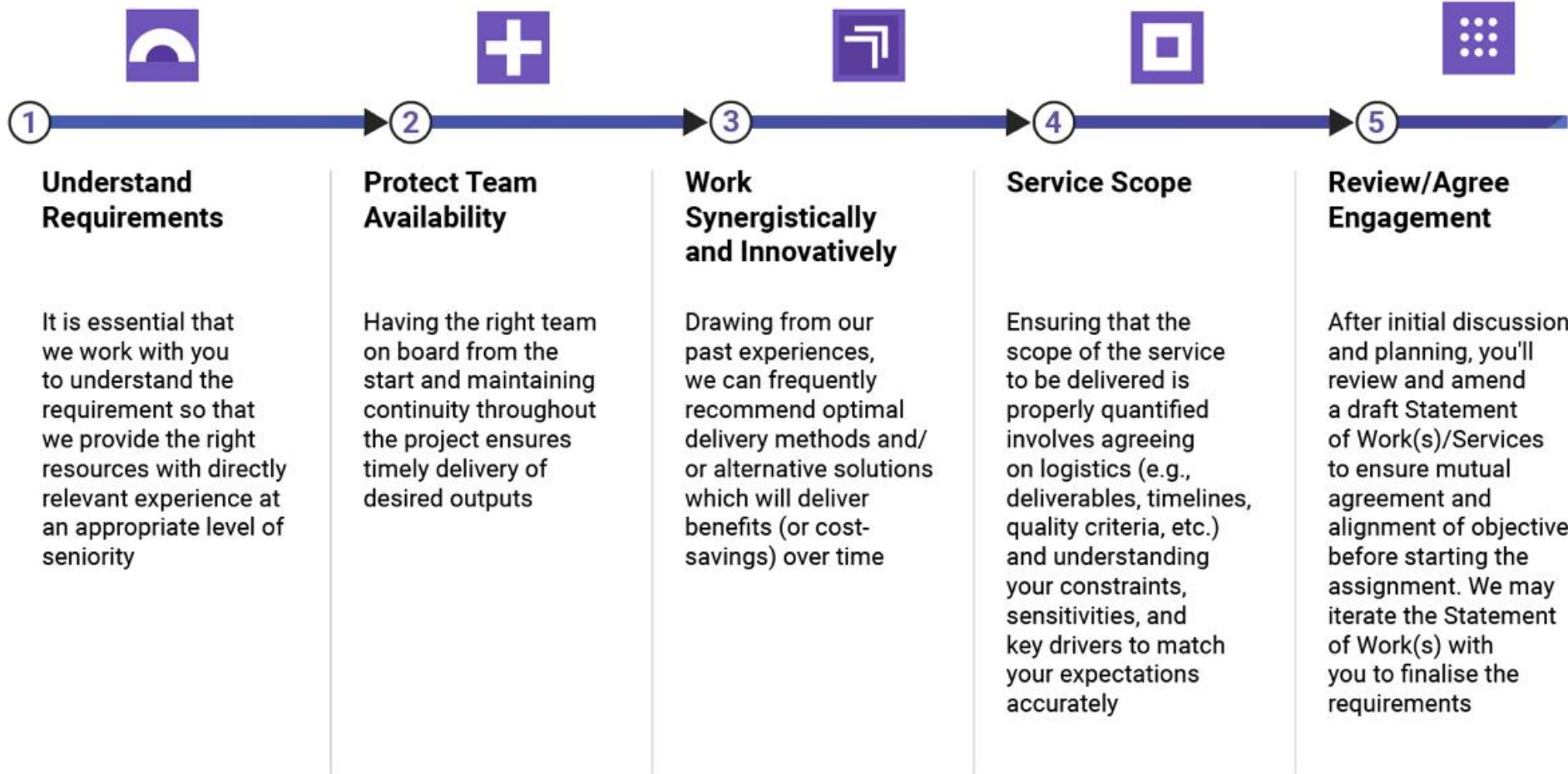
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

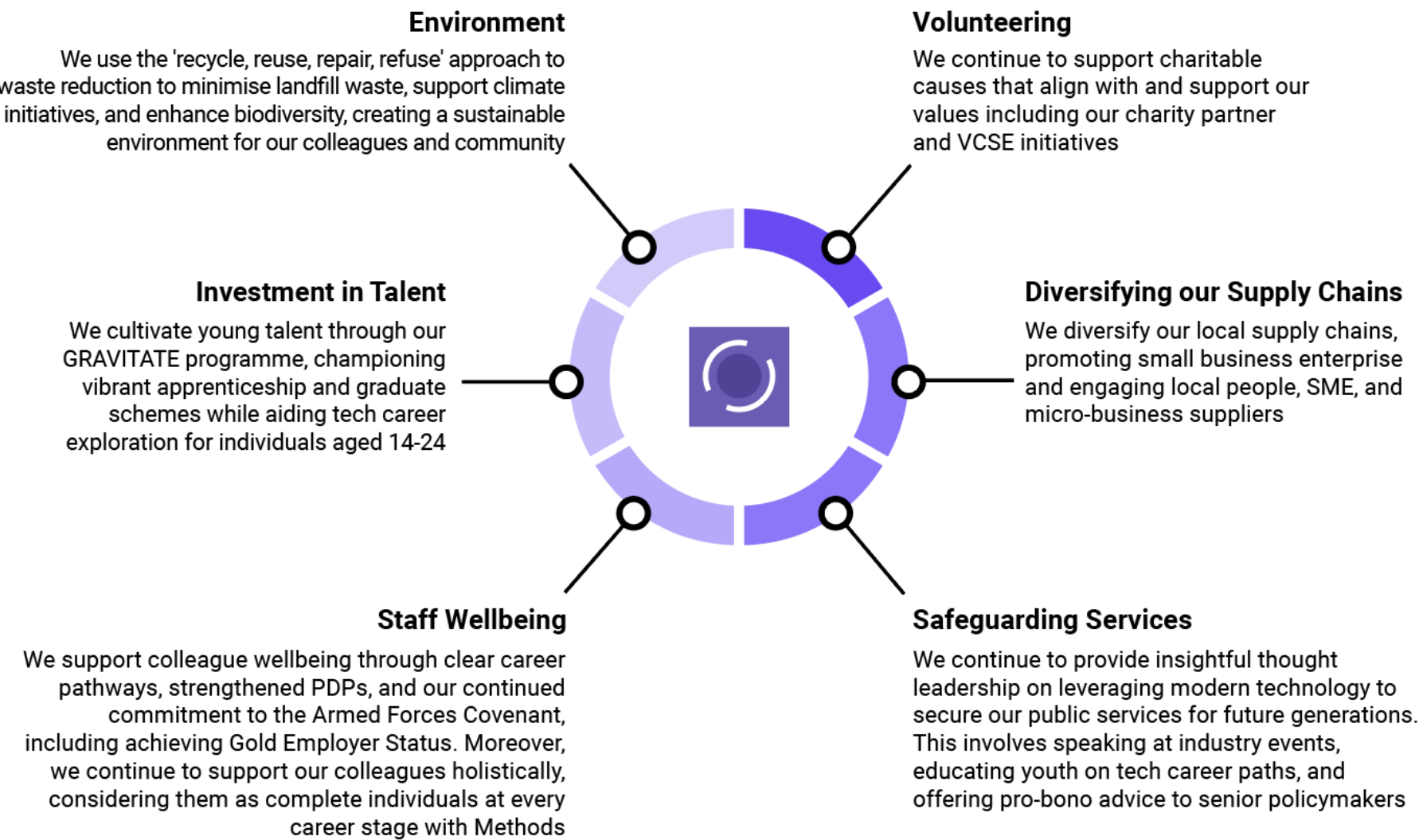


Customer Responsibilities

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.