

G-Cloud 15 Service Description

Situational Awareness Mapping (Wardley Mapping)

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Simon Wardley’s modern approach to value-chain mapping is an innovative method to give situational awareness and show strategic opportunity. Mapping capabilities to their evolution from genesis to commodity provides insight into duplication and inefficiency, as well as highlighting opportunities for organisational development and cloud/technological change.

What is the Service

Wardley mapping is a technique used to help equip organisations with greater situational awareness, by better understanding the context in which they operate. They describe the capabilities that are in use to satisfy user needs and position these capabilities in terms of how evolved they are. We help our customers understand their current landscape, spark conversation and co-create their future.

What can it do for you

- We identify what the user actually wants before exposing the components required to meet those needs (capabilities, technologies, etc.) and finish by positioning them on a map against how evolved they are. The key benefits include:
- Playing out different scenarios to test potential next steps
 - Drawing up a set of actions based on the maps
 - Enabling the organisation to build and compare maps for various user needs
 - Identifying what can be built as common services within the organisation and what can be reused from third parties.

Service Features

1. Focus on the user needs
2. Map the value chain against the evolution scale
3. Identify which capabilities and technologies will satisfy user needs
4. Show capabilities in a context specific environment
5. Highlight duplication, bias and areas of inertia
6. Spark strategic conversations between business and technical teams
7. Understand the impact of organisational change on service provision
8. Brainstorm strategic technology transition options

Service Benefits

1. Redesign your organisation based on trends and opportunities
2. Identify which capabilities are under-performing
3. Test the impact of different strategic approaches
4. A tool to inform strategic decisions (business and technical)
5. Generate actions based on findings from the mapping exercise
6. Help remove barriers against adoption of commodity technology
7. Show how different capabilities relate to one another
8. Understand the use of commodity solutions versus bespoke

Contact details

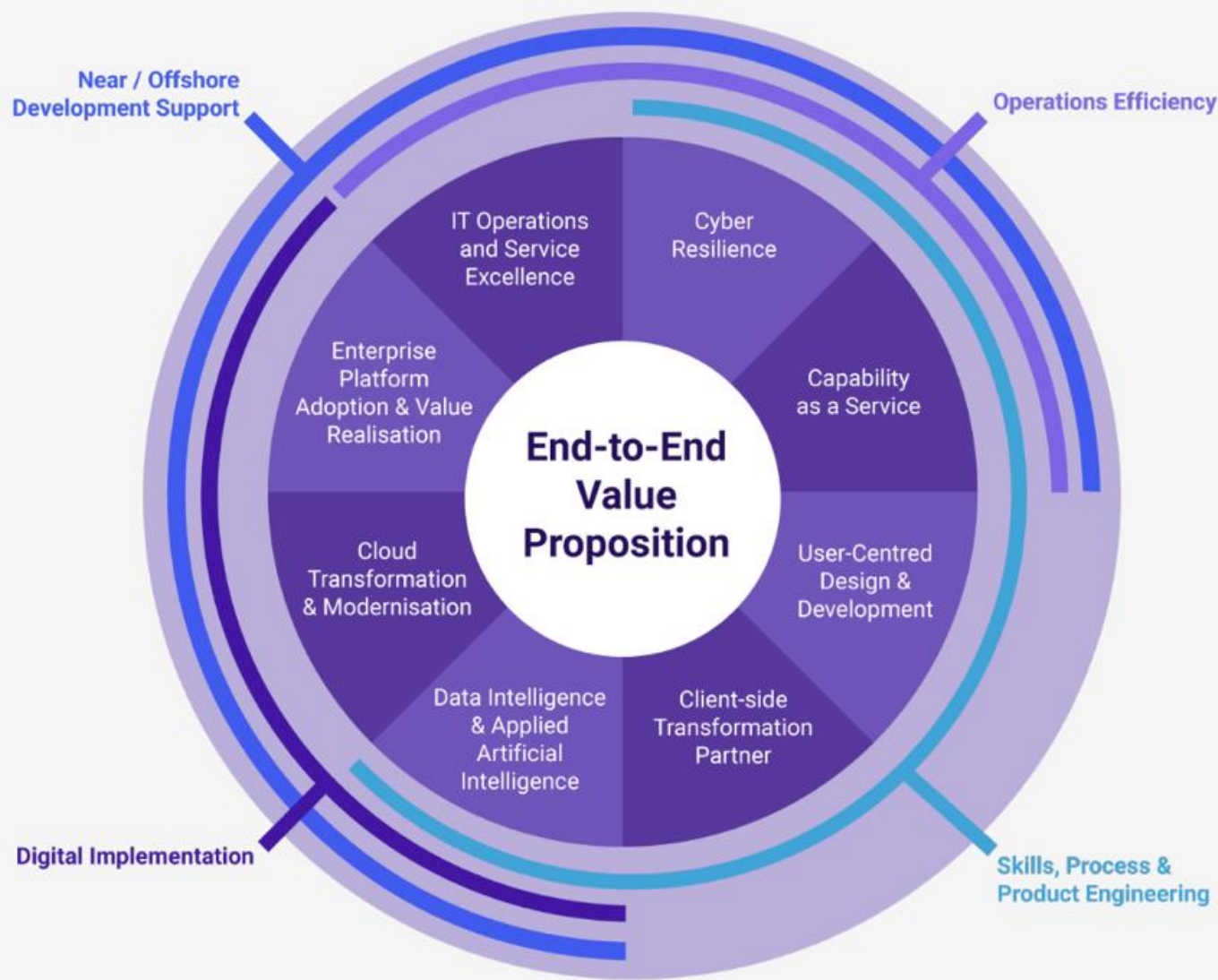
End-to-end transformation and innovation experts

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.

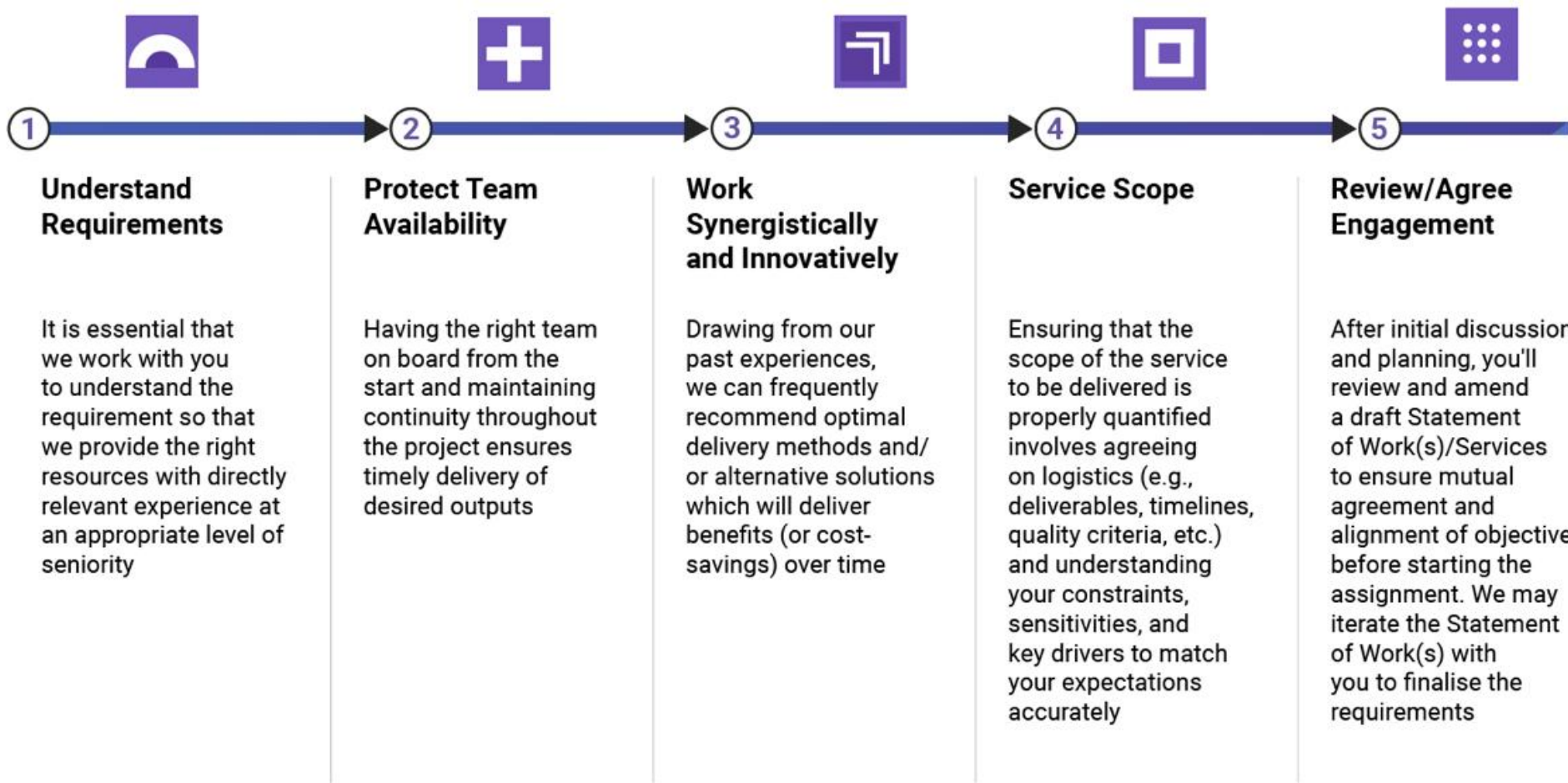
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

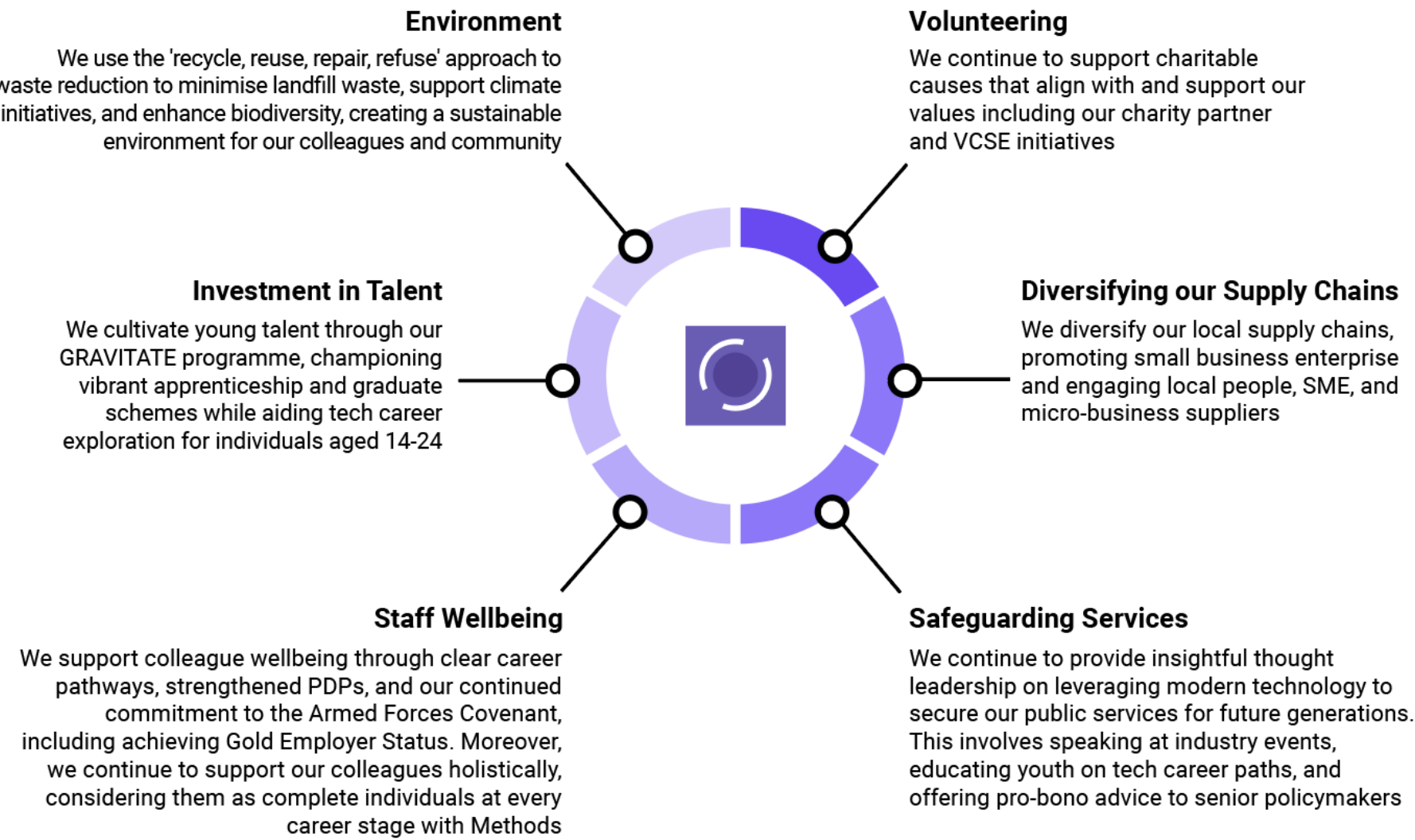


Customer Responsibilities

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.