

G-Cloud 15 Service Description

Target Operating Model

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Methods identify the key functions, information, processes, technology and resources required to deliver your objectives, assessing the technology platforms and applications needed to support the flow of data across redesigned processes/functions. Methods use our leading framework for developing Target Operating Models (TOM), tailored to meet requirements for Cloud optimisation.

What is the Service

A Target Operating Model (TOM) helps organisations identify what capabilities they need to be able to achieve their goals and strategies.

Our approach starts by developing a comprehensive view of the 'As Is', or Current Operating Model. Through this analysis we identify current pain points and opportunities for improvements. This is combined with an understanding of your strategic aspirations for improved data management, our knowledge of industry best practice, and the business goals your organisation aims to achieve, to outline options for alternative future operating models. This process is designed to broaden your thinking and explore the opportunities that may be provided by alternative approaches.

We will then produce a business case and roadmap to outline the investments and activities that are required to add and develop the capabilities required to achieve a Target Operating Model.

What can it do for you

By building a clear picture of the 'as is' and 'to be' models of an organisation, it becomes easier to identify more specific areas for improvement and change. Methods' TOM Design service enables an organisation to get a clear strategic direction for their organisation, providing clarity on which specific areas need to be prioritised and developed in order to reach the desired state.

Service Features

1. Review and analysis of existing organisational operating models
2. Creation of a Risk, Issue and Opportunity matrix
3. Design principles provide a framework linking strategy to design
4. Design and definition of effective Target Operating Models
5. Includes costs and resource modelling of TOM
6. Definition of functions and process architecture
7. Design of organisation structure and high level job roles
8. Level of design detail flexed to fit requirement
9. Transition Roadmap aids transition to your blueprint
10. Experience in both design and transition to new TOMs

Service Benefits

1. Identification of issues and opportunities for optimisation and improvement
2. Vision of future organisation defined and communicated to stakeholders
3. Optimal organisational design aligned to strategy and business objectives
4. Builds a clear link between functions, processes and roles
5. We define the roles and skills and staff required
6. Assurance that processes align to strategic and operational objectives
7. Effective planning and implementation of change to deliver outcomes
8. Optimal business processes designed and tested to deliver objectives
9. Uses best practice with design specific to your organisation
10. Approach to collaboration and co-production provides effective knowledge transfer

Contact details

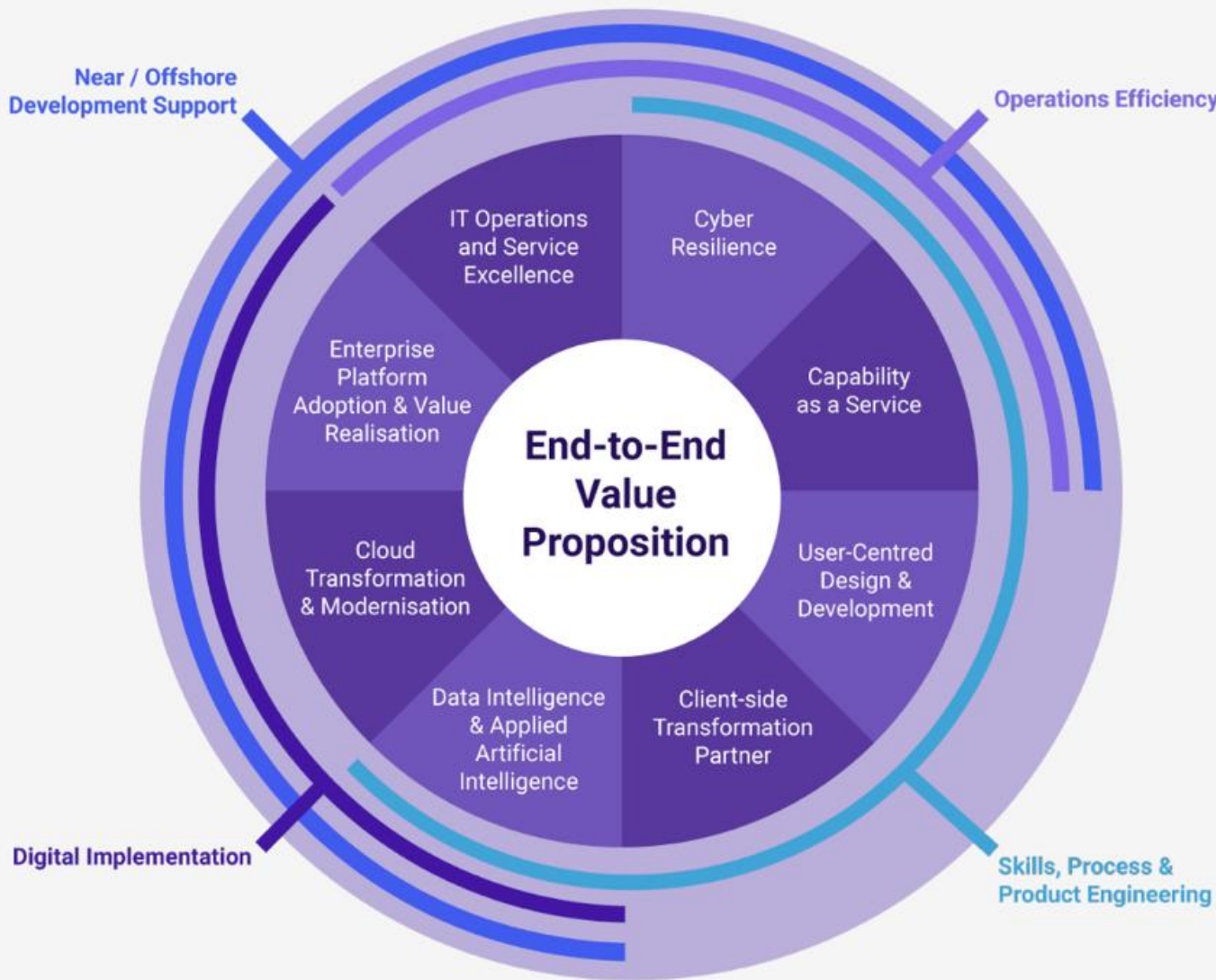
End-to-end transformation and innovation experts

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.

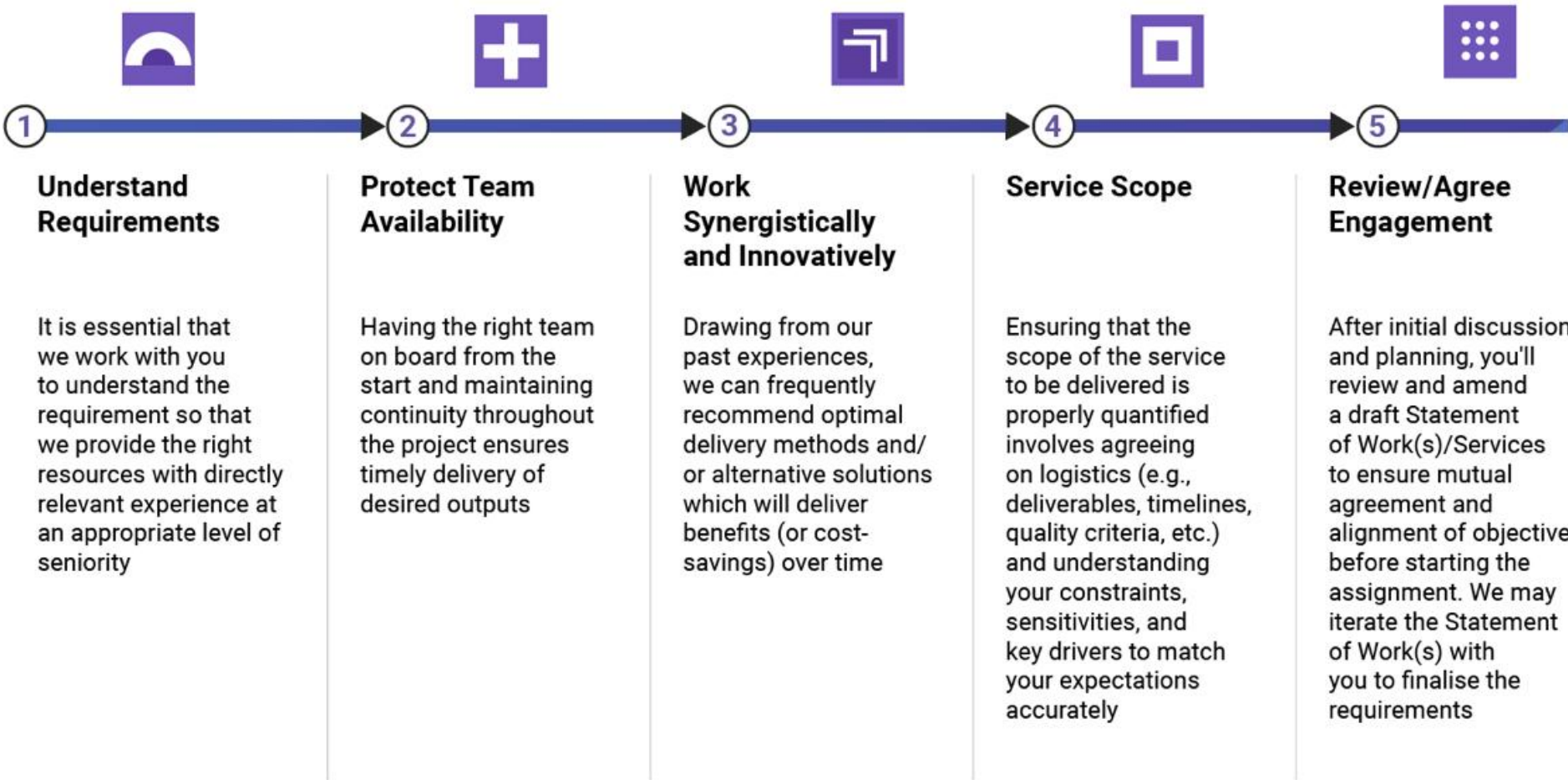
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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



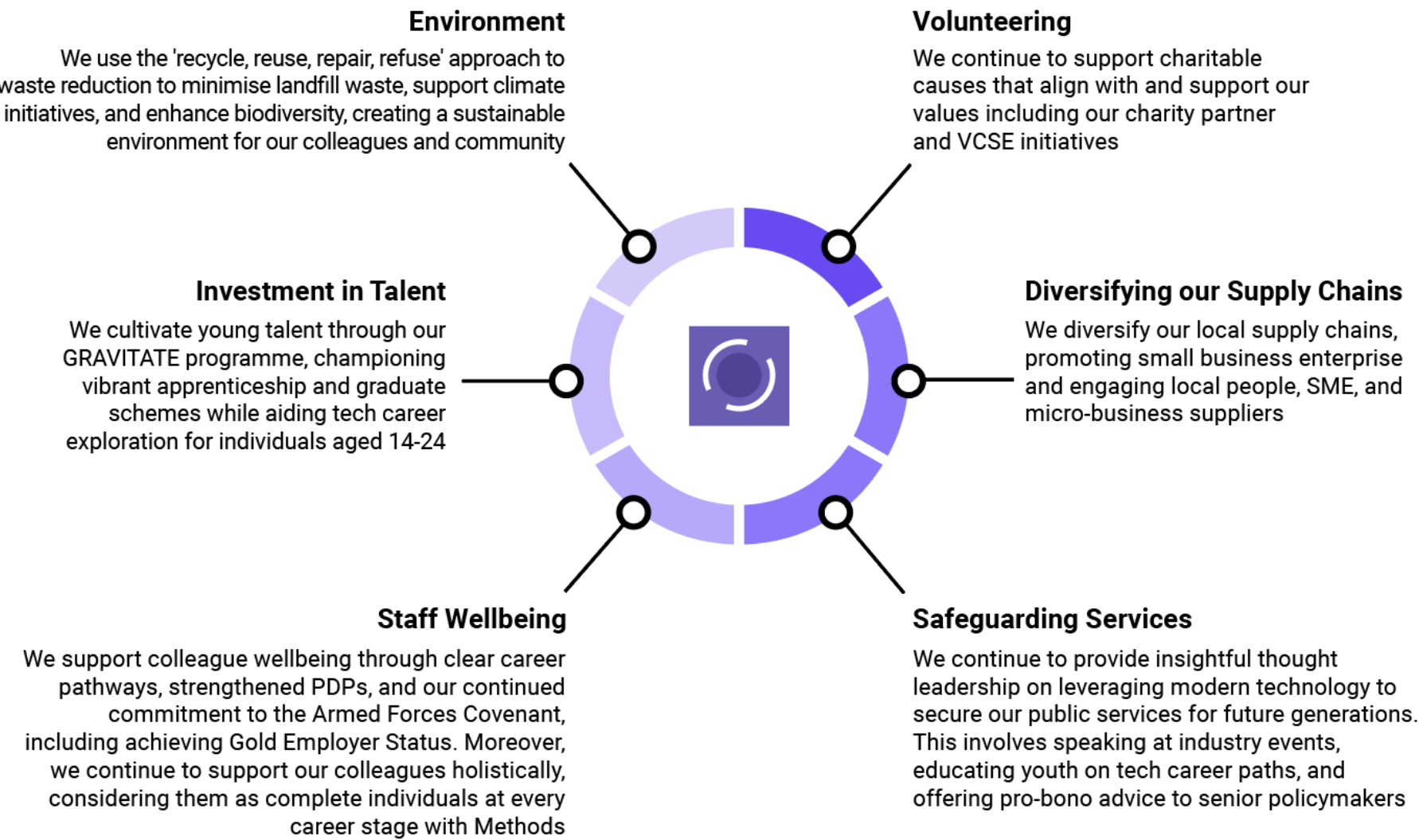
Ordering and Invoicing
Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

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.

