

G-Cloud 15 Service Description

ITSM - Support for General Management Practices

ITSM - Support for General Management Practices

Methods ITSM Support for General Management Practices helps clients to deliver the Management Practices described in ITIL 4. We deploy expert resources to assist you in aligning your IT activities and investments with your strategy, fostering collaboration and considering wider organisational aspects to deliver your IT services effectively.

What is the Service

Methods has extensive experience of delivering IT Service Management (ITSM) services for Cloud and multivendor services across Government, covering the full ITIL Service Value System and across the Service Value Chain. Our ITSM Support for General Management Practices service provides experienced ITIL practitioners to assist you with the effective delivery of the 14 Management Practices described in ITIL 4, and their interaction with your wider organisation. This can include aspects such as strategy, relationships, operations, information and delivery functions, allowing you to deliver more effective and efficient IT services aligned to your business needs.

What can it do for you

Methods ITSM Support for General Management Practices service helps you to align your IT activities and investments with your strategy, fostering collaboration and managing interfaces and interactions with the wider organisation in order to deliver your IT services more effectively. We work with you to ensure you have the main elements of the ITIL 4 Service Value System in place, notably the principles, governance and Management Practices described in ITIL 4. Our experienced ITIL practitioners will support you across the Service Value Chain.

Service Features

1. Service Value System support for principles and governance
2. Expert advice and support across the Service Value Chain
3. Expertise across all 14 General Management Practices of ITIL 4
4. Strategy Focused Support: Strategy Management, Portfolio Management, Architecture Management
5. Relationship Focused Support: Supplier Management, Relationship Management
6. Operational Support: Measurement and Reporting, Risk Management, Continual Improvement
7. Information Focused Support: Knowledge Management, Information Security Management
8. Delivery Support: Service Financial Management, Project Management
9. Organisational Support: Workforce and Talent Management, Organisational Change Management
10. ITIL 4 alignment: guiding principles, governance, practices, service value chain

Service Benefits

1. Enhanced alignment between IT activities and investments with strategy
2. Proactive risk identification and management, reduced service disruption
3. Improved service delivery effectiveness, efficiency and value
4. Optimised resource and investment allocation
5. Improved stakeholder management and decision making
6. Improved workforce and organisation alignment to service delivery
7. Proven experience within SIAM, multi-sourcing, disaggregated and transformation environments
8. Standardised, ITIL-compliant processes and procedures
9. Commitment to continual service delivery and long-term client self-sustainability
10. Flexible, scalable, and independent client-side service

Contact details

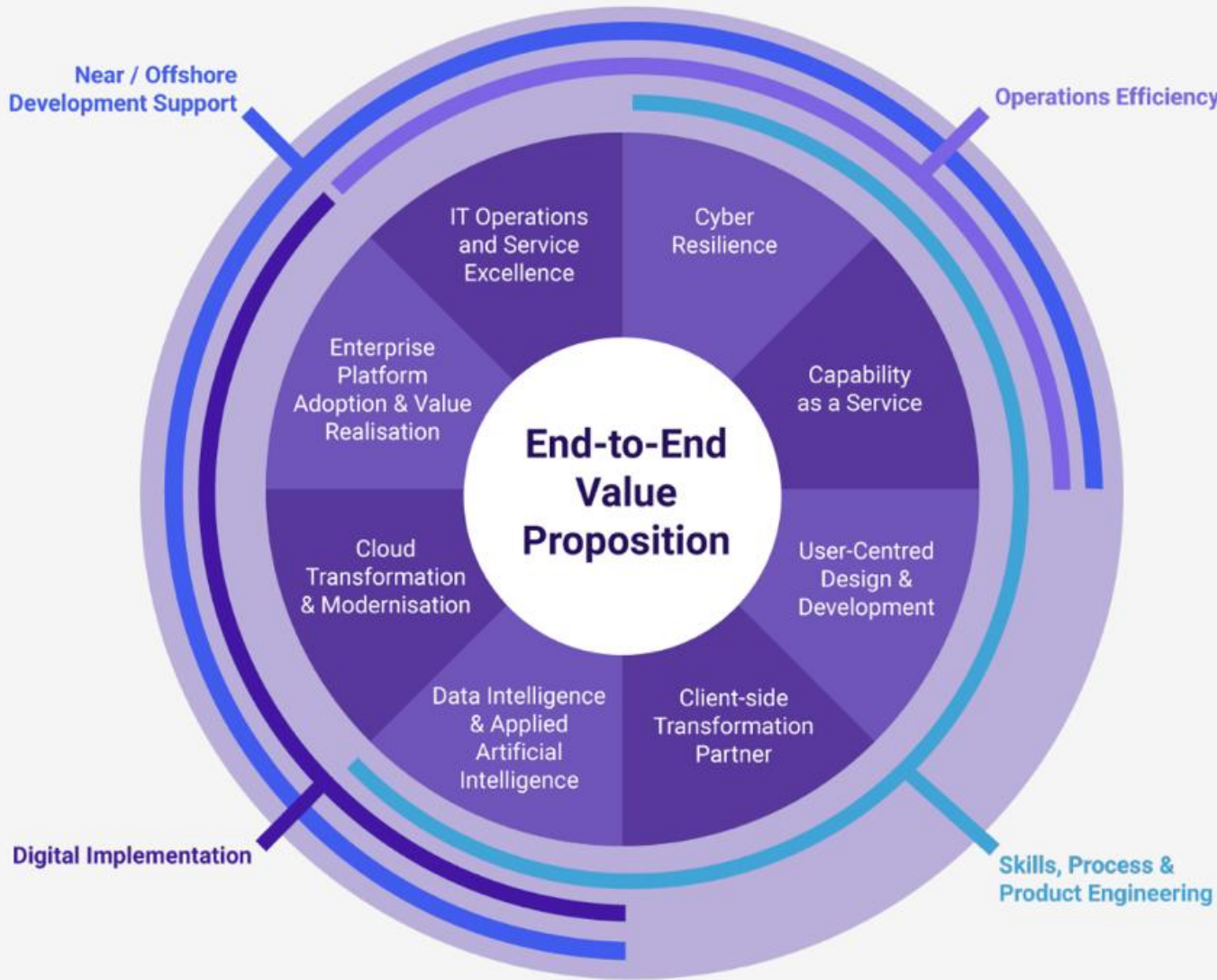
End-to-end transformation and innovation experts

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.

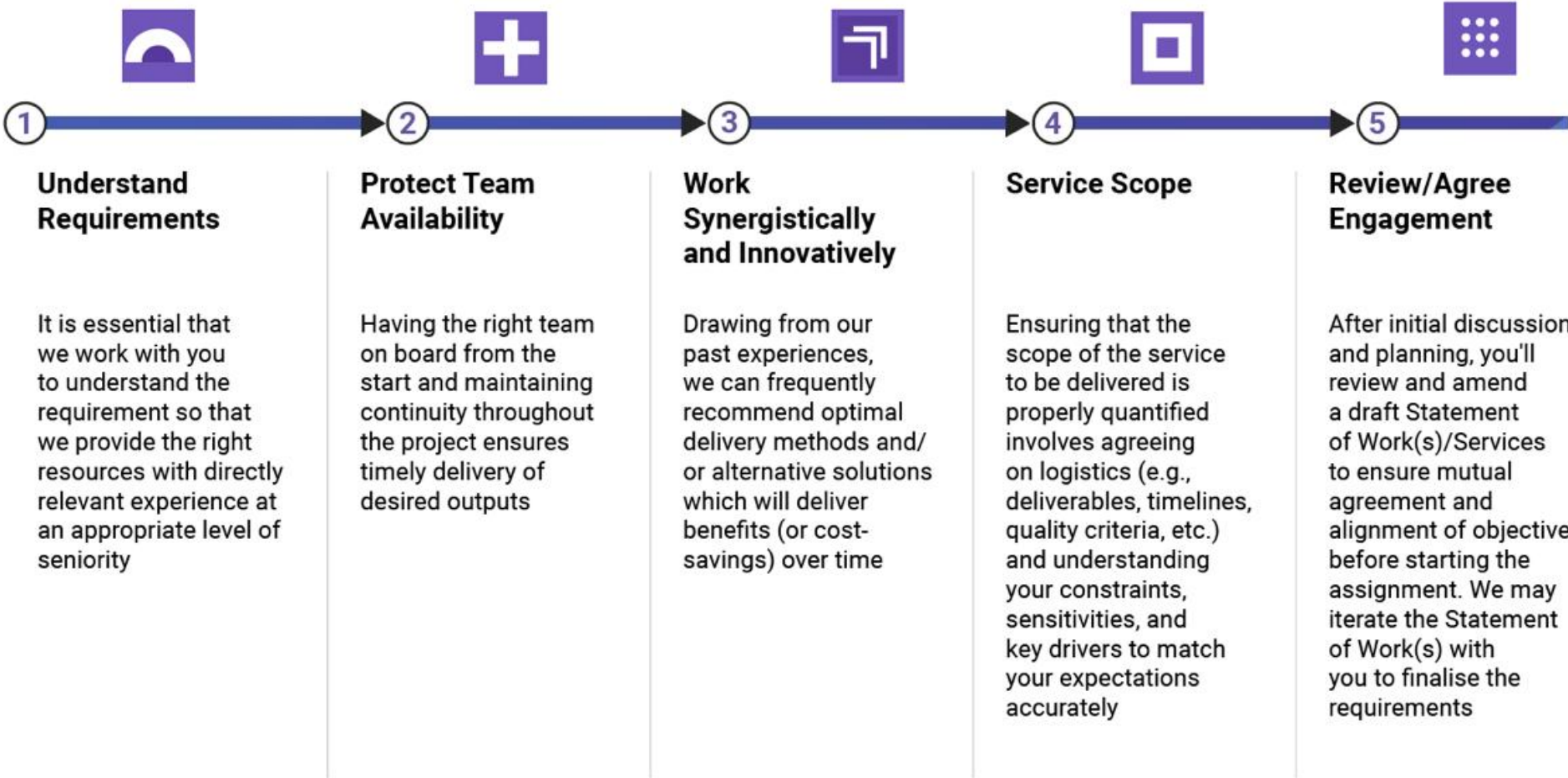
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

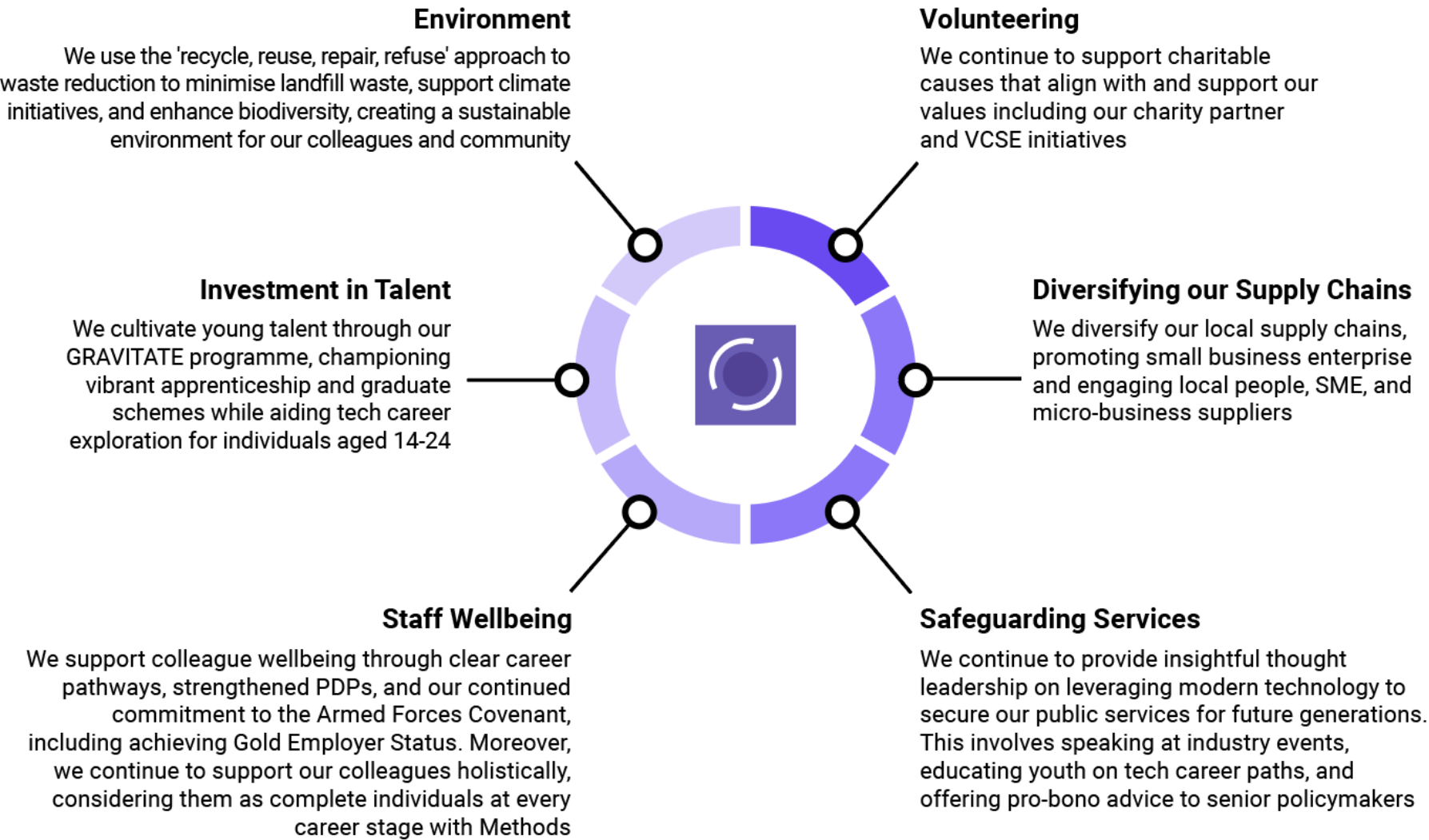


Customer Responsibilities

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.