

G-Cloud 15 Service Description

Service Management Tooling Selection

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Methods’ Service Management Tooling Selection codifies your tooling requirements, aligned to your support processes. We provide a shortlist of suitable tools from an extensive list, with traceability to show how the shortlist was generated. The final report includes an assessment of the shortlisted tools against your requirements, and our recommendations.

What is the Service

Methods’ Service Management Tooling Selection codifies your service management tooling requirements to support your ITIL-aligned support processes. We provide a shortlist of suitable ITSM tools from a long list of potential choices, with traceability to show how the shortlist was generated. We provide an assessment of the suitability of the shortlisted ITSM tools, reviewed against your requirements, and our recommendations, in a final tooling selection report. We will review the final report with you, ensuring you have everything you need to take forward your service management tooling decisions.

What can it do for you

Methods’ Service Management Tooling Selection service provides you with the information you need to make your tooling selection decisions. In addition to a shortlist of suitable tools and our recommendations, our service also includes documentation of the key shortlisting filter criteria that gave rise to the shortlist, and traceability back to your codified requirements.

Using our selection methodology and toolkit, our ITIL-practitioners and technical specialists will provide a platform-agnostic view of the tools that are suitable for your organisation, and the pros and cons of the shortlisted tools.

Service Features

1. Structured exercise using Methods ITSM Tooling selection methodology
2. In-scope processes/ practices determination; identification of stakeholders
3. Collaborative interviews and workshops to understand requirements
4. Detailed codification of tooling requirements as an interim deliverable
5. Clear documentation of shortlisting filter criteria for stakeholder review
6. Traceability of shortlist to requirements
7. Review of technical and process documentation
8. Platform-agnostic review and recommendations
9. Work carried out by experienced ITIL and technical practitioners
10. A final report summarising tooling shortlist and recommendations

Service Benefits

1. A platform-agnostic view of suitable IT Service Management tools
2. Assessment of shortlisted tools against your ITIL-aligned processes
3. Transferable interim deliverables including codified requirements
4. Evidential chain showing how the shortlist was generated
5. Provides an applied view from experienced ITIL-practitioners
6. Provides a technical view from tooling specialists
7. Provides you with an independent view of suitable tools
8. Provides a summary of how tooling supports each Practice
9. Delivers balanced insight across function, cost, and user experience
10. Rapid commencement using our proven methodology and toolkit

Contact details

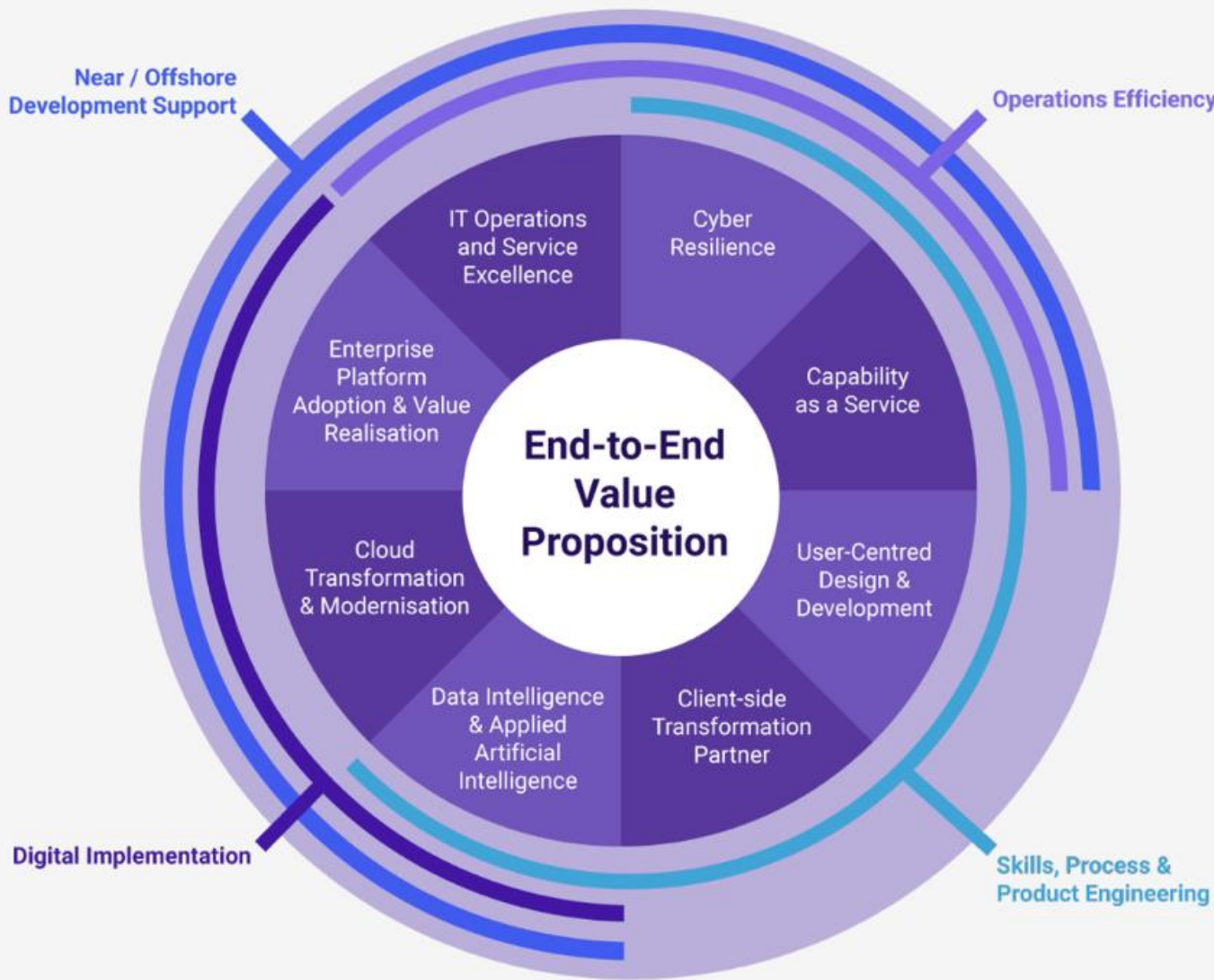
End-to-end transformation and innovation experts

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.

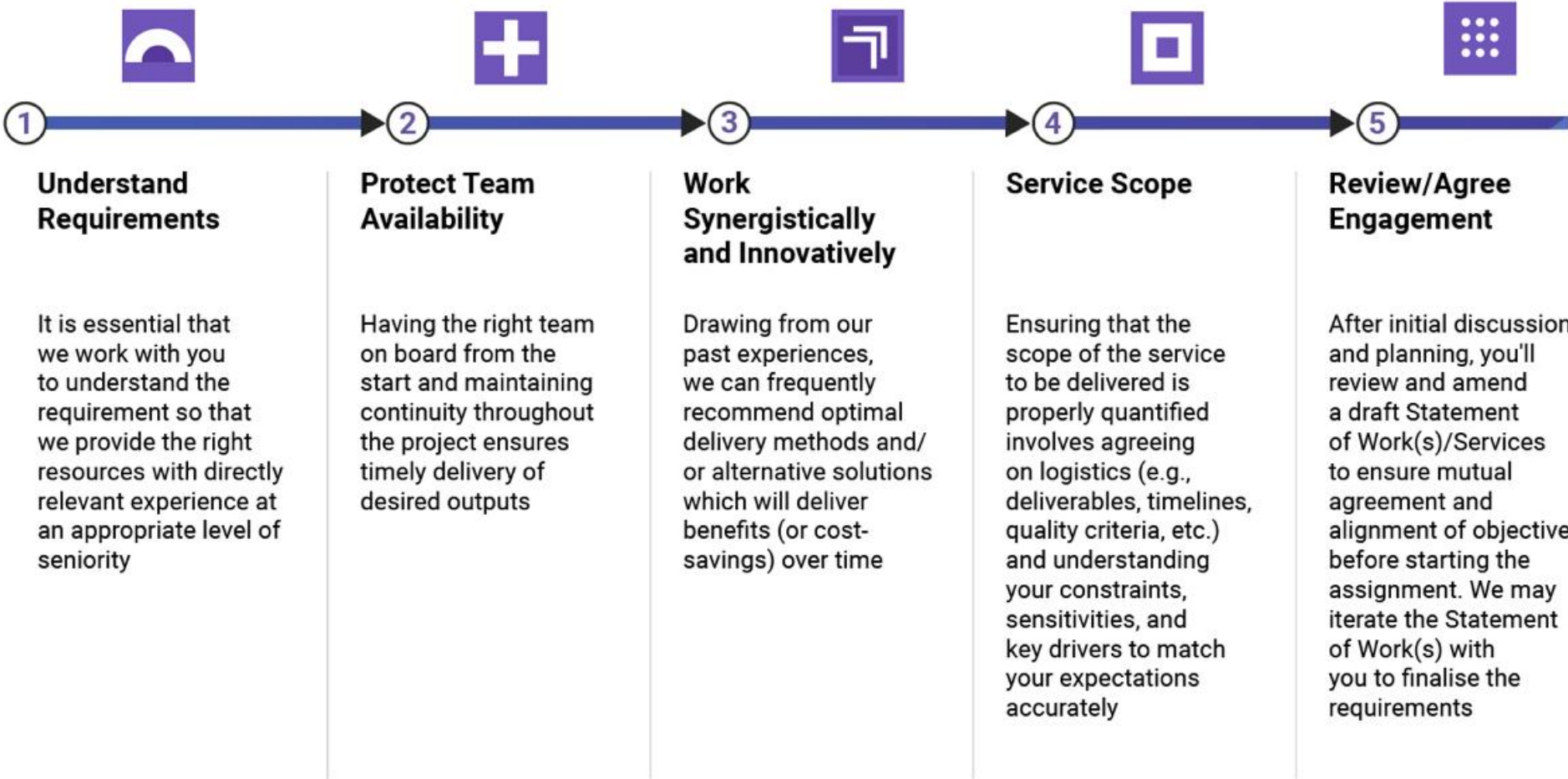
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

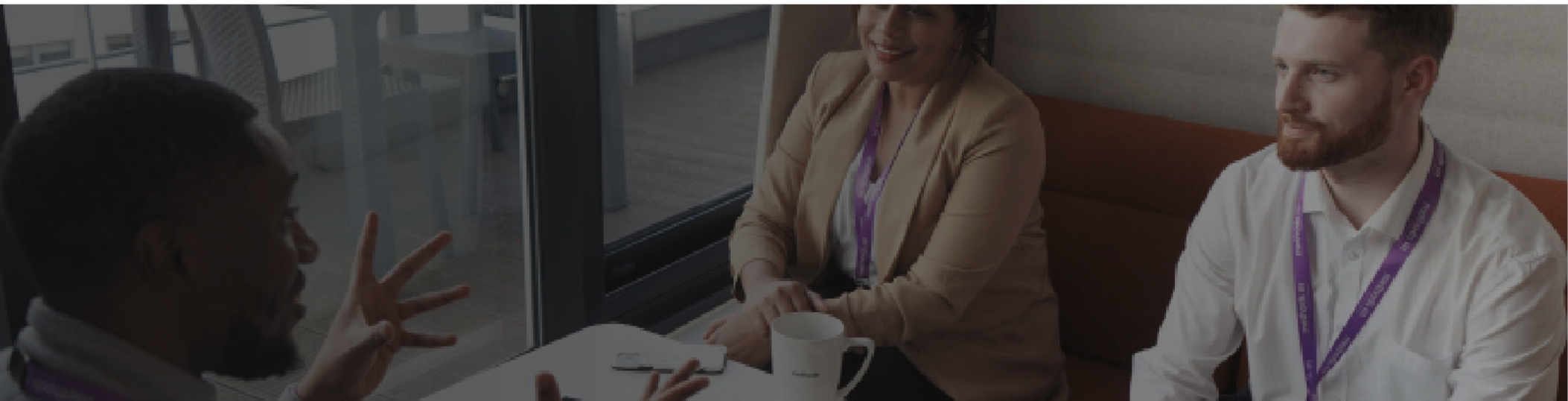
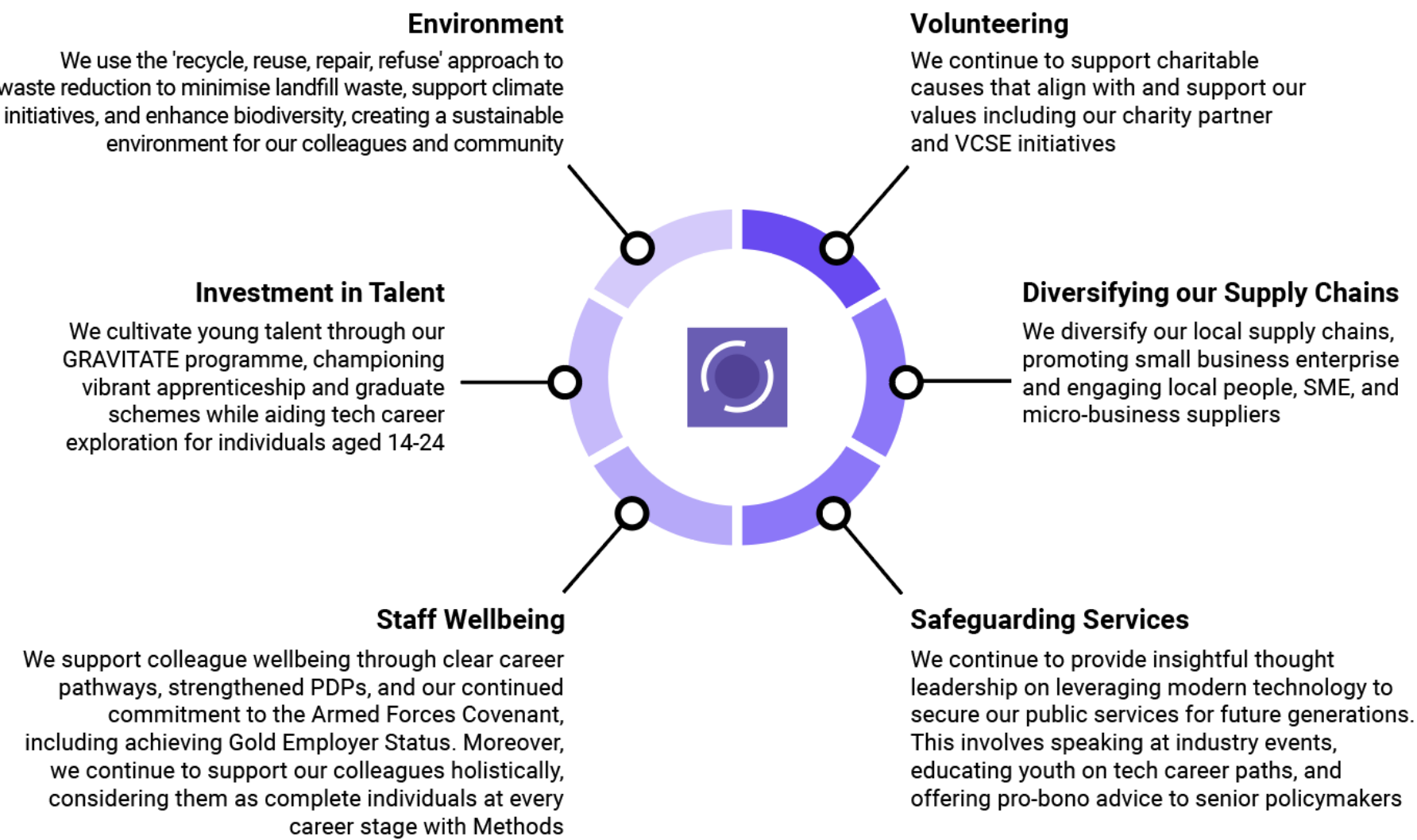


Customer Responsibilities

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.