

G-Cloud 15 Service Description



Requirements Definition

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Methods' Requirements Definition service uses best practice methodologies to develop business requirements, user stories and business justification for change. Our extensive experience in cloud, agile and transformation environments ensures that solutions are based on accurately defined needs, reflecting your stakeholders' points of view and address your specific problems and opportunities.

What is the Service

Methods is committed to delivering changes that truly address the business problems and opportunities you face as well as reflect the underlying needs of your organisation. Through this service, we draw out and define the enabling changes that will make a difference to you. We use elicitation, analysis, and requirements management techniques for business IT changes at a level of detail which is relevant and tailored to your specific context and the scope of the changes you're looking to make.

Methods has over 30 years' experience in working within the Public Sector and our requirements work is key to helping uncover the issues, problems, opportunities and any other relevant information affecting your organisation, in order to clarify the root causes of problems, as well as articulate your key business needs.

What can it do for you

We provide you with the appropriate level of descriptive documentation for the structural and behavioural changes that are needed to best meet your desire outcomes and benefits.

Requirements will identify what is needed, why it's needed, when it's required and who requires it. They can be tailored to different levels, depending on the depth of investigation and the level of detail required for your project, product or service. We engage widely and critique from multiple perspectives to ensure robust and comprehensive articulations and decisions on what you need.

We use a variety of techniques to help draw out and articulate your requirements such as data and process modelling, user stories and scenarios, requirements analysis/prioritisation and User Role Modelling.

We will help you manage traceability, change and prioritisation of your requirements throughout their lifecycle, communicating them and facilitating enhanced understanding of them from those who will deliver your change.

Service Features

1. Driven by British Computing Society's standards for Business Analysis
2. Creative and innovative approach to requirements elicitation
3. Use of techniques e.g. MoSCoW prioritisation, user stories and storyboarding
4. Use of modelling to articulate and explain requirements
5. Stakeholder identification and engagement to ensure multi-faceted views
6. Effective categorisation through separation of functional, non-functional and technical
7. Analysis conducted with a view to ongoing requirements management
8. Strong focus on future state to help envision potential benefits
9. Articulation of requirements that is benefits and outcomes based
10. Multiple elicitation processes for users, services, processes and scenarios

Service Benefits

1. Your business and IT requirements are clearly interpreted and recorded
2. Requirements are aligned with project scope and strategic business goals
3. Clear articulation of your business needs and requirements
4. Organises and manages business requirements and streamlines project workflow
5. Improves compliance, contributes to business case realisation, reduces risk
6. Tailored approach based on scale and stage of programme/project
7. Best practice methodology that can be adopted by all organisations
8. Effective management of user expectations
9. Applies extensive experience of digital transformation and cloud technologies
10. Co-production and knowledge transfer to internal staff

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.