

G-Cloud 15 Service Description

ITSM Delivery Strategy

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A comprehensive service able to facilitate the design, development and/or execution of your ITSM Delivery Strategy.

Regardless of size or complexity, Methods can provide the framework or expertise to facilitate the critical thinking required to determine and deliver your optimal approach.

What is the Service

In a dynamic technology landscape, Methods can provide the capability to collaborate with you to design, develop and/or execute your ITSM Delivery strategy. Where clients are seeking a Managed Service Provider able to support steering Service Management vision from conception, to implementation, to operationalisation, Methods can provide the expertise that will simplify and expedite your journey.

We harness an approach that is scalable, responsive, and customer led. Adaptive styles of engagement enable us to undertake detailed current-state assessments, facilitate SWOT Analyses, conduct business analysis, and articulate value-based goals. In a structured manner, we support the documentation of your strategy with business cases, roadmaps, engagement plans, target operating models, governance structures, risk registers or detailed planning material, as required.

What can it do for you

Methods’ ITSM Delivery Strategy offering can provide a bespoke framework for moving your Service Vision from conception to operationalisation, providing the methodology and applied knowledge for developing your service delivery approach.

We have a deep understanding of ITIL, public sector customers and complex service management ecosystems, all underpinned by a track record that evidences our ability to work with agencies and partners of all sizes across central and local government.

Using best practice techniques and high-quality industry standards (aligning to GDS where appropriate), we constructively and responsively collaborate with you to meet your needs. We are able to scale upwards or downwards subject to client requirements, and can deliver either as part of a blended team of our specialists and your in-house expertise, or independently as an objective trusted partner.

Our subject matter experts come from various disciplines – such as Delivery Management, Business Engagement and Communications, Business Change and Transformation, ITSM Operational roles, Service Design and Transition, and PMO/ Project/ Programme/ Portfolio Specialists. Our key differentiator is that we rely on experts with a track record of on-the-ground success, active in professional industry forums. This provides our service with the flexibility to be shaped around your specific needs, the framework to structure the process, and the commitment to provide you with the capability you need to take your vision forward.

Service Features

1. Comprehensive strategy for identifying and developing a Delivery approach
2. Framework for moving business results from conception to operationalisation
3. Access to high-quality templates and collateral to aid pace
4. Knowledge of ITIL, Service Operations, Agile and Waterfall Methodologies
5. Access to SMEs with track records of successful delivery
6. Proven capability to collaborate with partners, agencies, and third parties
7. Professionals with sophisticated stakeholder management skillsets
8. Expertise to spot threats, mitigate risk, and take action
9. Customer-led and outcome-based monitoring framework at account level
10. Managed Service Provider option to provide financial predictability

Service Benefits

1. Extensive experience of delivery in public sector settings
2. Expertise to deliver pragmatically and realistically, not theoretically
3. Knowledge transfer and capacity building to facilitate future delivery
4. Proven track record of collaboration with agencies, partners, and suppliers
5. Proportionate and transparent usage of risk management, oversight, and control
6. Rational and flexible Managed Service Provider model
7. Common purpose and focus across stakeholders from start to finish
8. Ability to scale approach in line with your requirements
9. Comprehensive background in fusing ITSM best practice with delivery
10. A Supplier who behaves as a Trusted Partner

Contact details

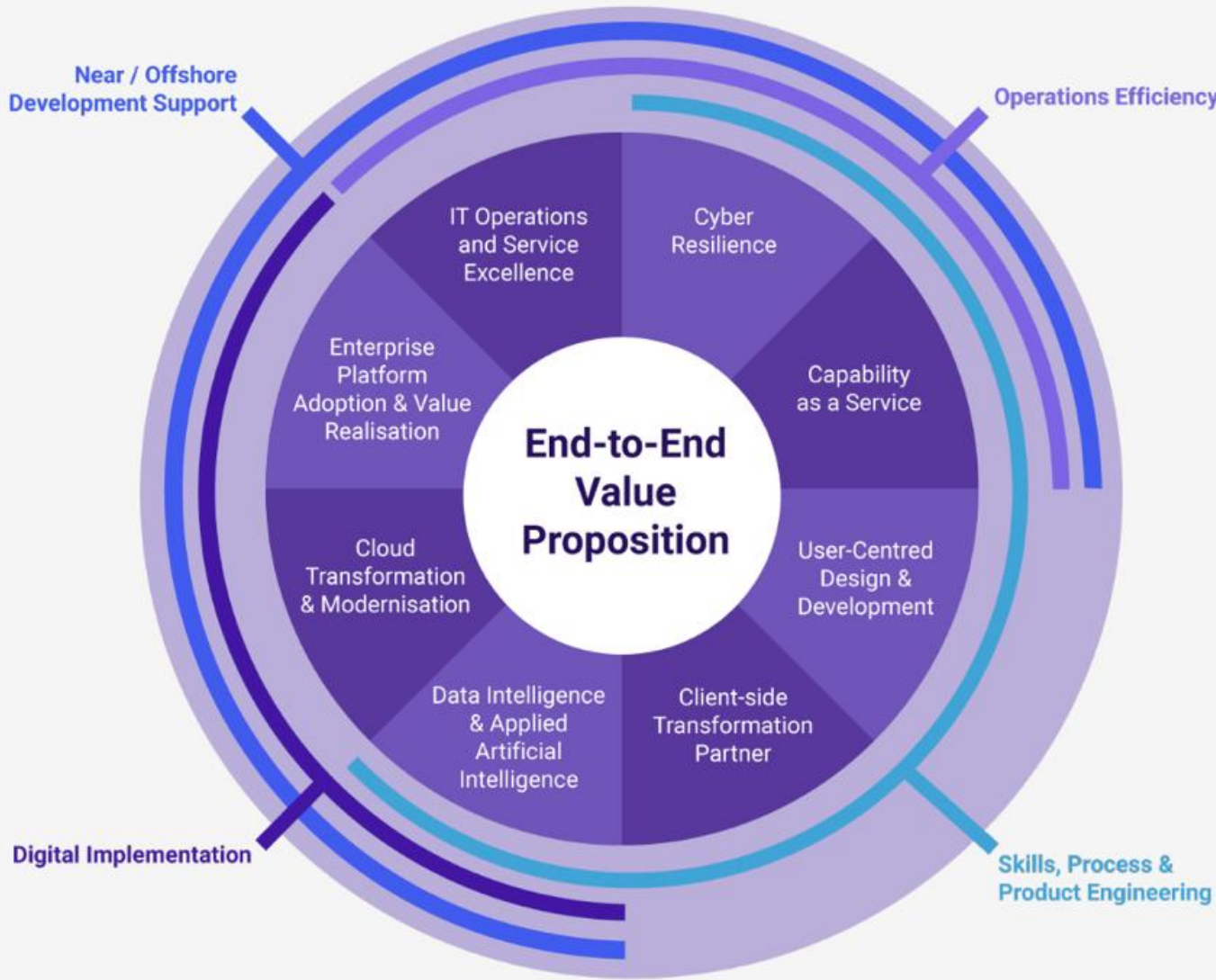
End-to-end transformation and innovation experts

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.

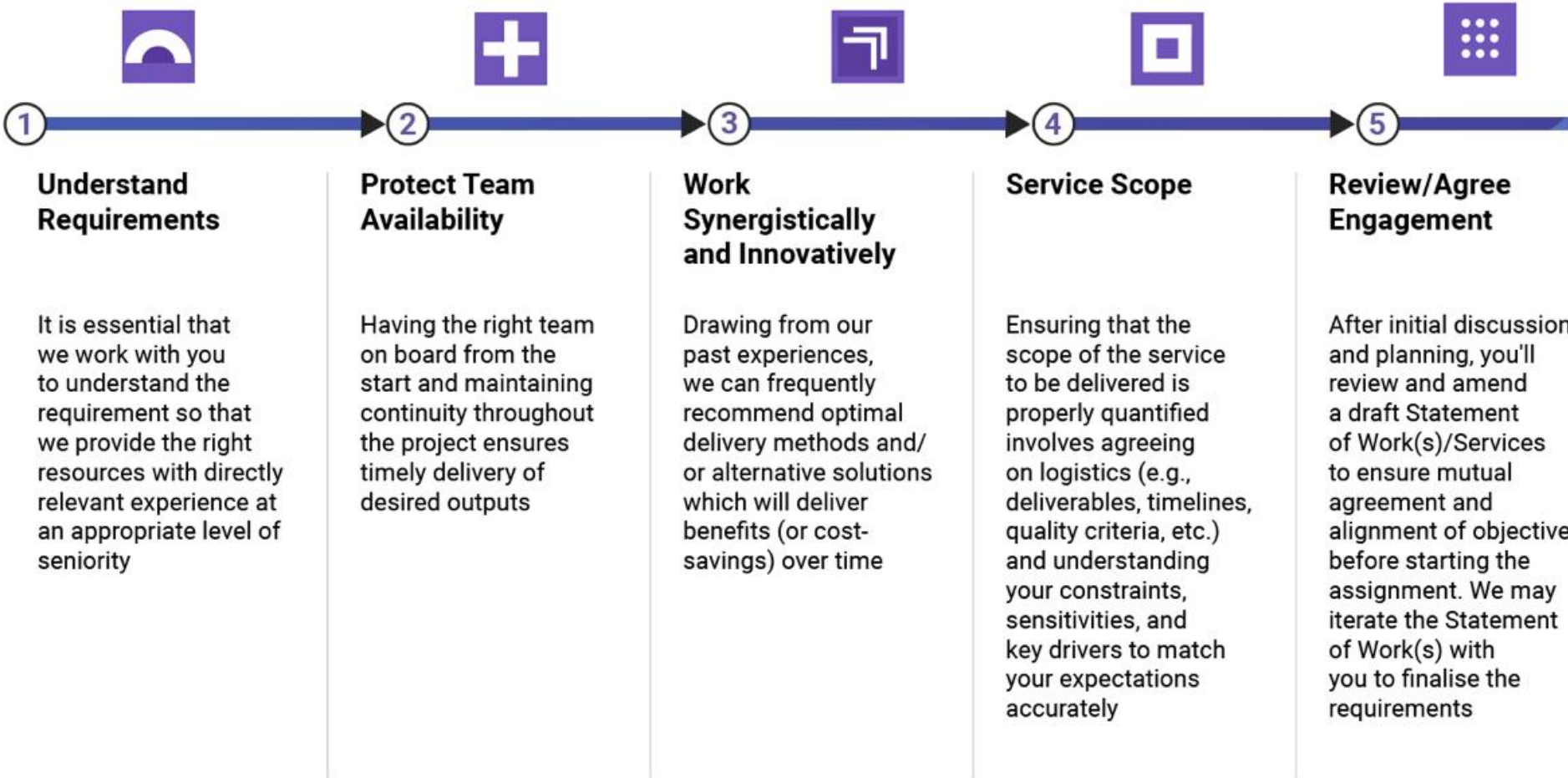
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

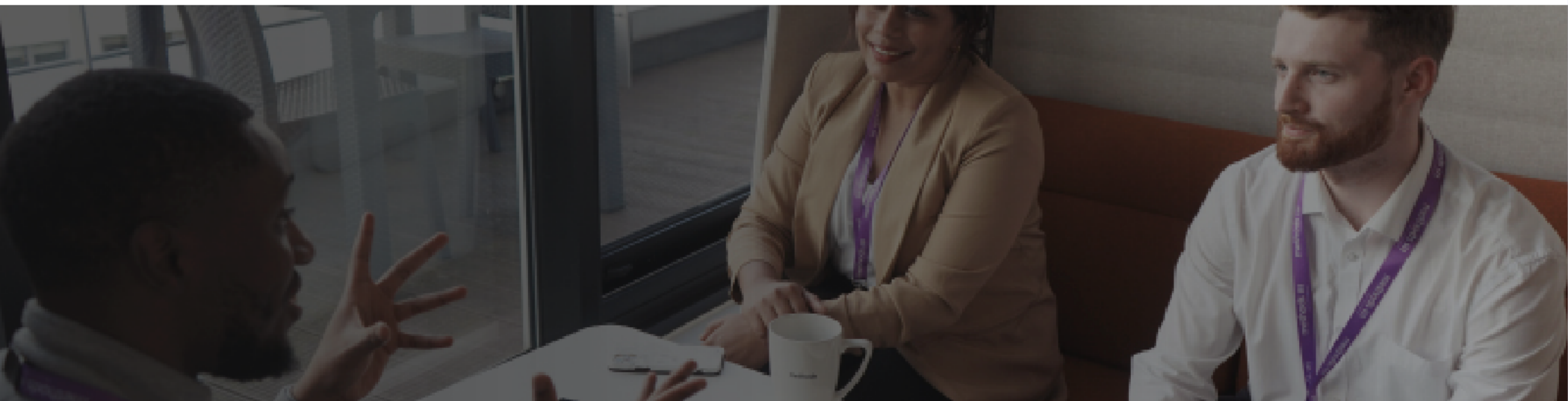
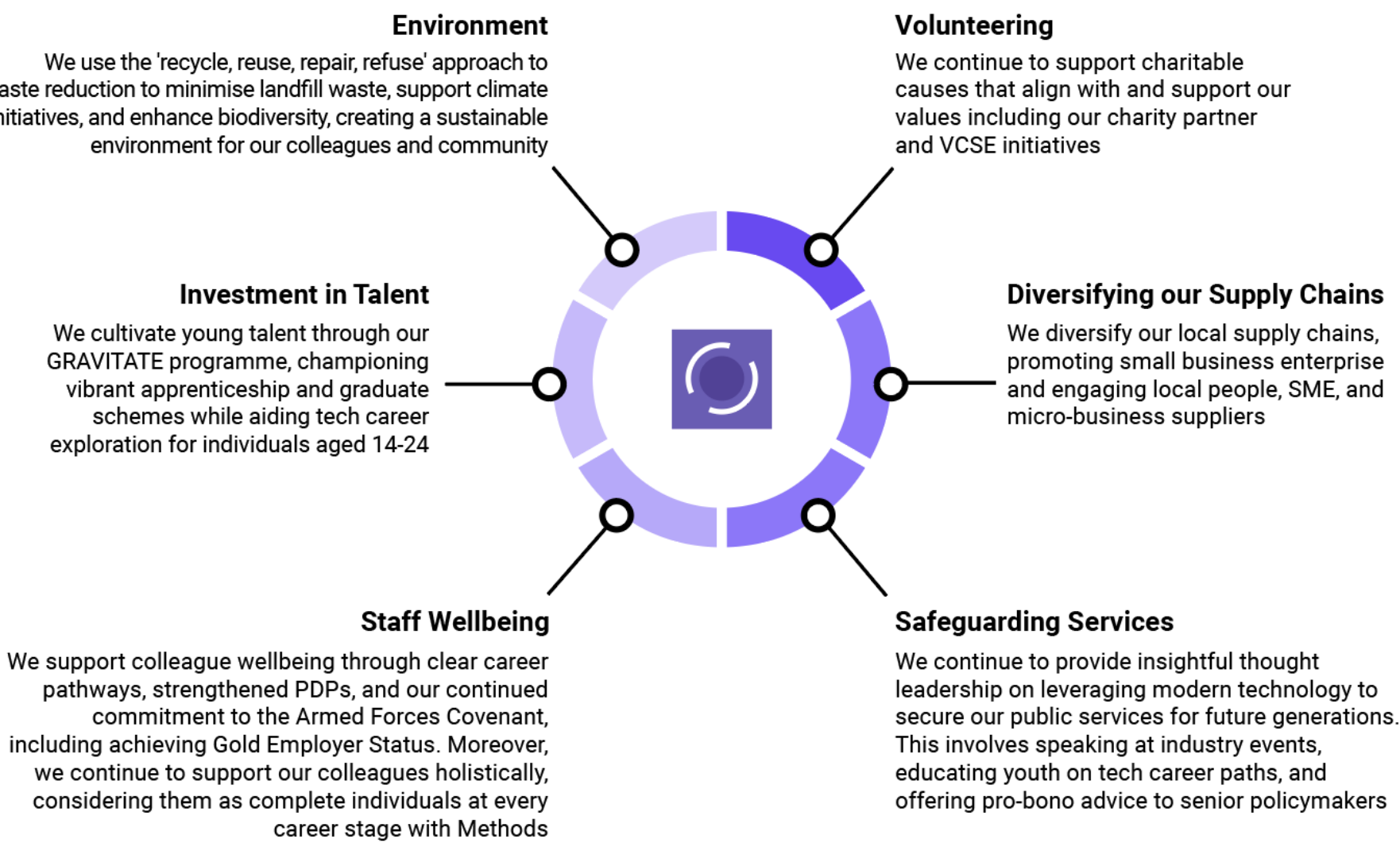


Customer Responsibilities

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.