

G-Cloud 15 Service Description



Blueprinting - Creating Service Blueprints

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Methods are leading practitioners in service design and blueprinting — a service design workshoping technique for visualising and interrogating how a service works by breaking it down into its component parts — end to end, surface to core. We map as-is and to-be services to solve problems across service lines.

What is the Service

Service blueprinting is a renowned service design technique to help you break apart your as-is service to understand how it works, what the problems are, and make decisions on how it could work in the future.

What can it do for you

Methods can plan, facilitate, and document a number of blueprinting workshops which will enable your organisation to approach problems through an end-to-end service design lens. This will help establish service design practices within the organisation, upskill within the business, and bring clarity and simplicity to current problems.

Service Features

1. Problem solving
2. Design thinking
3. Understand and visualise current problems as a team
4. User research led
5. User journey/scenario mapping (for both customers and service actors)
6. Capturing pain points, user needs, and business needs
7. Create a service blueprint: people, processes, touchpoints, technology, policies/rules
8. Prototype new concepts, products, and service experiences
9. Identify opportunities
10. Identify future MVS/MVPs and plan for getting there

Service Benefits

1. Solve the root problems
2. Create consistent and cohesive experiences both frontstage and backstage
3. Design end-to-end across multiple touchpoints for a consistent service experience
4. Faster and evidence-based decision making
5. A scalable and strategic service design approach
6. Collaborative workshoping methods
7. Gain key stakeholder buy in
8. Upskilling and service design knowledge transfer
9. Shareable and actionable digital blueprint output

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.