

G-Cloud 15 Service Description



Legacy ITSM to ServiceNow Migration Planning

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Methods’ Legacy ITSM to ServiceNow Migration Planning service helps organisations prepare to modernise IT operations, by assessing the current environment alongside business goals, to deliver a clear roadmap for migration planning that will minimise risk and ensure a smooth, future-ready transformation.

What is the Service

Traditionally, the approach to planning a migration from a legacy toolset has been to focus on the technology and the desire to replace outdated systems with scalable platforms that support automation, integration and data-sharing. This typically involves phased planning with a goal of migrating data and replicating the existing legacy workflow configurations, to ensure a smooth technical transition, that minimises disruption to BAU operations. Whilst this ensures data and configuration continuity, and minimal disruption, a purely technology-focused approach has significant limitations.

At Methods, we help our clients be future-ready with a holistic approach to transitioning to ServiceNow, helping you plan for an achievable minimum viable product (MVP) for the initial migration that will lay a strong foundation to maximise return on investment in the platform, enabling efficiency and growth to drive operational resilience.

Our assessment goes beyond the technology, including data, processes, organisation and people, and concludes with us supplying a thorough planning checklist and a complete set of easy-to-use templates, enabling you to continue the migration planning, ahead of you even purchasing the new software.

Service Features

- 1. Legacy assessment of ITSM tools, processes and integrations
- 2. ServiceNow readiness evaluation, identifying infrastructure, data and workflow gaps
- 3. Phased migration roadmap, tailored to business and technology goals
- 4. Stakeholder alignment workshops defining goals, roles and success metrics
- 5. Data mapping and cleansing strategy ensuring relevant data is migrated to ServiceNow
- 6. Legacy workflow optimisation, rationalising processes to ServiceNow best practices
- 7. Impact analysis, identifying risks and mitigations to minimise business disruption
- 8. Post-migration legacy toolset decommissioning strategy
- 9. Licencing and cost modelling advice and guidance to optimise costs
- 10. Structured planning checklist and templates for migration planning post-assessment

Service Benefits

- 1. Understanding of current state, redundancies and areas for improvement
- 2. Minimised migration risk, avoiding errors and disruption during transition
- 3. Faster time to value with an action plan for migration
- 4. Plans and goals alignment between IT, the business and leadership
- 5. Improved data quality, ensuring only clean, reliable and compliant data will be migrated
- 6. Optimised ITSM processes with modern workflows leveraging ServiceNow’s full capabilities
- 7. Cost savings through licencing understanding and elimination of legacy tools
- 8. Initial MVP plans for a foundation that supports future expansion
- 9. Structured insights enabling informed technical and business decisions
- 10. Transformation confidence with a well-planned, low-risk, high-reward strategy

Contact details

What can it do for you

The goal of our migration planning service is to ensure our clients are future-ready for a transition to ServiceNow, the AI platform for business transformation that will:

- Streamline Service Desk Operations
- Mature service delivery processes
- Drive operational excellence
- Enhance the user experience and adoption
- Provide a foundation for AI
- Unlock value earlier

At the conclusion of our engagement, you will be equipped with the tools and knowledge to continue planning for the migration to suit your timelines, having:

- A clear vision for ITSM transformation
- Identified obsolete tools and inefficient processes to reduce technical debt and lower cost of ownership over time
- A defined business change strategy to accelerate platform adoption and enhance user and agent experience
- High-level designs for optimised processes to enable better service delivery
- Plans for improved data governance and quality that will result from clean, well-structured data to enhance reporting and decision-making
- Strong stakeholder buy-in with clear alignment on goals and value, ensuring support from the top down.
- A foundation for long-term ITSM strategy with a future-proofed design

Legacy ITSM to ServiceNow Migration Planning: Our Approach

The traditional approach to planning a migration from legacy ITSM toolsets, of focussing solely on the technology has significant limitations:

- Introduction of legacy inefficiencies that will undermine opportunities for modernisation and improvement.
- Misalignment with the wider business strategy, as evolving business needs, service delivery goals and enhancing the user experience are not considered.
- Increased complexity and cost, as technology-led migrations typically take more effort, elongating migration timelines and delaying business value realisation.
- Lower user adoption as your user base will not see any improvement in their ways of working, ultimately impacting return on investment (ROI).

Our holistic approach ensures our clients plan includes all the key elements for a successful migration:

- **Platform:** Understanding of platform capabilities and how these will unleash agility and unlock innovation with an accelerated time-to-value.
- **Data:** Robust data-mapping exercises to ensure redundant data is not migrated to the new platform.
- **Processes:** Plans for streamlined ITSM processes that will deliver better insights, allowing for iterative enhancements to further improve service delivery.
- **Organisation:** Assessment of business readiness is a critical element, often over-looked, considering the impact of business change to the organisation, with a focus on the to-be Operating Model, the hierarchical structure and the introduction of new processes and ways of working.
- **People:** The knowledge, experience and appetite for change of your people are key enablers to transformation of success and need to be factored early into migration planning, identifying “Change Champions” that will drive user adoption and ROI.

Contact details

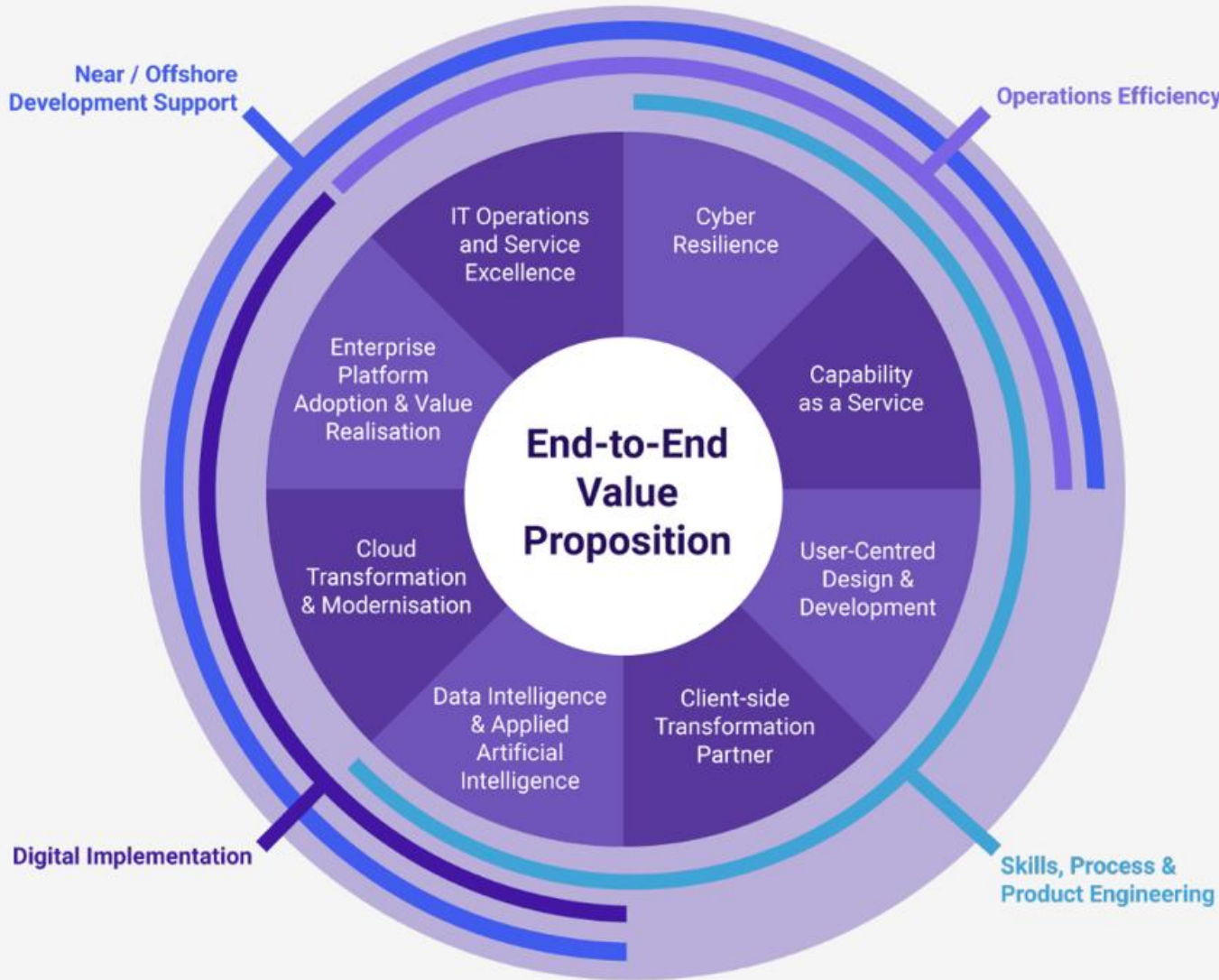
End-to-end transformation and innovation experts

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.

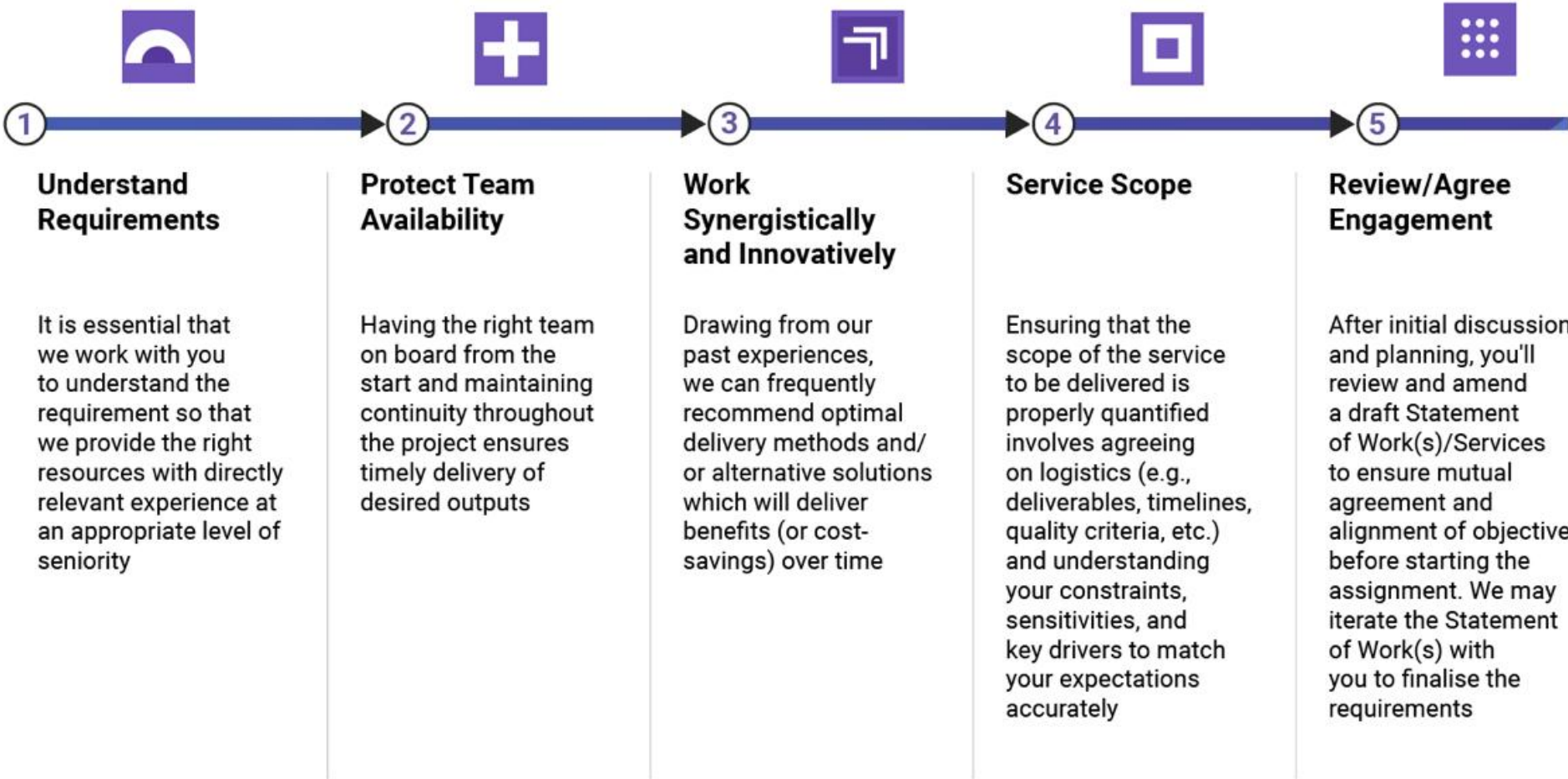
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

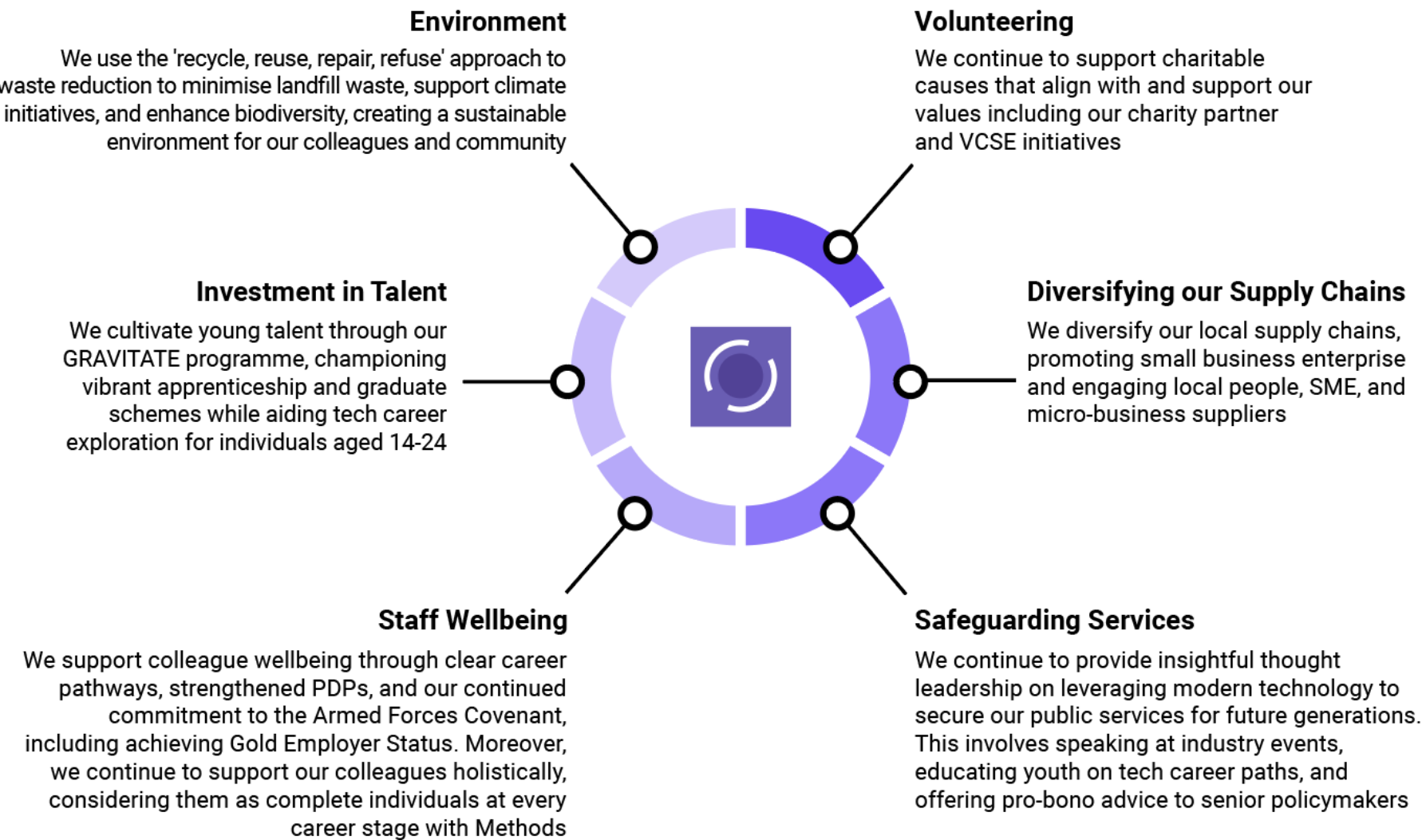


Customer Responsibilities

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.