

G-Cloud 15 Service Description

Service Transition Management

Service Transition Management

Methods’ Service Transition and Introduction toolkit provides a structured framework to enable the introduction of new capability, through service acceptance gateways into live service. Our proven approach aligns readiness and transition activities alongside the development lifecycle to ensure that organisations, people, processes, technology, tooling, and support are ready when needed.

What is the Service

Methods has a proven track record of helping organisations successfully transition projects, new capabilities, and change initiatives into live service. This is achieved by running readiness and transition activities from our comprehensive transition toolkit alongside project and development activities. Performing readiness and transition activities in this way ensures coordination and orchestration of activities across people, technology, process, data, support, and business transformation, thereby ensuring seamless service transition and introduction for projects and programmes of any size or scope.

What can it do for you

Service transition and service introduction is sometimes considered at the end of the development lifecycle, causing delays before the new capability becomes operational. By ensuring that the end-to-end readiness and transition processes run alongside the development lifecycle, delays are eliminated and operational teams can have confidence in the adoption of the new live service. Methods has used this proven methodology in organisations in complex, highly regulated environments, minimising unnecessary disruption to service provision, and ensuring that transitions occur on time and to budget.

Service Features

- 1. Thorough impact analysis and transition design reduces introduction risk
- 2. Staged Service Transition/Introduction methodology aligned to development lifecycle
- 3. End-to-end transition management, including early-life support and knowledge transfer
- 4. Detailed plans provide transition orchestration of technology, service, and data
- 5. Business change and communications activities integrated into transition plan
- 6. Toolkit and templates to ensure rapid adoption and complete coverage
- 7. Introduction/adoption of thorough Acceptance Into Service criteria
- 8. Transition readiness assessment and business engagement checklists
- 9. Structured and managed knowledge transfer
- 10. ITIL-aligned transition delivery

Service Benefits

- 1. Transition/ project lifecycle alignment ensures timely service and capability introduction
- 2. De-risks service introduction through methodology, experience, and expertise
- 3. Proven approach within SIAM, multi-sourcing, disaggregated, and transformation environments
- 4. Target state defined using standard processes and service levels
- 5. Structured engagement with project and operations for smooth transitions
- 6. Ensures compliance with business and governance requirements during introduction
- 7. Ensures smooth project implementation and accepted handover to users
- 8. Business change and adoption focus ensures staff engagement
- 9. Structured approach to transition lifecycle using repeatable processes
- 10. Rapid adoption of new capability with introduction delays minimised

Contact details

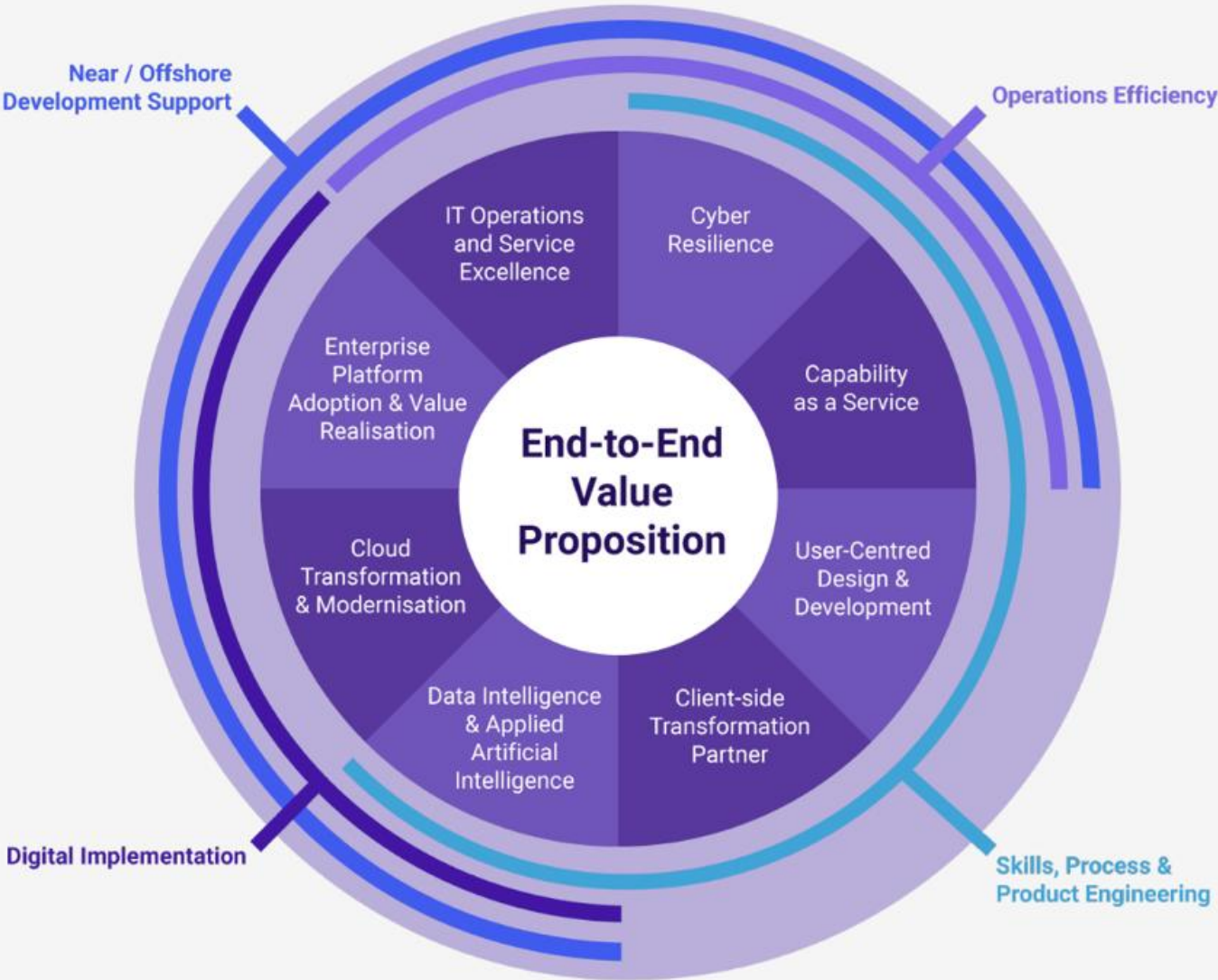
End-to-end transformation and innovation experts

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.

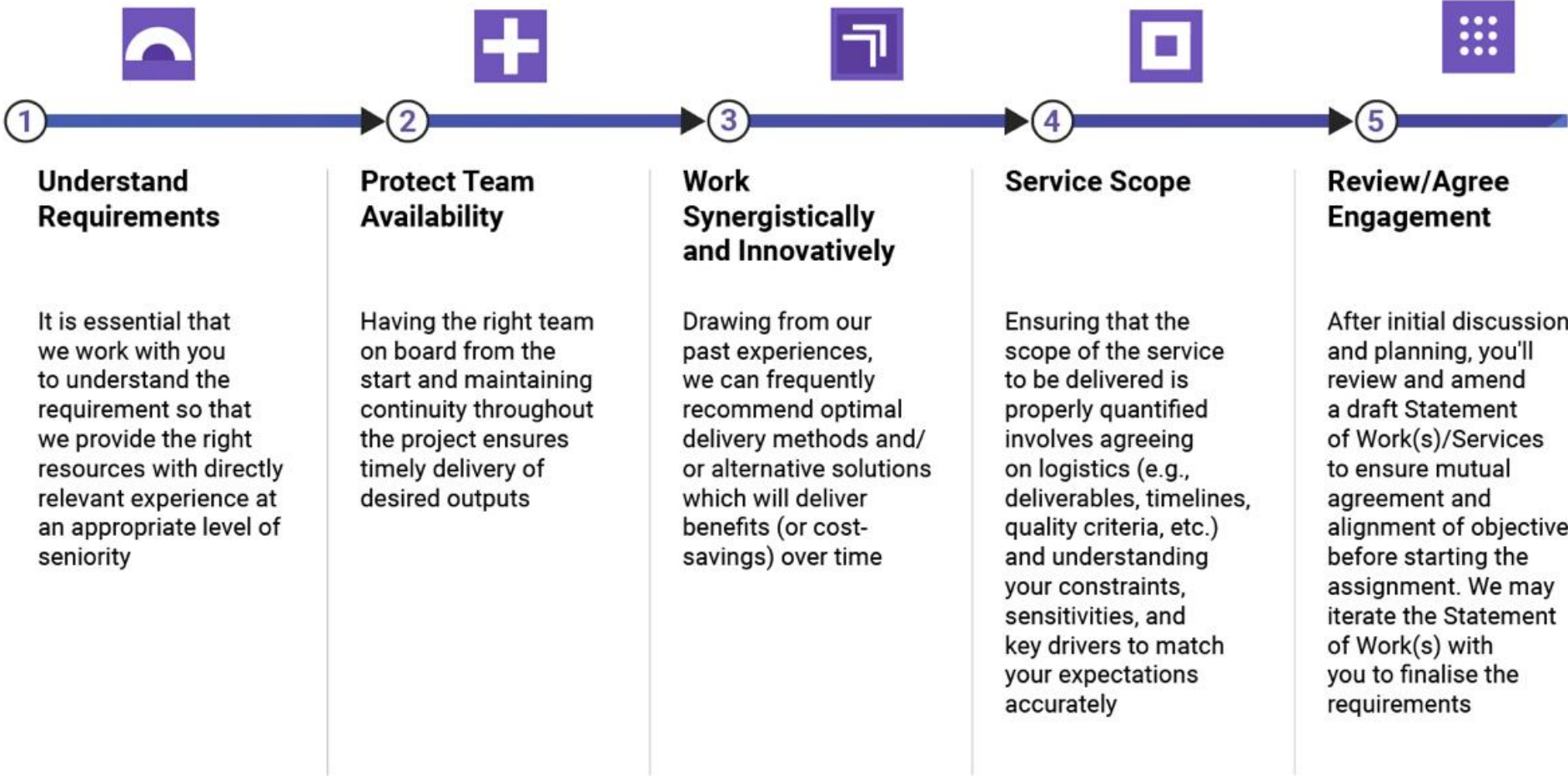
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

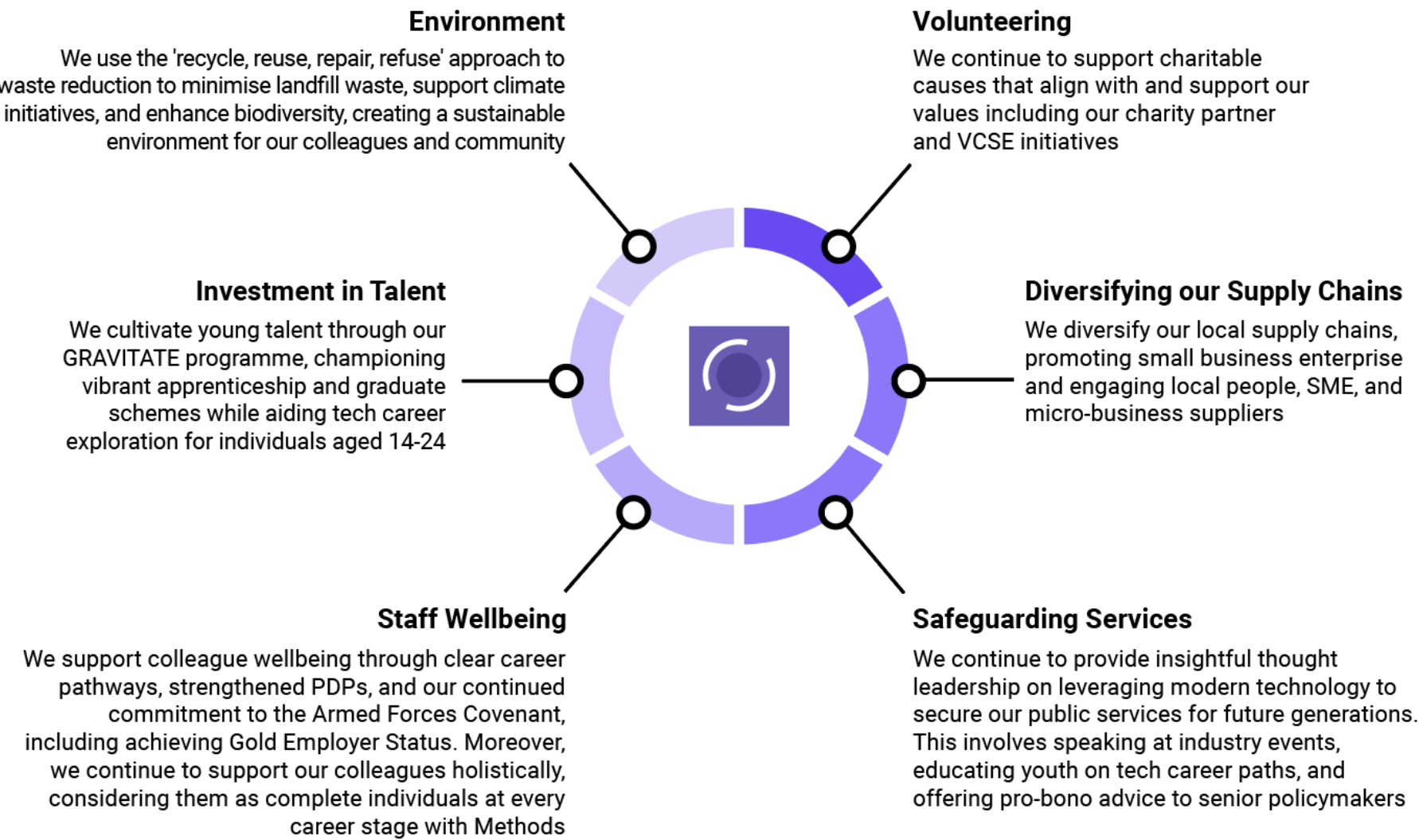


Customer Responsibilities

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.

