

G-Cloud 15 Service Description

SIAM Operation

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Methods’ SIAM Operation service provides expert consultancy for our clients in overseeing complex service management landscapes. Working with internal and external service providers, we can help organise and coordinate multiple facets of service to deliver a common goal of providing value and a stable service to your customers.

What is the Service

The Methods SIAM Operation service helps organisations manage complex IT landscapes with multiple service providers, and a diverse range of service offerings for its users. Strong service governance is put in place to coordinate and ensure consistent delivery across these offerings, with dedicated subject matter experts across service management processes and practices delivering against defined Key Performance Indicators (KPIs).

Services will be managed with oversight of any relevant Service or Operational Level Agreements, and collaborative working between internal and external stakeholders. Coordination across multiple service management disciplines will ensure ultimate delivery against the business’ defined and agreed Critical Success Factors.

What can it do for you

Whether Methods operates a SIAM function for you or supports you with the running of your own, we ensure your IT Services are delivered in-line with business needs. Using expert consultancy and governance we can assist in oversight of IT Services that continually deliver value to the level of service expected.

We will ensure that the Critical Success Factors of the service are well understood, with access to clear and measurable management information, generated to track and report on performance against KPIs.

Methods will identify automation opportunities and implement governance to continually assess and improve service provision, seeking and implementing efficient and effective service management practices.

Service Features

1. Single point of contact for service related issues and escalations
2. Holistic view allowing for early intervention and positive action
3. Stakeholder mapping to identify all service providers and consumers
4. Subject matter experts across all service management disciplines
5. Consolidated approach, providing a single management layer across multiple functions
6. Robust governance tracking service performance, managing risk and progressing improvements
7. Coordinated approach and control across events, e.g. Major Incidents
8. Consistency in service delivery approach, communication and process
9. Consolidated service management library of all service related documentation
10. Implementation of your organisation’s service strategy and objectives

Service Benefits

1. Efficiency savings in working with a consolidated supplier chain
2. Freedom to focus on service management strategy and direction
3. Coordinated activity on service impacting issues including Changes and Incidents
4. Consolidated view of service performance for decision making
5. Streamlined processes through standardisation and optimisation
6. Clear accountability, and detailed roles and responsibilities
7. Improved service delivery through a coordinated approach
8. Increased innovation through a collaborative vendor strategy
9. Focus on customer satisfaction through maintenance of standards
10. Control and management of risk from a centralised position

Contact details

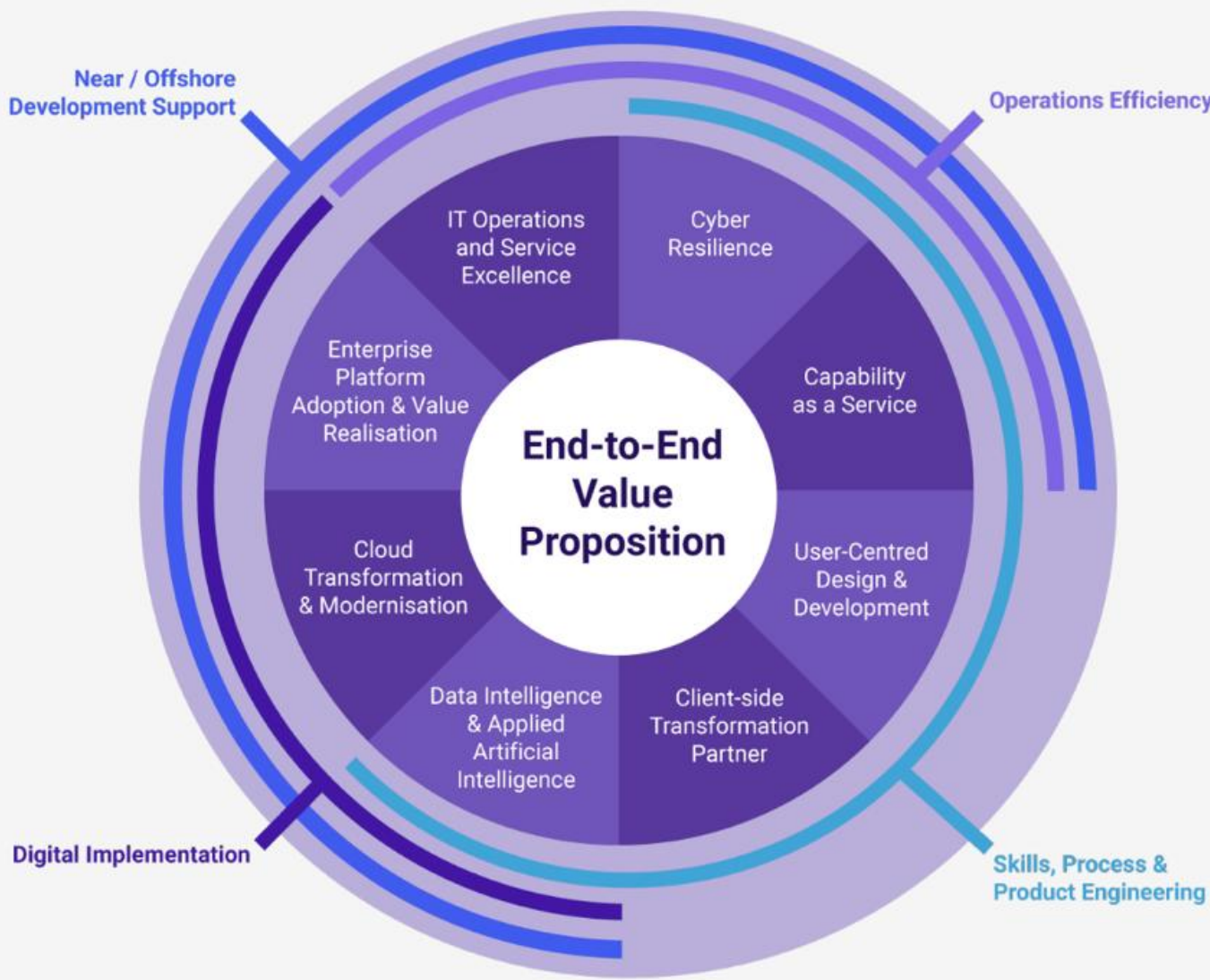
End-to-end transformation and innovation experts

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.

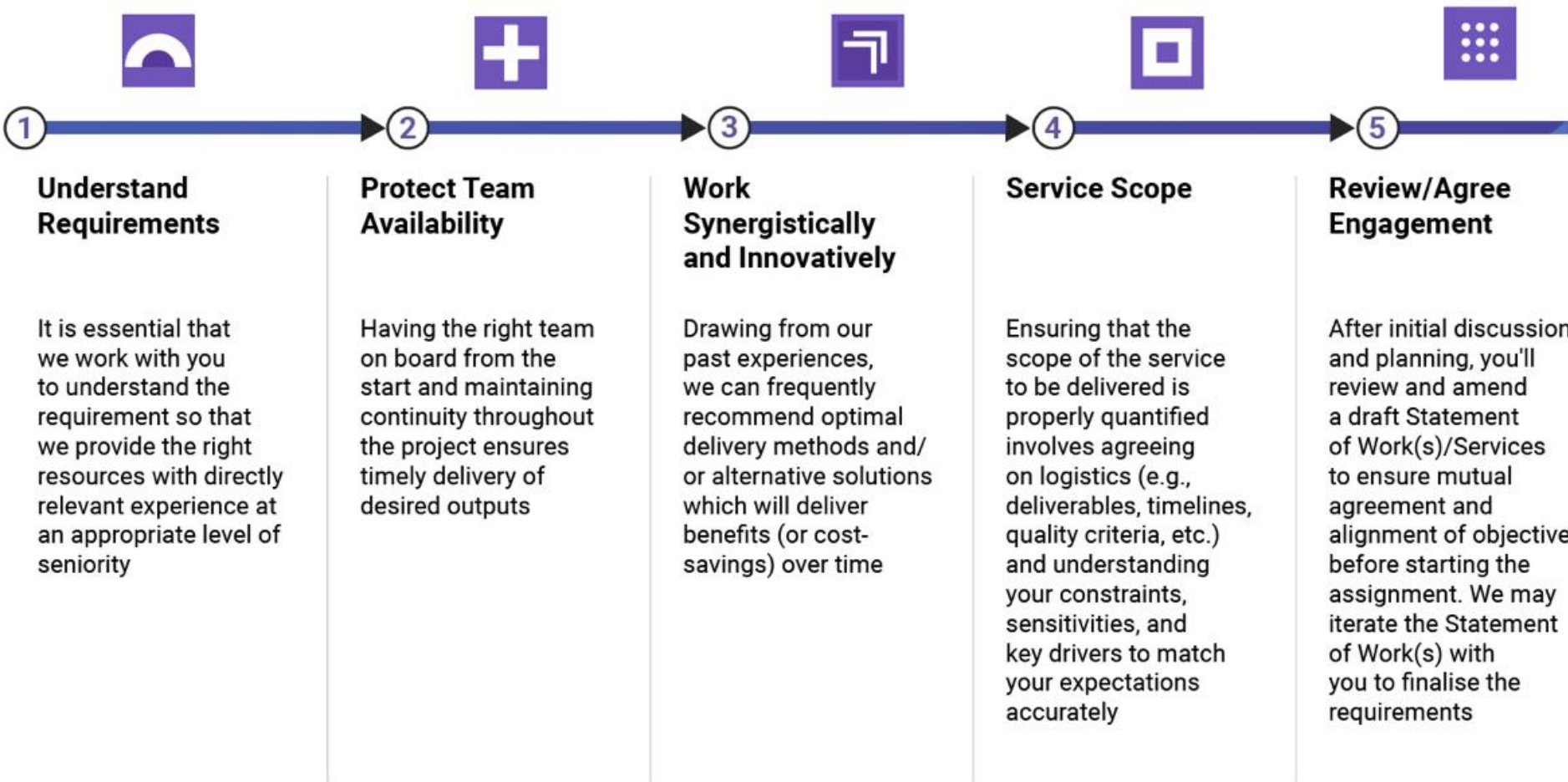
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.