

G-Cloud 15 Service Description

ITSM Programme Management

ITSM Programme Management

From vision to concept, implementation to operation, Methods provides a Programme Management capability able to deliver ITSM business results, irrespective of size and complexity. Our approach is scalable, responsive, customer-led, and relentlessly focused on the realisation of your Business Case and the attainment of business value.

What is the Service

Methods offers a comprehensive Programme Management capability that has the experience and expertise to help you achieve IT Service Management business results, irrespective of their size and complexity.

Where clients are seeking a provider able to support delivery of Service Management vision from conception, to implementation, to operationalisation, we can provide the expertise and capability to successfully manage your programme of work. Our track record evidences our ability to work with agencies and partners of all sizes.

We harness an approach that is scalable, responsive, and customer led. Adaptive styles of engagement enable us to mould our approach around the needs of your organisation. Our ITSM Programme Management offering includes a comprehensive, methodical, and evidence-based package of templates, collateral, and content, which enables us to operate with dexterity and at pace.

Methods is passionate about adding value, and this relies upon comprehending your strategy, grasping the key tenets of your business case, and quickly understanding how your department functions. We utilise professionals with extensive backgrounds working in operational departments, Agile environments, Waterfall projects and programmes, or in environments that rely upon a hybrid of all. Moreover, our subject matter experts can fuse this knowledge with hands-on, practical experience in service delivery.

We feel confident in our ability to deliver, using best-practice techniques aligning to ITIL, GDS, PRINCE2, APM and Scrum-based methodologies, as relevant to your requirements. This provides our teams with the agility to respond to your needs, the framework to govern your delivery, and the commitment to see your vision realised and benefits achieved.

What can it do for you

Methods ITSM Programme Management service is a comprehensive capability specifically tailored to suit Service Management environments. Due to the experience gained within ITIL-based support landscapes, our offering demonstrates our understanding of the dependencies between Programme Transformation, Acceptance into Service and Service Transition into BAU. Additionally, with the breadth of our experience, we can scale upwards or downwards in line with your needs. For example, we can adapt our provision from dedicated expertise supporting development or assurance of business cases, programme charters, budget analysis, and resource schedules, all the way up to full-scale Managed Service governance structures of Programme Management, overseeing Project Management layers and supported by PMO.

In terms of delivery models, Methods can deliver either as part of a blended team of our specialists and your in-house expertise, as part of complex SIAM structures, or solely as an independent, objective trusted partner. Whatever your needs, our approach will be outcomes-based, providing you with clear, objective, and tangible measures upon which you can assess the quality of the service provision.

Finally, our service offering is predicated on managing and mitigating risk. Our flexible delivery models enable you to de-risk by transferring delivery to seasoned external capability, allowing you to focus your localised teams on the outcomes and performance which benefit most from their input.

Service Features

1. Proven and adaptive capability for Programme Management in ITSM environments
2. Framework for moving Business Cases from conception to operationalisation
3. Comprehensive strategy for identifying and determining delivery approach
4. Ability to align or combine methodologies i.e. Waterfall/ Agile/ Hybrid
5. Integrated planning, scheduling, and reporting to ensure quality delivery
6. Access to a library of high-quality and tailorable transformation collateral
7. Proven capability to collaborate with partners, agencies, and third-parties
8. Expertise to spot threats, mitigate risk, and take action
9. Customer-led and outcome-based monitoring structure at account level
10. Focus on business value and Business Case realisation

Service Benefits

1. Extensive Programme Management experience in public sector settings reduces risk
2. Expertise in delivering pragmatically and realistically, not theoretically, improves delivery
3. Knowledge transfer and capacity building to facilitate future delivery
4. Track record of collaboration with agencies/ partners/ suppliers fosters success
5. Proportionate and transparent usage of risk management, oversight, and control
6. Rational and transparent Managed Service Provider model provides flexibility
7. Establish and maintain a common purpose/ focus across stakeholders
8. Ability to scale approach in line with your requirements
9. Comprehensive background in fusing best practice with delivery
10. A supplier who operates as a Trusted Partner

Contact details

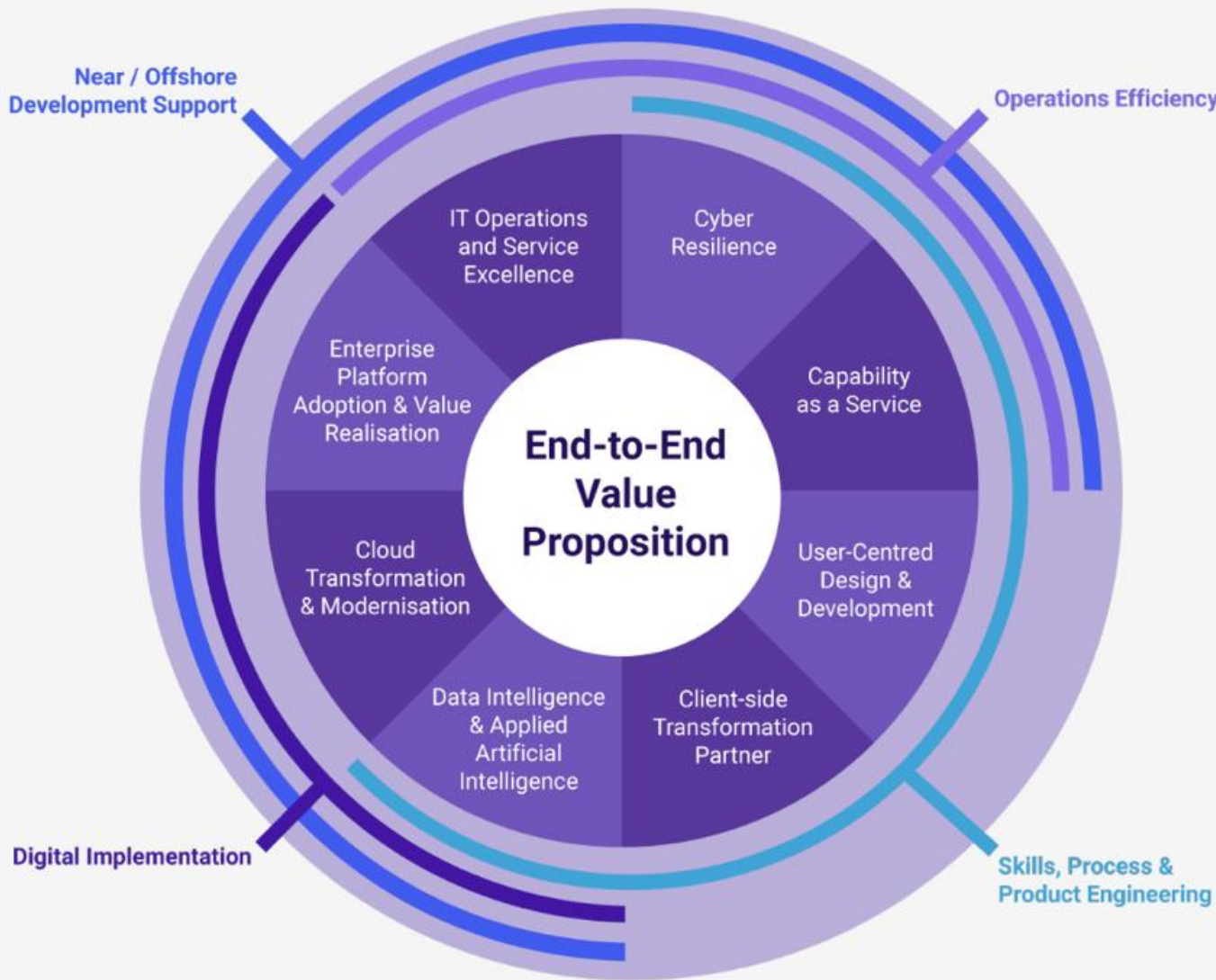
End-to-end transformation and innovation experts

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.

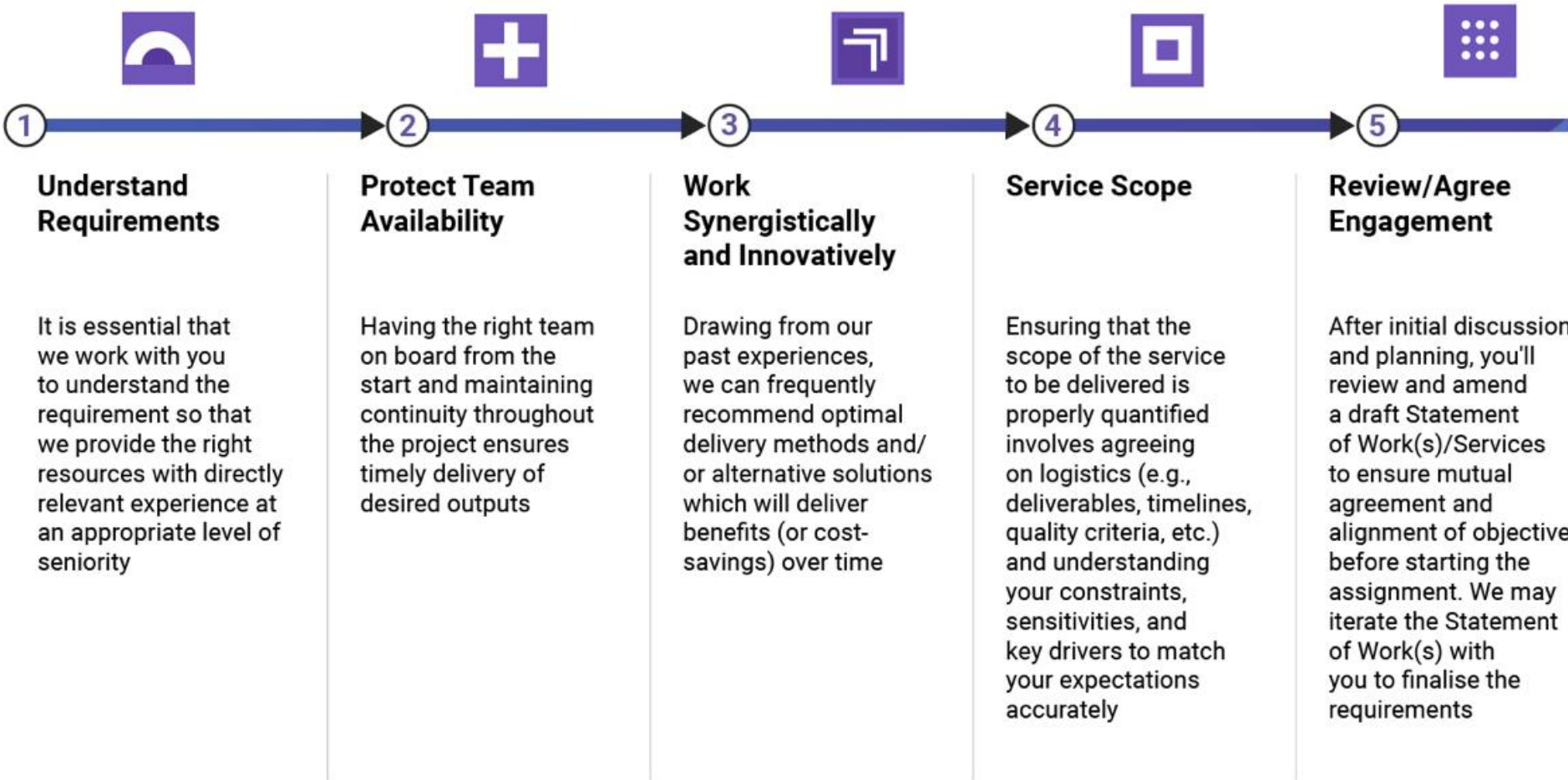
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

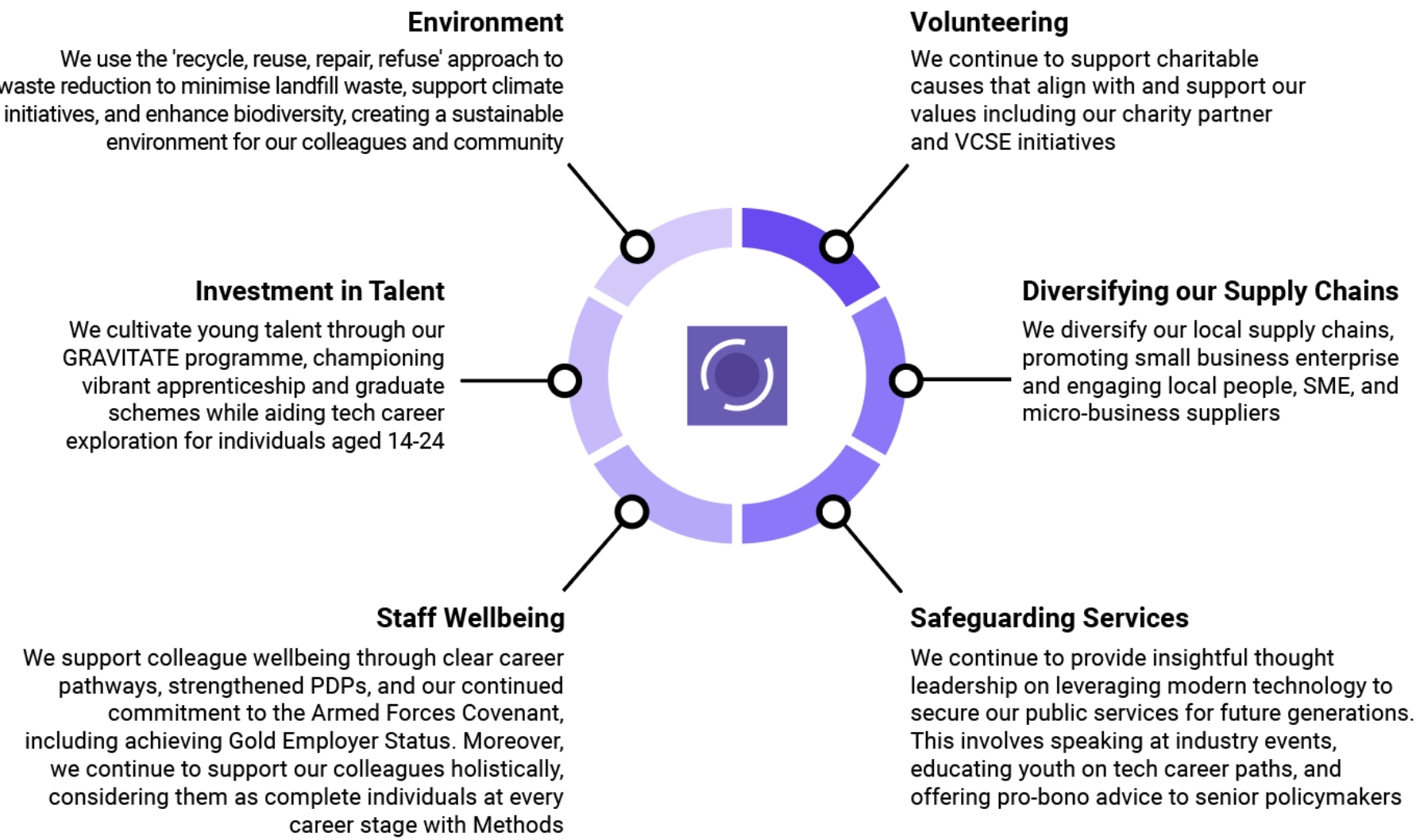


Customer Responsibilities

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.