

G-Cloud 15 Service Description

Project/Programme Formal Retrospective

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Methods has a proven record of reviewing PPM Delivery and significant change to enable organisational understand complexity, delivery risk and improvements required to meet desired maturity. We use technical, analytical and industry experience to identify key improvement areas at organisational and team levels through a structured and evidence based approach.

What is the Service

Methods provides a robust and structured retrospective approach, including lessons learned which supports a systematic review into the problems and successes of delivery of a project or programme, or any other delivery activity.

It supports wider business change and operates across core PPM activity and supporting functions such as legal, HR, commercial.

By providing a golden thread analysis, key themed feedback is structured with key recommendations and improvements against key business relevant themes.

We utilise detailed case and document reviews, structured interviews and dialogue to build an evidence bank.

What can it do for you

Benefits of our Project/Programme Formal Retrospective is to provide to your organisation a rapid and structured approach to reviews, lessons learned and to support a reduction in repeatable errors and problems. It highlights key themes of improvements across your delivery landscape and key support functions.

Service Features

- 1. Structured analytical approach
- 2. Empathetic engaging support of stakeholders
- 3. Delivery of robust and golden thread recommendations and actions
- 4. Supports internal and continuous improvements
- 5. Assists Quality assurance, processes/products providing rigorous, transparent project management approach
- 6. Assists delivery of projects to time, scope and budget
- 7. Assists Stakeholder expectations managed through consistent and accurate reporting
- 8. Lessons Learned structure and key findings with Exec Summary

Service Benefits

- 1. Supports project planning effectively
- 2. Aids investment-decisions based on well-defined understanding of why projects fail
- 3. Aids internal understanding of maturity of services and structures
- 4. Builds improved effective decision making, board governance and assurance
- 5. Aids ROI by delivering strategic aims, maximising benefits
- 6. Stakeholder confidence increases, improving adoption of change and new processes/behaviours
- 7. Expedites future project success, reduces risks and costs of delivery
- 8. Effective and controlled closure of projects facilitates transition to BAU
- 9. Improved and sustainable business continuity after project closure
- 10. Measurable, achievable, practical and clearly defined benefits

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.