

G-Cloud 15 Service Description

Service Design and Architecture

Service Design and Architecture

Methods’ Service Design and Architecture ensures that your services are designed effectively, fit for purpose, and can be supported by your organisation, supplier and partner ecosystem to defined and agreed levels. This service can also benefit from standardisation through our Service Design framework, and validation through our Design Authority service.

What is the Service

Methods’ Service Design and Architecture service ensures that your services are designed and defined so that they are fit for purpose, fit for use, and can be delivered and supported by your organisation and its supplier and partner ecosystem to defined levels of service.

We have extensive experience of Service Design in complex, multi-party support environments, operating with a mix of Agile and Waterfall project delivery, and traditional and DevOps support. Methods designs service models that are aligned to standards, clearly describe all service flows and handoffs, and ensure end-to-end service integration.

What can it do for you

An effective Service Design function ensures the support arrangements for your services are fully described and documented, and that all parties involved in service provision are aware of their roles and responsibilities, and understand the information flows, handoffs and routes for support. This ensures that services can operate cost-effectively, can meet the service levels agreed with stakeholders, can be supported effectively, and can be operated with acceptable levels of risk.

New services will be adequately documented, utilising standards and established models wherever possible in order to achieve effective onboarding. Changes to existing services will require only amendments to well-documented service designs.

Your support functions, partners, and suppliers will be fully aware of their responsibilities and the routes through which support will be requested.

Your end users will benefit from clear routes to support, transparent service levels and, ultimately, from very effective support.

Service Features

1. Production of service designs in line with organisational standards
2. Clear definition of roles and responsibilities for all parties
3. Utilisation of service standards and components for efficiency and familiarity
4. Definition of interaction routes between support and end users
5. Coordination across organisation, partners, and suppliers
6. Consideration of information, communication, technology, and process
7. Definition of service levels and measurement mechanisms
8. Active stakeholder involvement in design and review stages
9. Standardisation through architectural oversight to a defined framework
10. Can include design validation through a Service Design Authority

Service Benefits

1. Clear service models and designs for new/ changed services
2. Standardised designs to deliver familiarity and cost savings
3. Ensures consistent service delivery by staff, partners, and suppliers
4. Documents measurable service levels and calculations
5. Visibility of service fundamentals (Service and Support Hours, etc.)
6. Ensures all support actors know handoffs, roles, and responsibilities
7. Ensures information requirements and flows are documented
8. Ensures support routes and technology solutions are clear
9. Design Framework ensures consistent, policy-aligned, and familiar service designs
10. Design Authority ensures compliance with standards, and reviews exceptions

Contact details

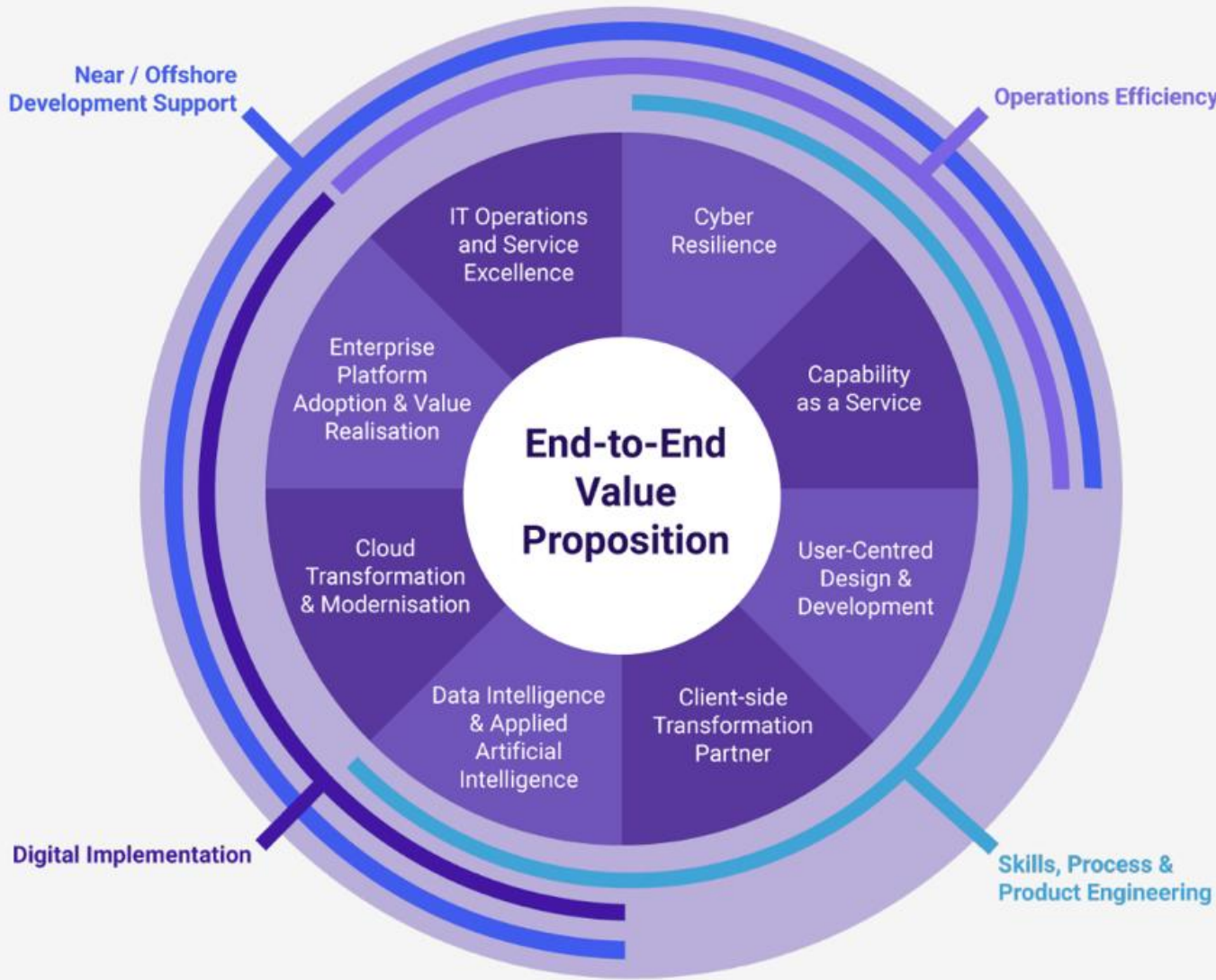
End-to-end transformation and innovation experts

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.

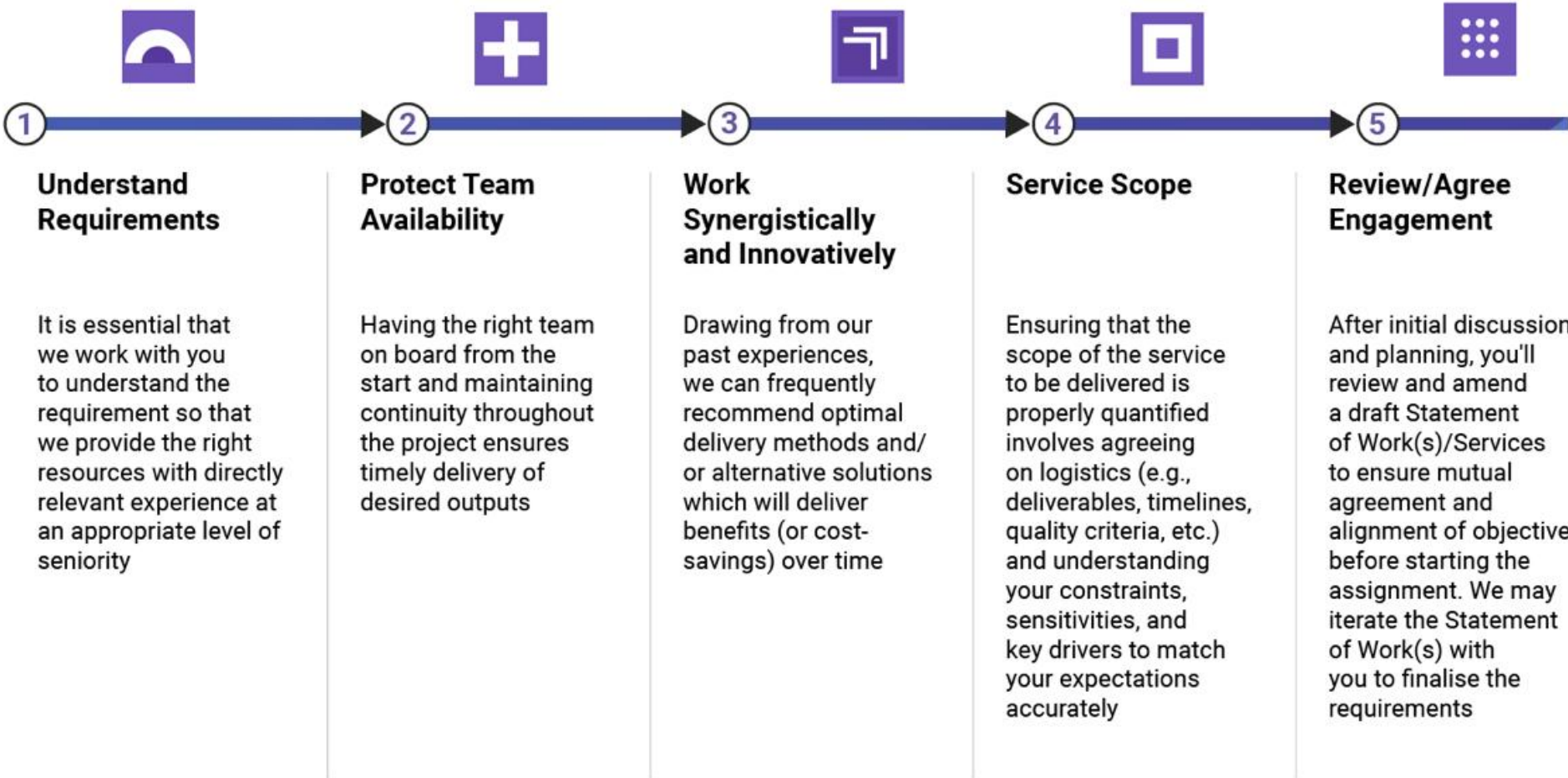
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

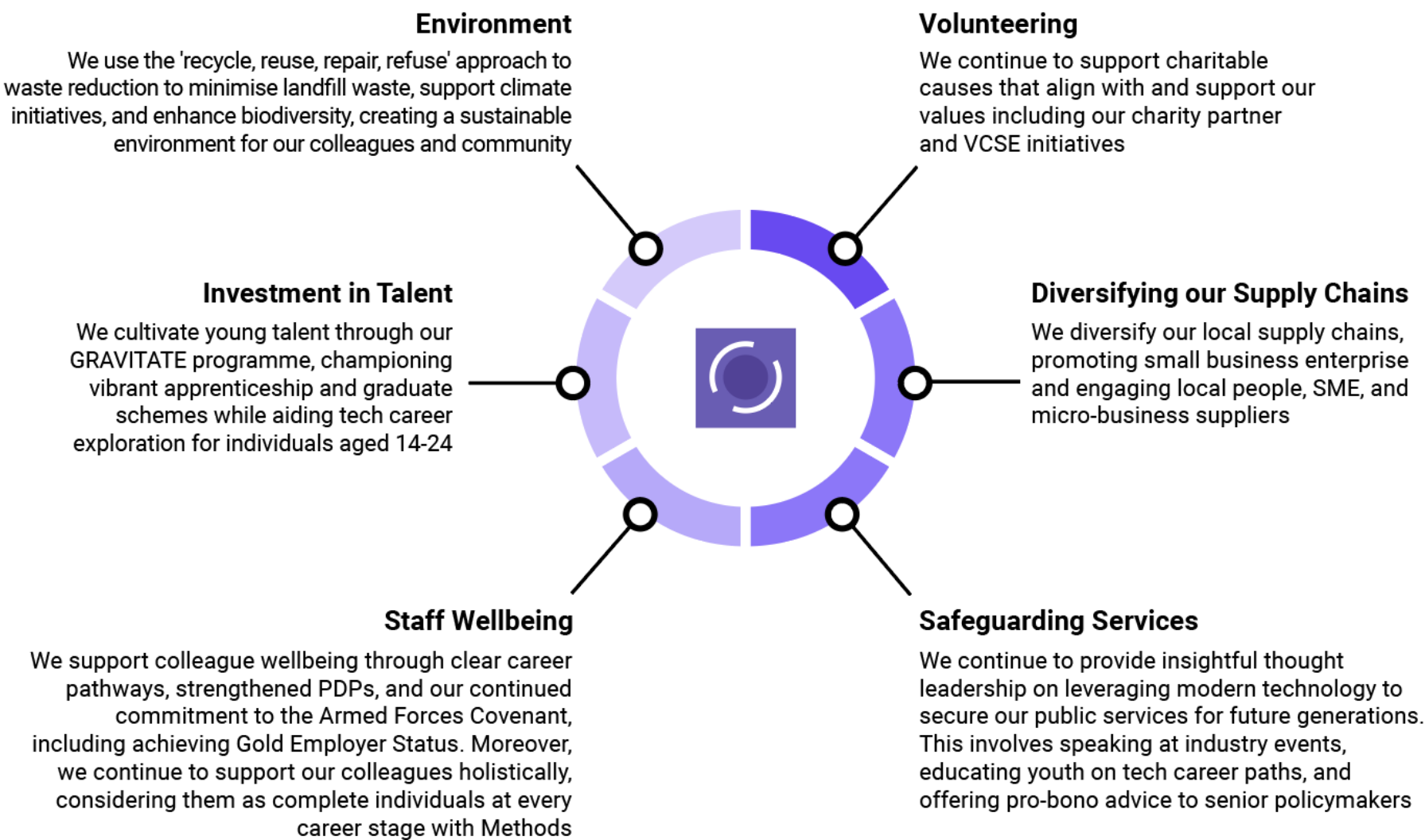


Customer Responsibilities

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.