

G-Cloud 15 Service Description



Digital Capability Mapping

Digital Capability Mapping

A capability-led approach to organisational design, technical and business architecture. We map capabilities to user needs, cutting through existing business processes and technology silos, revealing the best possible design for your organisation. Demonstrates how digital outcomes can be met by moving towards consumption of commodity products to meet user needs.

What is the Service

A capability-led approach to organisational design. Mapping your capability to user needs cuts through existing business processes and technology silos, revealing the best possible design for your organisation.

What can it do for you

Capability mapping will reveal what capabilities are in use to satisfy user needs, mapping them in regard to their technical evolution. Capability mapping enables you to focus on your business, rather than your technology. It supports you to use resources effectively, streamline processes, buy the right technology and deliver better customer experience.

Service Features

1. User needs identification
2. Value proposition design
3. Business model canvas
4. Technology capability mapping
5. Business capability mapping
6. Legacy technology characteristics
7. Digital technology characteristics
8. Core needs-focused platform capabilities
9. Wardley mapping (Situational awareness mapping)
10. Workshop facilitation and co-creation

Service Benefits

1. Enables you to focus on your business, rather than technology
2. Intrinsically link services to user needs and the underlying technology
3. Use and prioritise your resources more effectively
4. Deliver better customer experience by buying the right technology
5. Identify common capabilities
6. Deliver capabilities using a platform-based approach
7. Develop a digital-first culture

Contact details

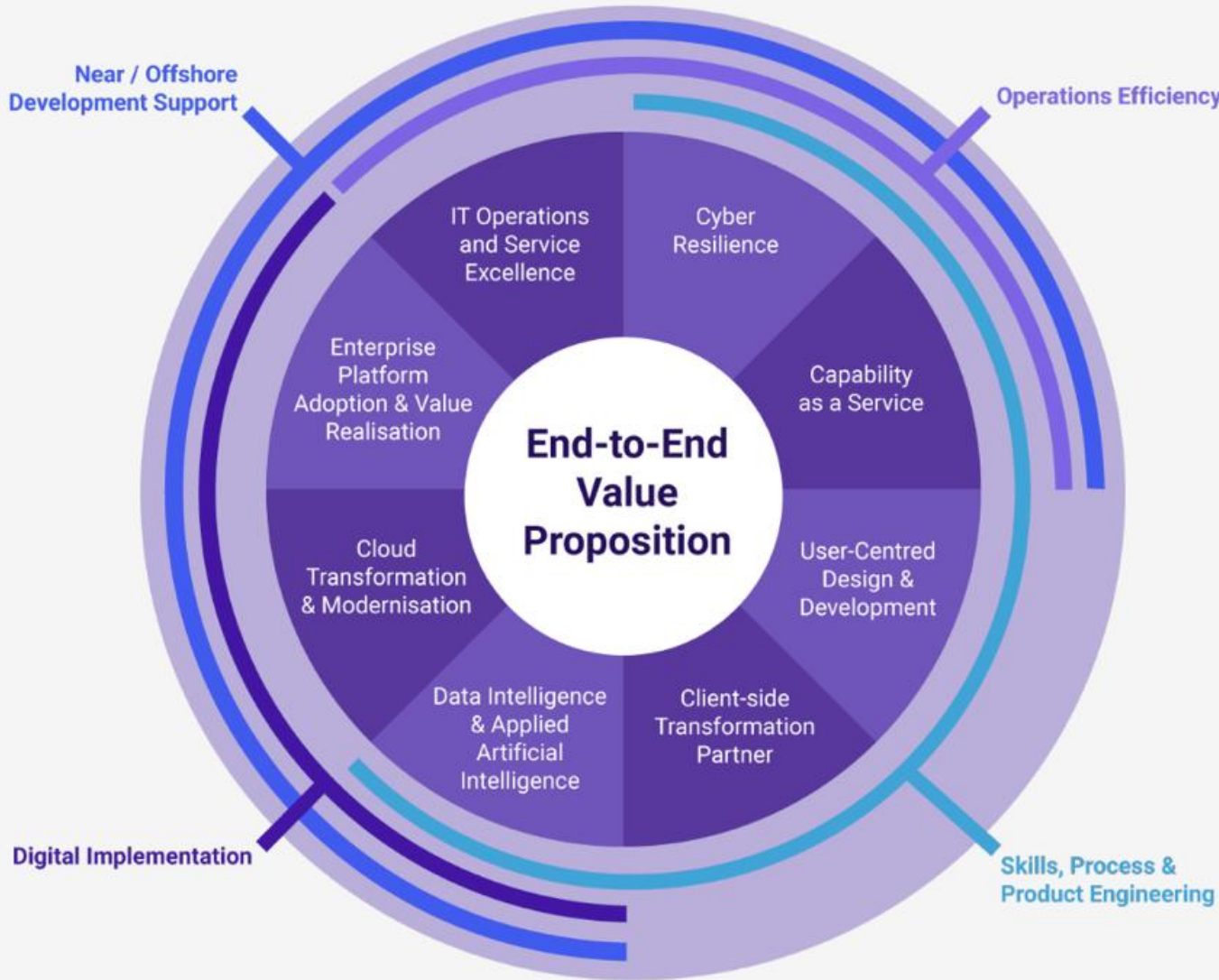
End-to-end transformation and innovation experts

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.

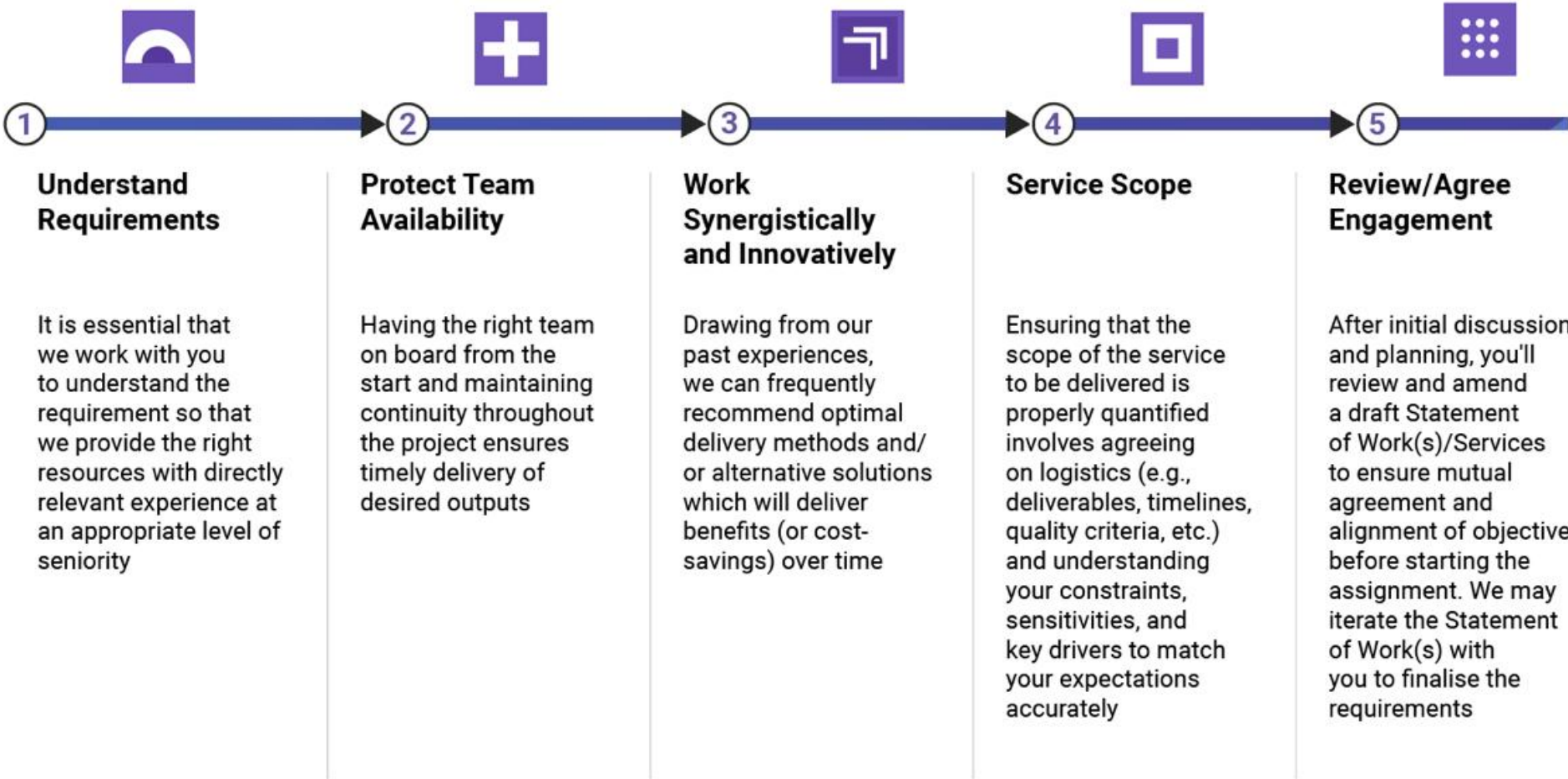
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

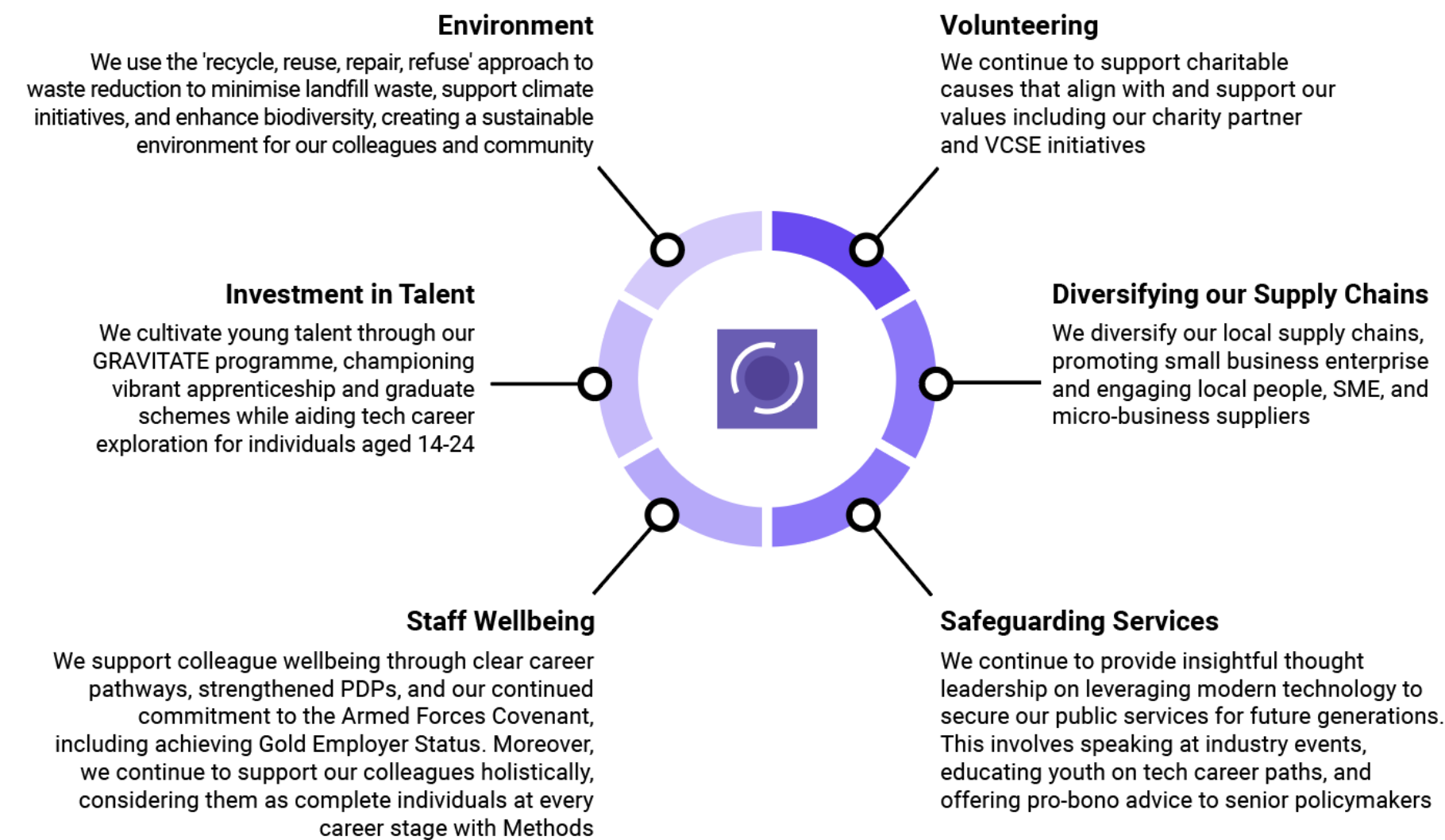


Customer Responsibilities

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.