

G-Cloud 15 Service Description



Digital Discovery & Blueprint

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Methods’ discovery and blueprint approach helps you understand how to deliver better digital public services. It provides the foundation for successful digital transformation, by identifying common patterns and opportunities for improvement before defining a blueprint that sets out the work, resources and tools required to realise new opportunities.

What is the Service

Digital transformation is more than simply 'putting things online'. It is a complete organisational change opening new and improved opportunities for interaction with users, both customers and staff. Our Discovery and Blueprint service maps your services, processes, technologies, data and people to build a coherent picture of your organisation that can be effectively and objectively analysed. It identifies common patterns, core capabilities, pain points and opportunities for digital improvement that can transform your organisation before setting out a blueprint that defines the work to realise the opportunities and creates an achievable Roadmap to get there.

During the Blueprint stage we agree the objectives for the digital transformation you want to deliver and identify the capabilities and technology architecture to deliver these objectives. We analyse the options for implementing the opportunities identified in the Discovery before agreeing a preferred approach and defining a roadmap and associated resource plan to achieve it. We can also produce a business case to support this. Finally we define the work required to deliver the opportunities identified during discovery and a supporting change management plan to embed it.

What can it do for you

Our teams work in a highly collaborative and engaging way to rapidly build a picture of your organisation and identify and prioritise digital opportunities for improvement. We take a holistic approach to understanding your business, engaging a wide range of staff to build robust insights that are validated with your team to ensure they feel part of defining the change.

Our approach helps you to understand your users and how well your digital services, capabilities and underlying technology meet their needs, making recommendations on how to address any gaps. It builds a consistent, coherent picture of how you deliver your digital services and the costs required to support this. It helps you identify common capabilities, patterns and technology that could be shared across the organisation along with prioritised opportunities for improvement and the financial and non-financial benefits of delivering them. This is then translated into a blueprint for your future state that sets out the digital services, capabilities and technology required to achieve your vision, the activities required to deliver them and an achievable roadmap for you to get there.

Service Features

1. Analysis of your current digital service and technology offering
2. Opportunity matrix to capture, consolidate and analyse digital opportunities
3. Populated knowledgebase consolidating all information elicited in a consistent way
4. Established prioritisation approach to help identify where to start
5. Discovery Report pulling together the Discovery outputs and key themes
6. Options analysis for delivering opportunities identified, presenting a preferred option
7. Achievable delivery plan and critical supporting activities to deliver it
8. High-level model defining key capabilities to support agreed option
9. High-level cost/ benefit model defining potential benefits of prioritised opportunities
10. Blueprint Report pulling together final outputs with clear, consolidated recommendations

Service Benefits

1. Clear and achievable transformation blueprint to unlock your digital ambitions
2. Provides consistent understanding of your users, capabilities, technology and services
3. Identifies re-usable components to create a consistent, joined-up user experience
4. Identifies opportunities for financial and non-financial benefits realisation
5. Clear line of sight from opportunity capture to blueprint recommendations
6. Engage staff in identifying digital opportunities to increase buy-in
7. Simplify and standardise your offering, reducing duplication and failure demand
8. Pragmatic, tailored approach to accelerate your digital transformation
9. Upskilling and transfer of key digital skills to internal services
10. Applies extensive experience of public sector, digital transformation and technology

Contact details

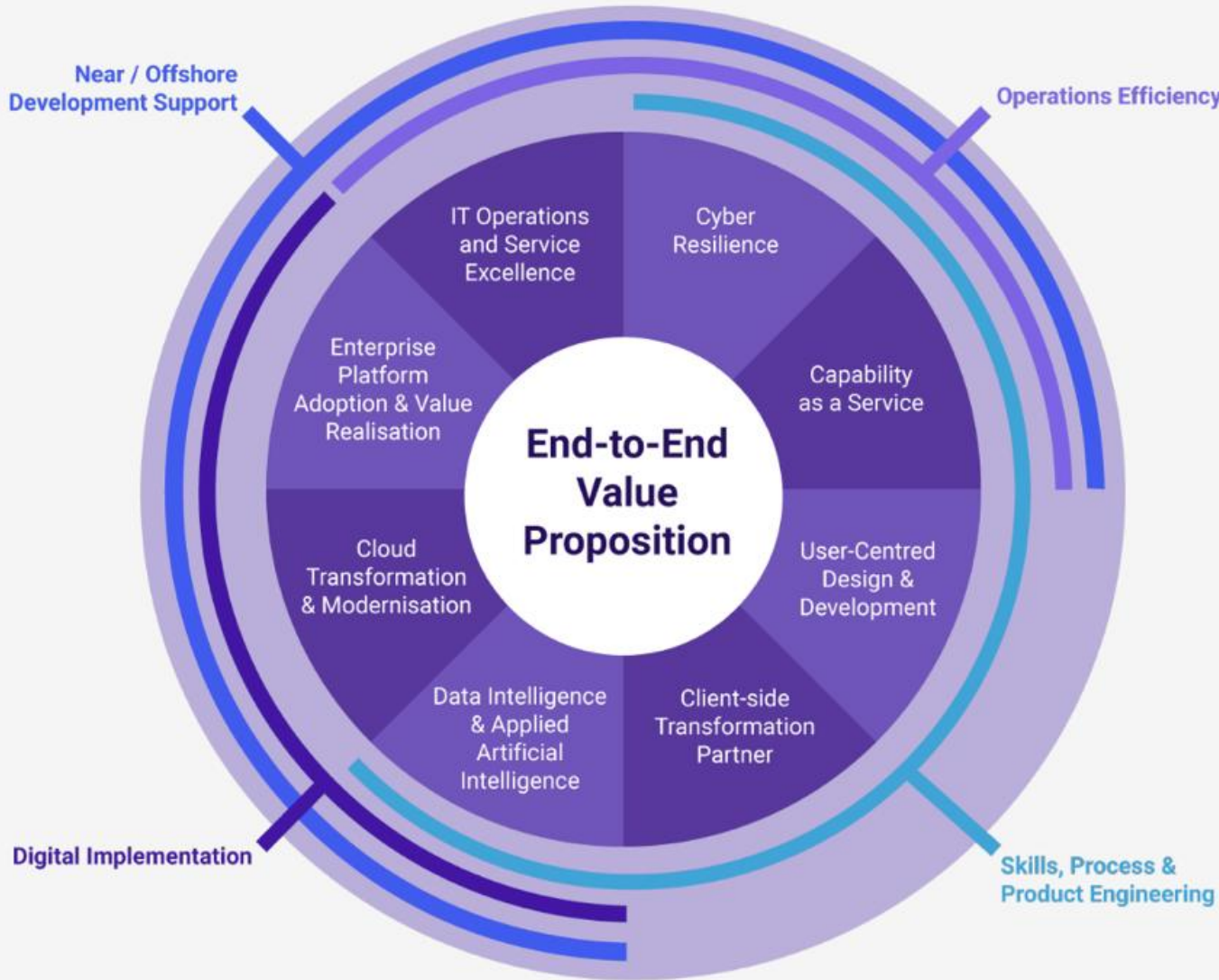
End-to-end transformation and innovation experts

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.

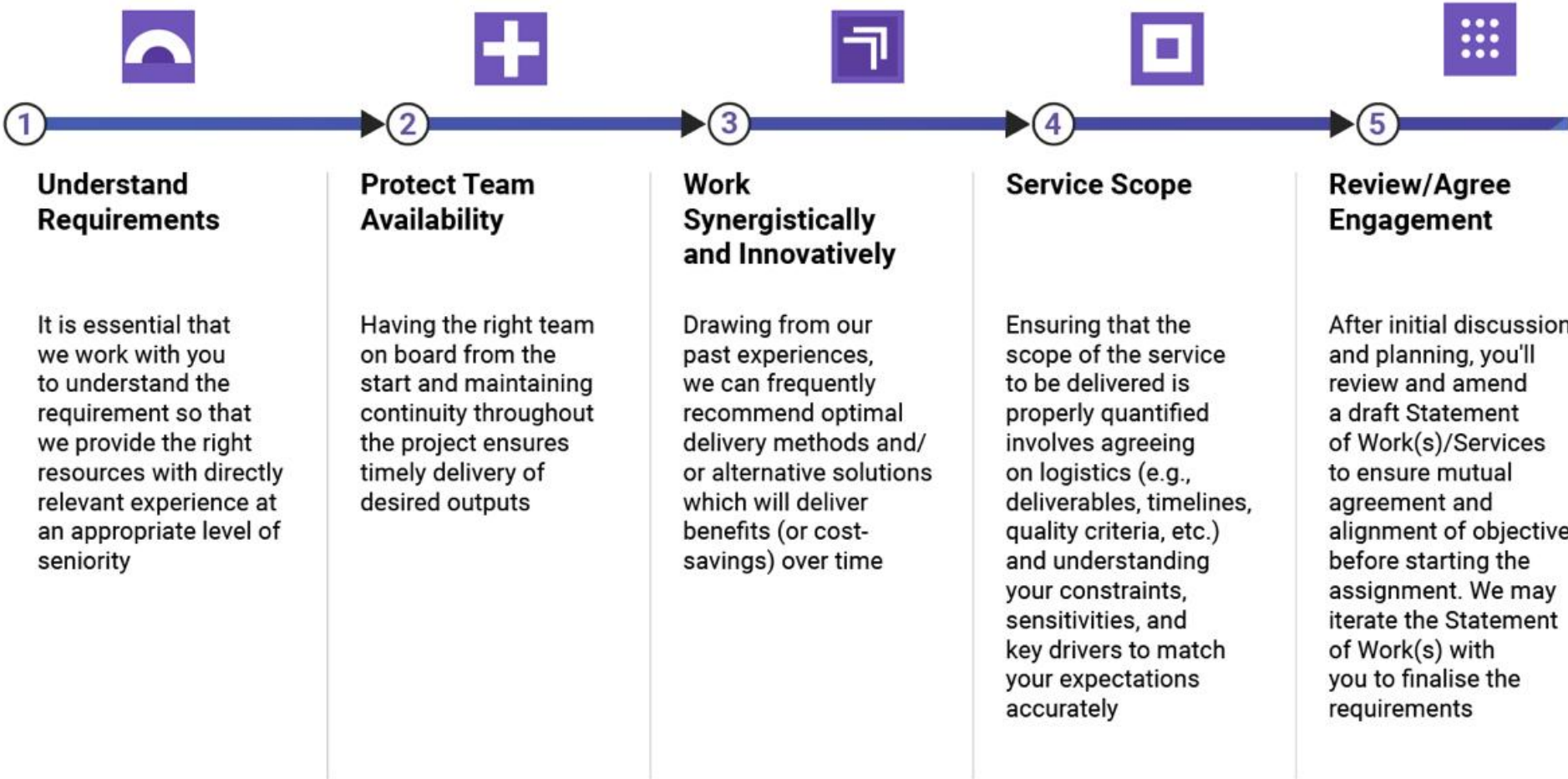
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

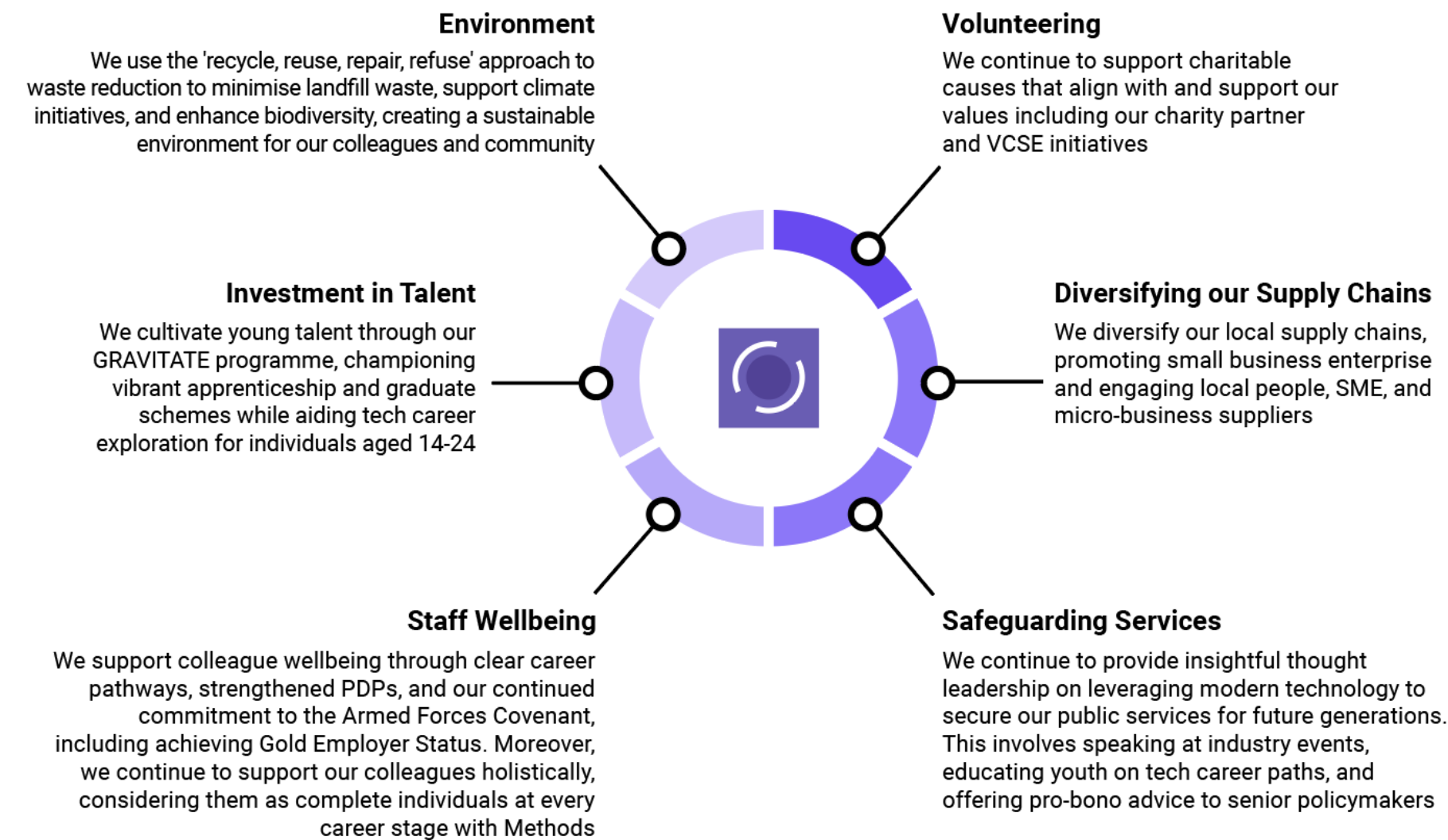


Customer Responsibilities

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.