

G-Cloud 15 Service Description

Service Management Tooling Implementation

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Methods’ Service Management Tooling Implementation service provides expert assistance for the implementation of your chosen service management tool. Our experienced ITIL practitioners, business analysts, technical specialists, and solution adoption experts will follow tooling-specific best practice implementation and ensure that your service management tool is aligned to your service management needs.

What is the Service

Methods cadre of experienced ITIL practitioners, business analysts, technical specialists, and solution adoption experts can help you to make best use of your investment in your IT Service Management (ITSM) tool.

Our team works collaboratively with you to implement, configure and populate your ITSM tool, and transition it into operational use. We follow tooling-specific best practice implementation, and ensure alignment is maintained with your support strategy and processes. Our service can include data migration support if you are transferring from a legacy service management tool.

Effective governance, stakeholder management, and risk management ensure timely and effective implementation. Our proven Transition Methodology ensures an effective transition onto the new tooling and support arrangements.

Our solution adoption experts help you to identify and address any adoption challenges, increasing usage and improving policy and process adherence.

What can it do for you

Our Service Management Tooling Implementation service helps you to make best use of your investment in your chosen IT Service Management tool.

As independent specialists, we work collaboratively to plan and deliver the implementation, ensuring configuration decisions by stakeholders are informed and timely. Our service avoids costly process and tooling misalignments and ensures measures are in place to track policy and process adherence, user adoption and user satisfaction.

Our management and governance arrangements ensure risks are managed, implementation is timely and effective, and transition to operational use is tightly controlled and coordinated.

Service Features

1. Fully-managed multidisciplinary team to support implementation
2. ITIL practitioners, business analysts, technical specialists and solution adoption consultants
3. Effective governance, stakeholder management, and risk management
4. Tooling-specific best practice implementation
5. Optional data migration support
6. Collaborative approach with informed decision making
7. Alignment with your support strategy and processes
8. Dedicated Transition Management
9. Measures for policy and process adherence, adoption and satisfaction
10. Hypercare and embedding of Continual Improvement

Service Benefits

1. Make best use of your ITSM tooling investment
2. Provides an applied view from experienced ITIL practitioners
3. Tooling-specific and best-practice aligned implementation
4. Collaborative working ensuring configuration decisions are informed and timely
5. Proven management and governance of risks and delivery
6. Ensures alignment to your support strategy and processes
7. Coordinated transition to operational use avoids transition risk
8. Tooling alignment and optimisation leads to increased productivity
9. Improved end user experience and customer satisfaction
10. Measures track adoption, and policy and process adherence

Contact details

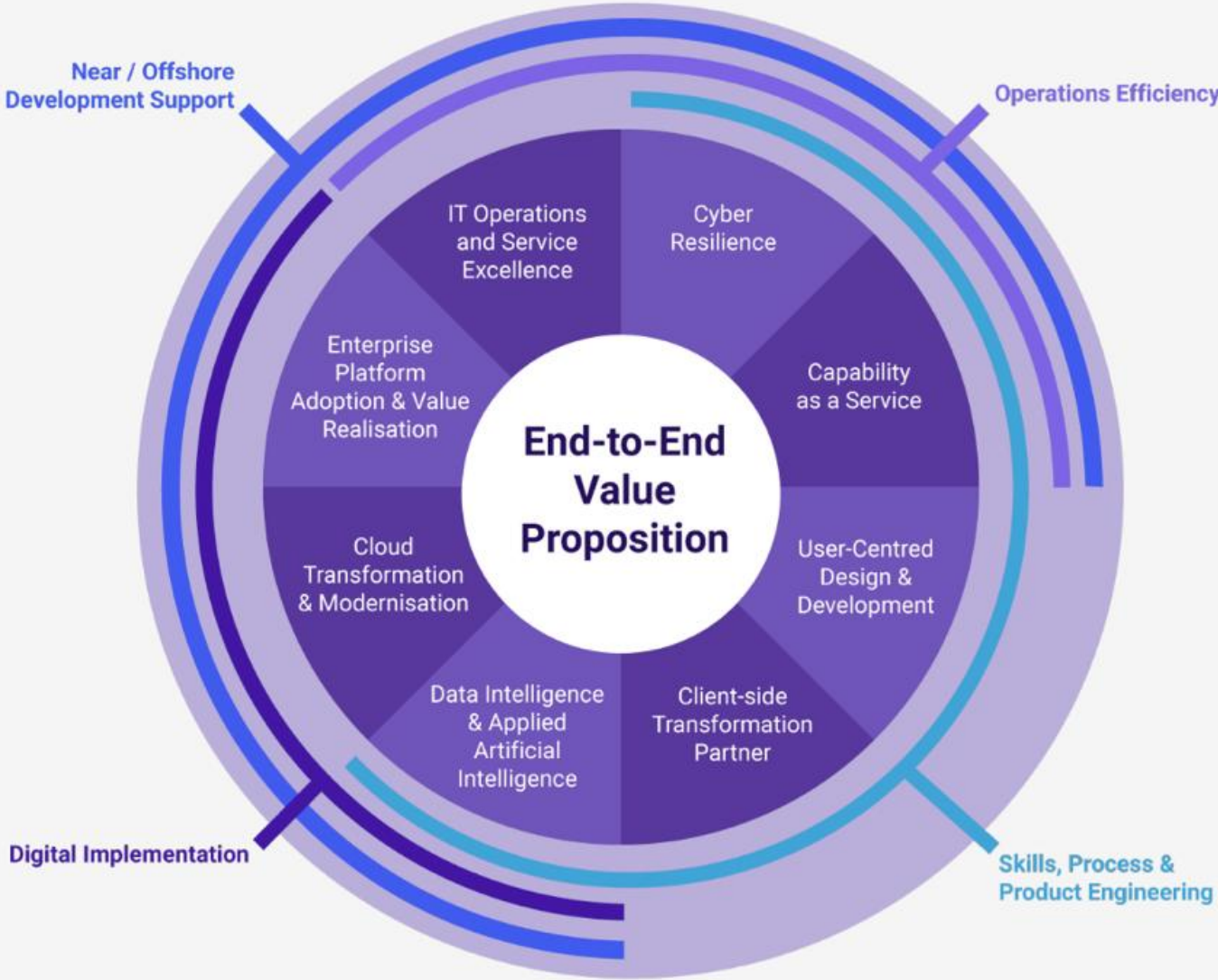
End-to-end transformation and innovation experts

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.

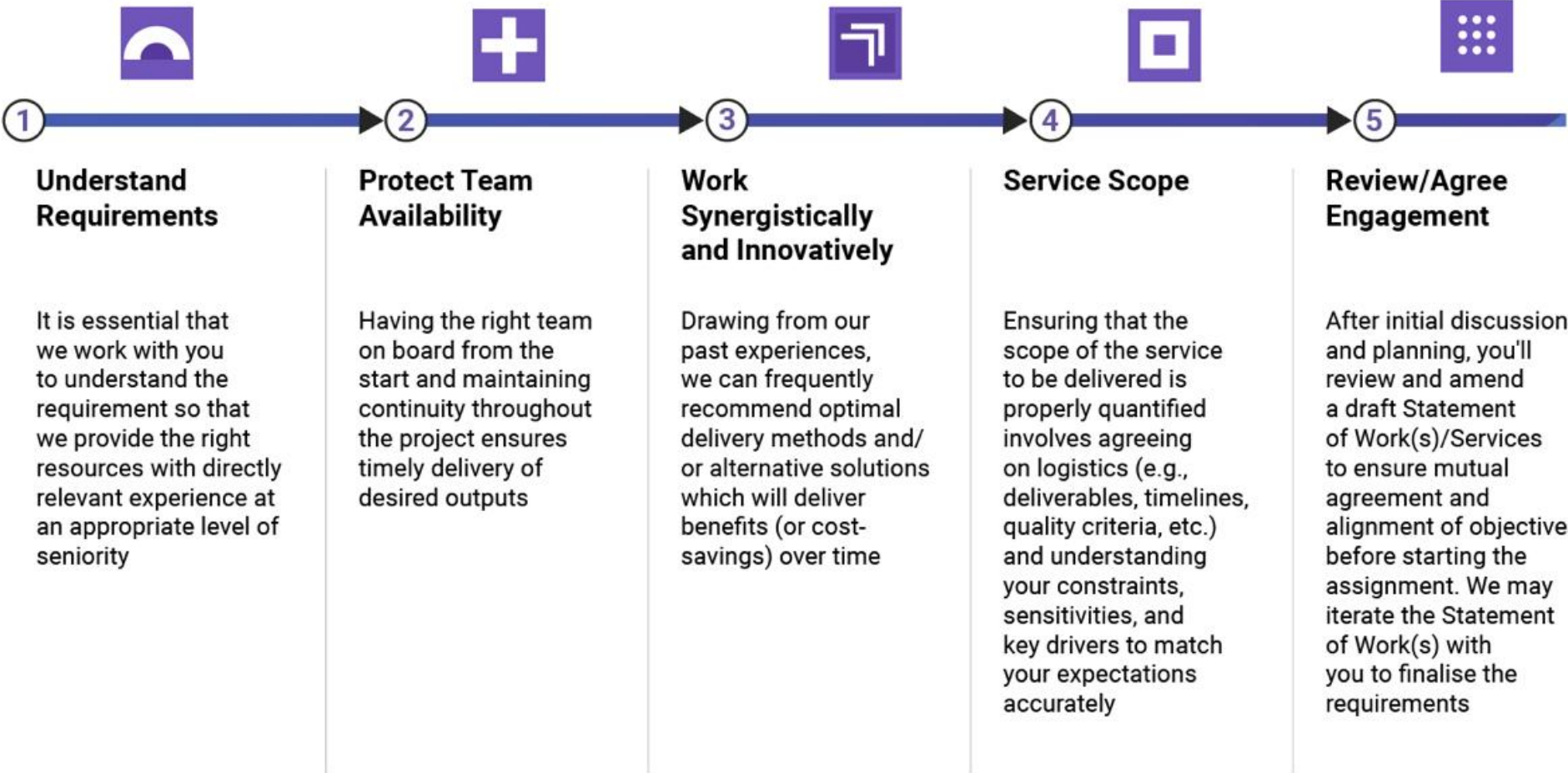
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

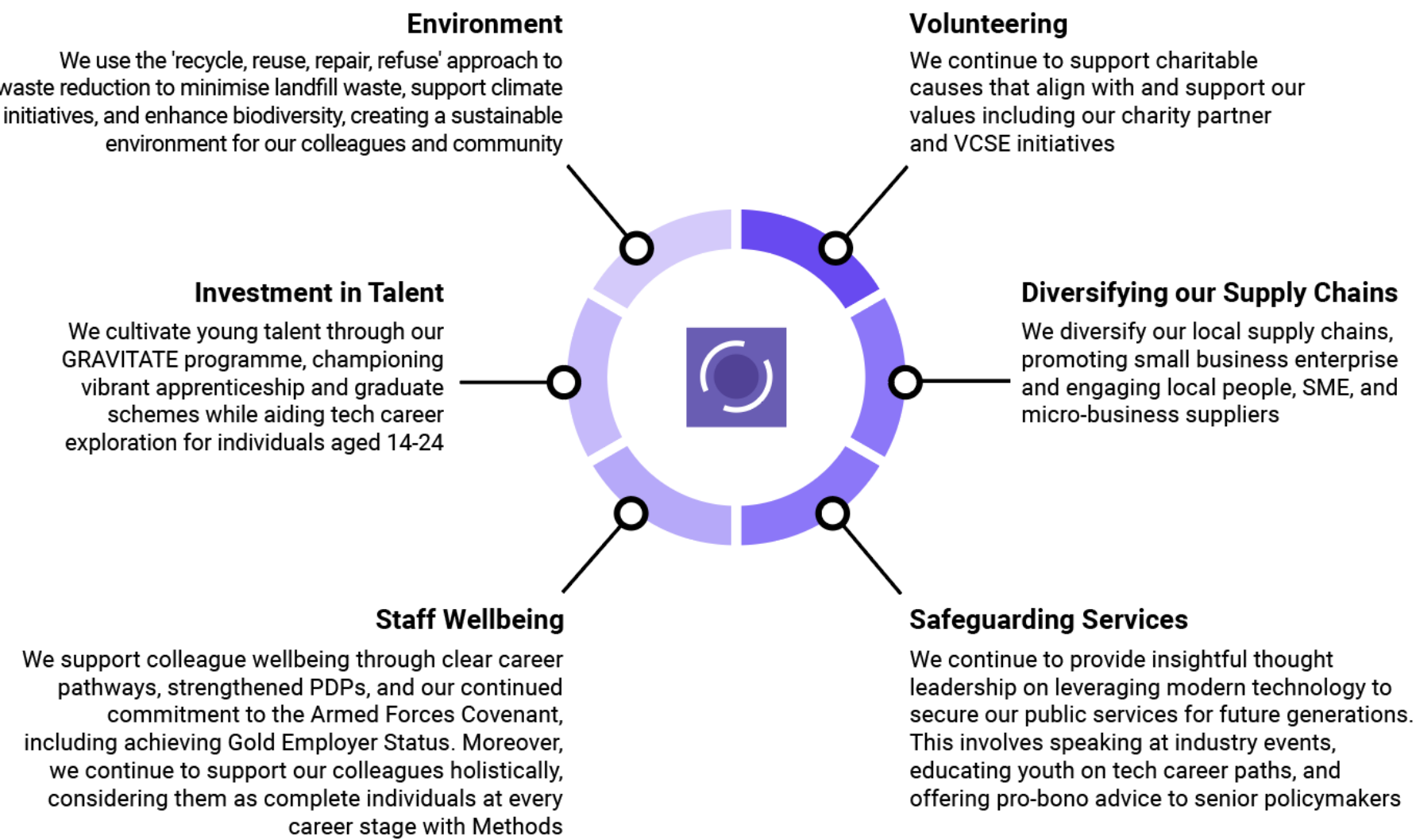


Customer Responsibilities

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.