

G-Cloud 15 Service Description

Local Government Digital Services Discovery and Delivery
Planning

Local Government Digital Services Discovery and Delivery Planning

Methods’ Digital Services Discovery & Delivery Planning for Local Authorities delivers accelerated discovery, opportunity identification, prioritisation and planning for digital services that improve customer experience and reduce cost. We make clear, achievable recommendations based on our experience with other councils, helping you unlock the digital change you want to deliver.

What is the Service

Digital services can transform your interactions with users (including customers and staff), enabling the creation of great services that people want to use and that cost less to deliver. We work with local authorities to analyse their services, identify opportunities for digital transformation and plan how they can be delivered. Our service enables councils to develop an agreed approach to improving digital services, building a flexible, prioritised backlog of services for redesign.

What can it do for you

We use our extensive sector knowledge to help Local Authorities to identify opportunities to digitally transform services, define benefits, agree a tailored service design approach based on best practice and build an achievable, prioritised digital delivery backlog to implement improved digital services.

Clear recommendations based on our experience with other councils are developed to help you move forwards and unlock the digital change you want to deliver including factors such as governance, project and programme management, benefits and change management, indicative financial benefits as well as technical considerations.

We identify your readiness for digital change and provide practical advice about how to address gaps in your current digital approach, including identification of key roles and responsibilities.

Service Features

1. Can be delivered organisation wide or service area/department specific
2. User research and service discovery to understand issues and opportunities
3. Prioritised service catalogue of processes suitable for digital redesign
4. Identify opportunities for digital service/technology patterns, components and libraries
5. High-level cost benefit analysis to quantify digital service opportunities
6. Defines approach and backlog, for service design and implementation
7. Plan, setting out the optimal, prioritised sequence for digital delivery
8. Identifies of how technology can be used to deliver services
9. Defines digital services project, governance, structure, resourcing, roles and accountabilities
10. Agile collaborative delivery, co-production, coaching, knowledge and skills transfer

Service Benefits

1. Applies learning from local government and public and private sectors
2. Experience of local government service design and technology enablement
3. Identifies opportunities for digital services and high-level cost/benefits
4. Identifies opportunities for cost and efficiency savings and benefits realisation
5. Provides prioritised view of how to digitally transform your organisation
6. Defines an achievable delivery plan tailored to circumstances and ambitions
7. Uses knowledge, tools/ templates to accelerate discovery and planning
8. Benefits/value-led approach to digital services delivery planning/change
9. Upskilling and transfer of digital transformation skills to inhouse teams
10. Local Government expertise and understanding of Cloud/Digital platforms

Contact details

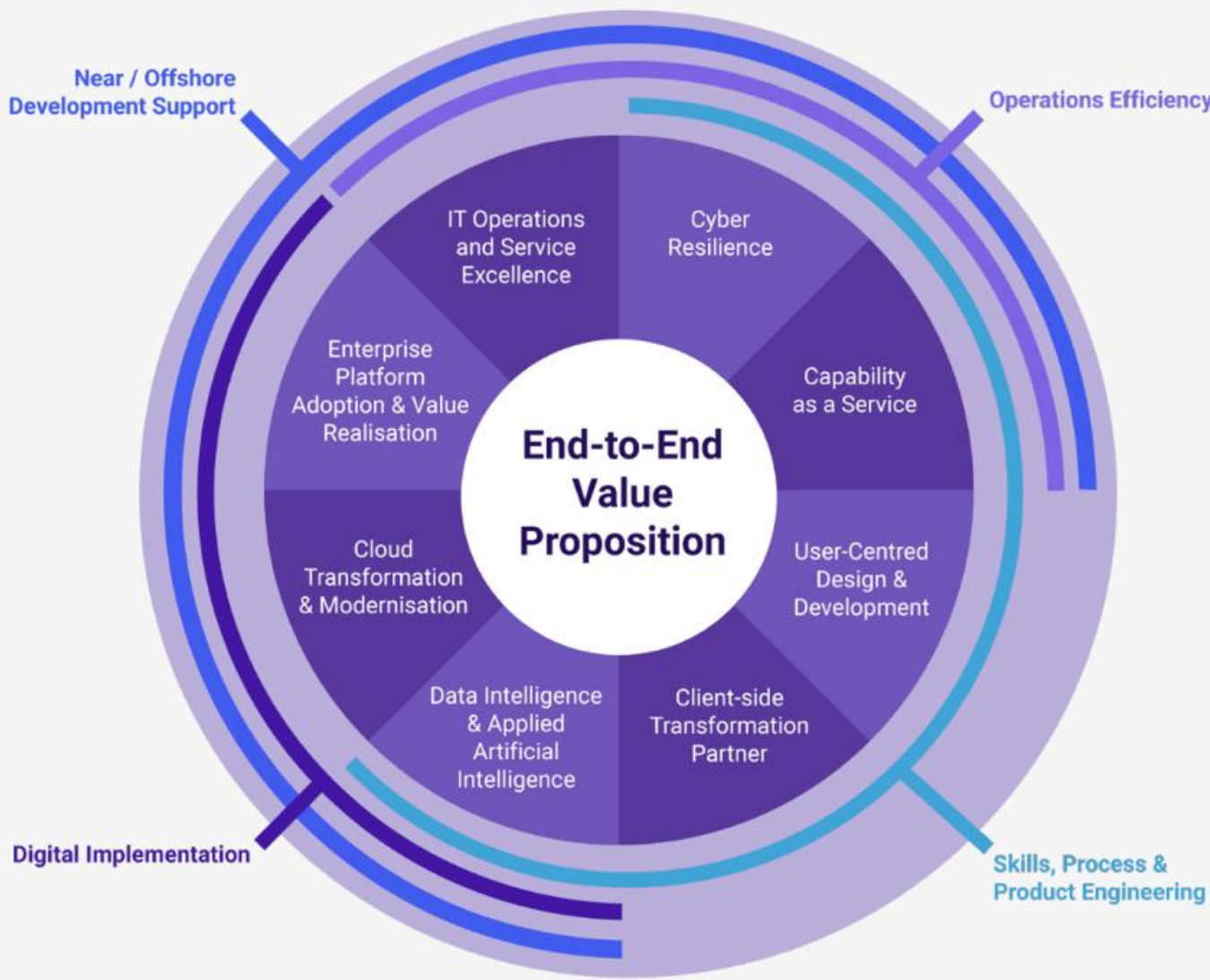
End-to-end transformation and innovation experts

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.

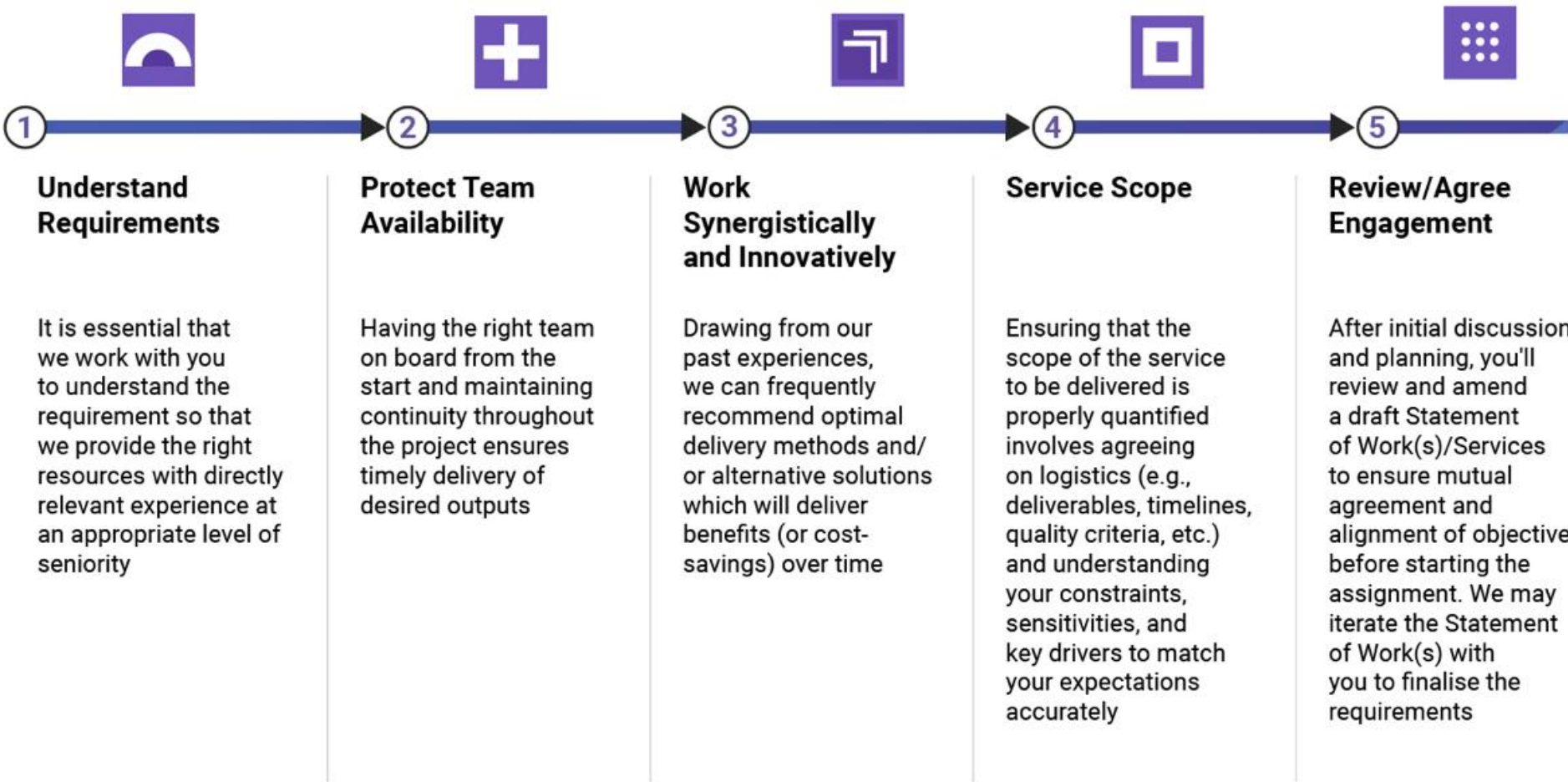
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

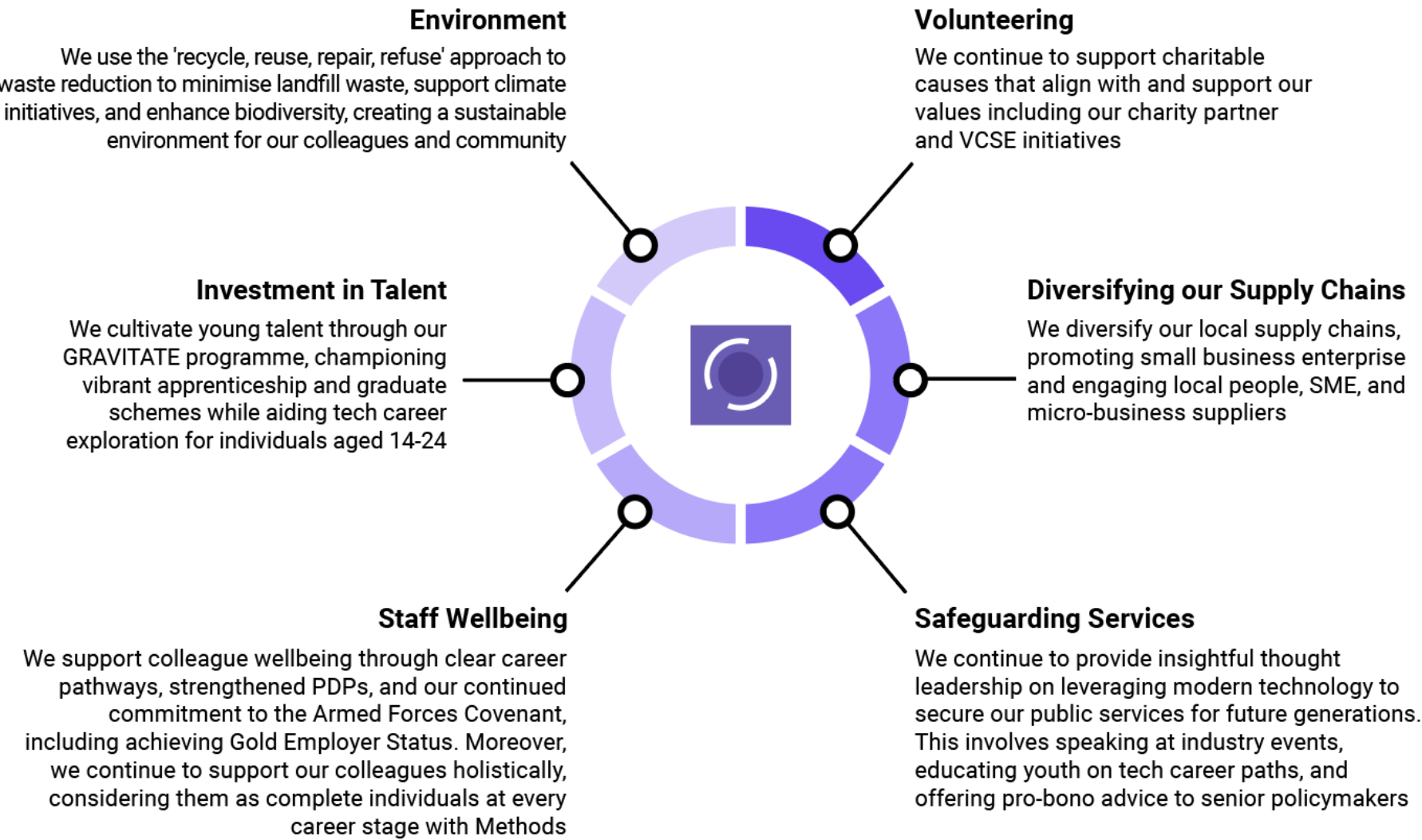


Customer Responsibilities

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.