

G-Cloud 15 Service Description

Service Management Tooling Roadmap Development

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Methods’ Service Management Tooling Roadmap Development service is a collaborative engagement to define and prioritise objectives to create a phased tooling roadmap tailored to your needs. With a structured timeline and clear milestones, the output enables maximisation of the investment in your service management tooling and alignment to organisational goals.

What is the Service

Methods’ Service Management Tooling Roadmap Development service is a collaborative process, beginning with an assessment of your current service management platform functionality, performance, and adoption to help support workshops and in-depth discussions with key stakeholders to understand perceived current pain points and your organisational objectives.

We then work with you to prioritise initiatives and identify key deliverables to create a phased roadmap with clear timelines and milestones that will remove technical debt, maximise utilisation and include opportunities to further exploit the capabilities of your chosen platform, aligned to short- and long-term organisational goals.

Our approach to roadmap development focuses on optimisation and efficiency, providing you with the information you need to fully-leverage your service management platform, remediating inefficient processes and increasing automation. This enables you to realise tangible benefits and drive organisational transformation, fully maximising your return on investment.

What can it do for you

Methods’ Service Management Tooling Roadmap Development service is designed to help you to overcome common service management tooling challenges, notably legacy configuration decisions and platform inertia contributing to misalignment with current working practices and inefficiency.

Starting with the current state and adoption assessment, we proactively seek input from your stakeholders to identify pain points, and to understand where tooling could be better aligned with your operational and business objectives.

Workshops and stakeholder discussions then capture functional, operational, and strategic requirements to create a phased roadmap, aligned to the agreed priorities and required timelines.

Service Features

1. Current state and adoption assessment
2. Stakeholder identification and management across the organisation
3. Requirements gathering with key stakeholders, capturing needs and objectives
4. Value-based demonstrations of proposed changes
5. Prioritisation of initiatives by effort, impact, and potential cost
6. Risk and dependency assessment of the planned initiatives
7. Change and adoption planning to enhance the end-user experience
8. Phased roadmap with a timeline aligned to business goals
9. Clearly defined and actionable outcome-based milestones
10. Aligns roadmap with continual improvement

Service Benefits

1. Visualisation of platform configuration and process pain points
2. Improvement initiatives aligned with functional requirements and organisational objectives
3. Clearly defined actionable milestones delivering value-based outcomes
4. Collaboration across all organisational levels with engaging stakeholder engagement
5. Early identification of risks to mitigate and address issues
6. Early identification of dependencies to address potential challenges
7. Continual improvement enabled with scalable solution planning
8. Provides a foundation for innovation and forward-thinking strategies
9. Cost-effective planning and resource allocation to understand time requirements
10. Metrics established to measure and track improvements

Contact details

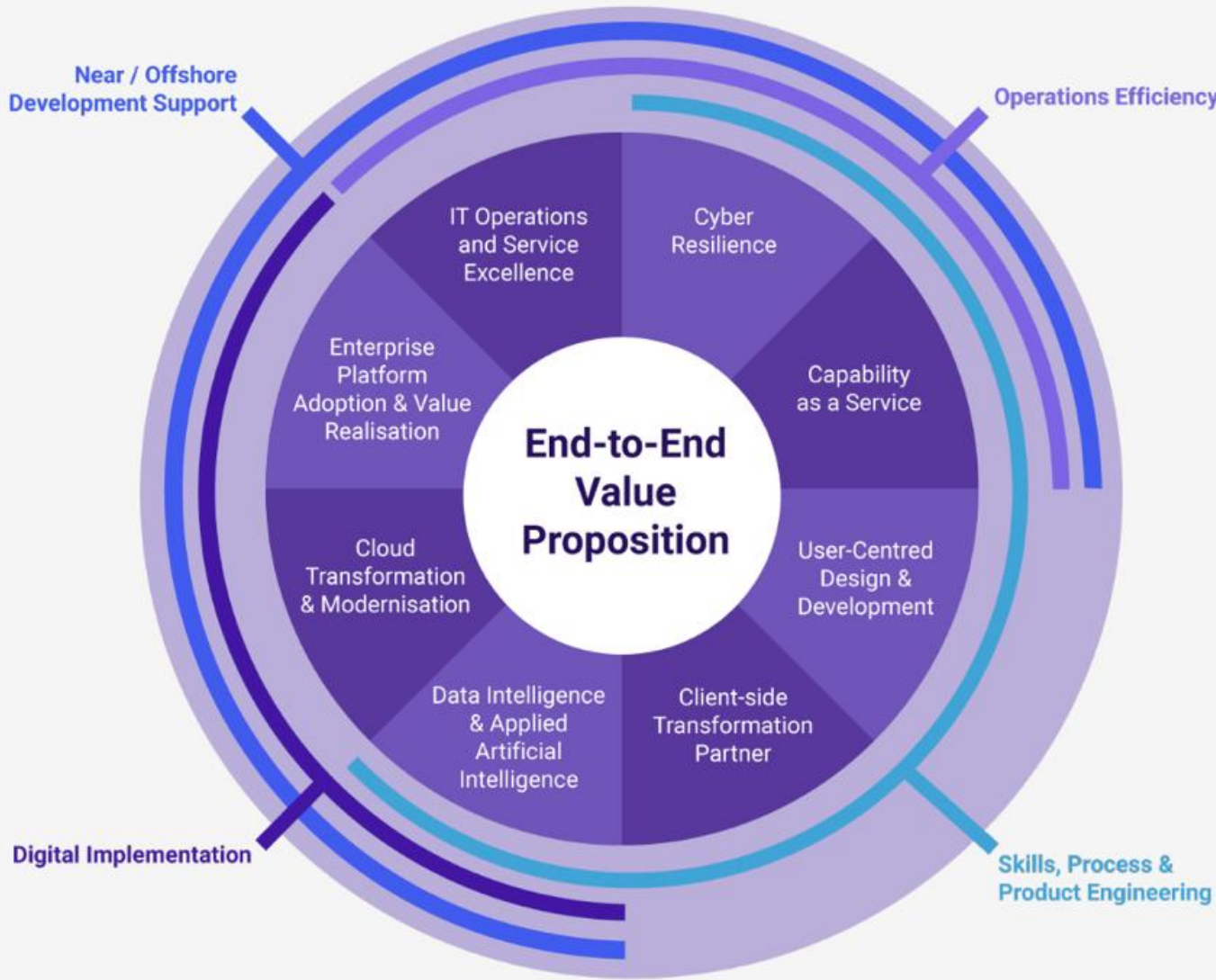
End-to-end transformation and innovation experts

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.

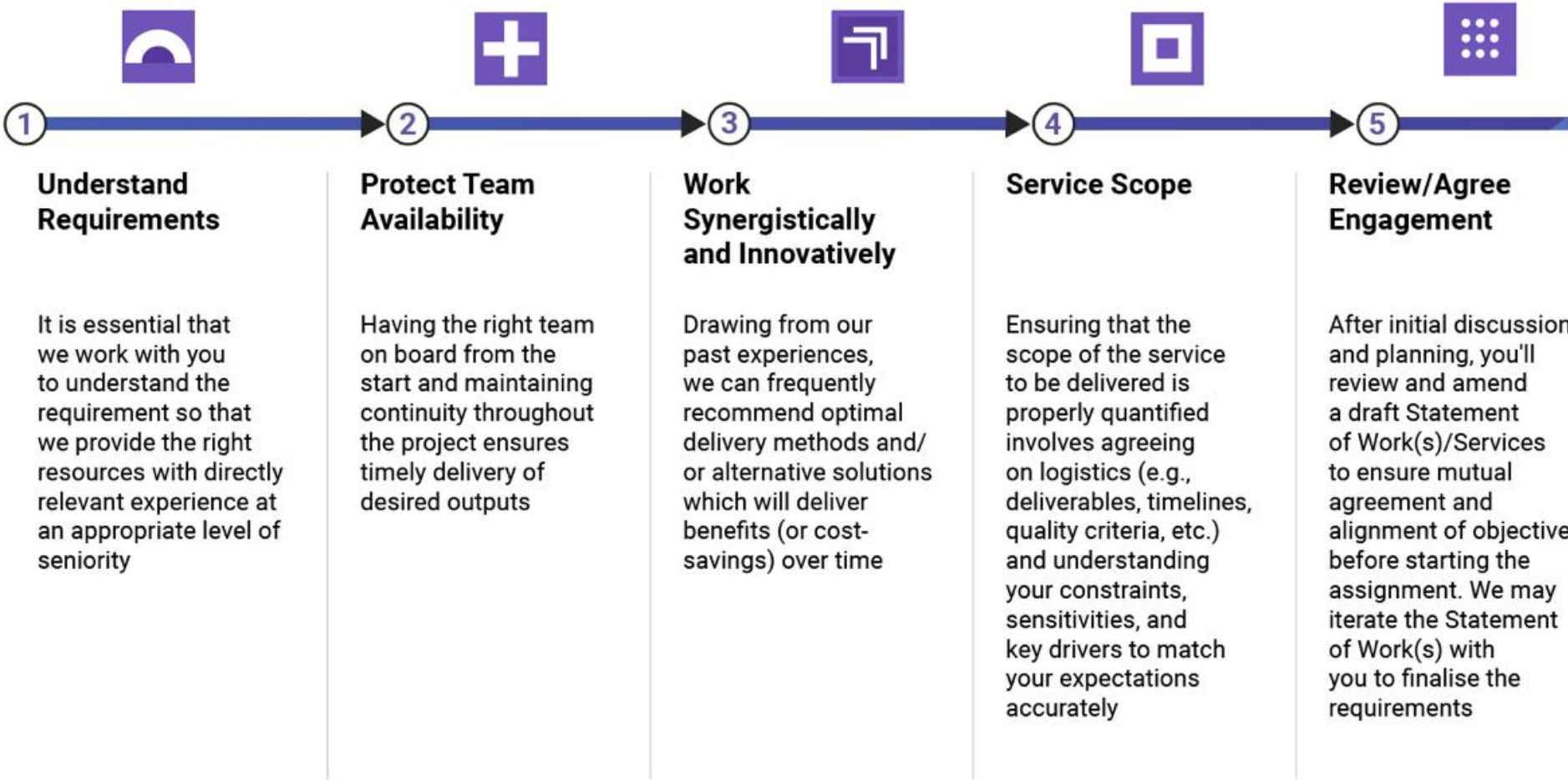
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

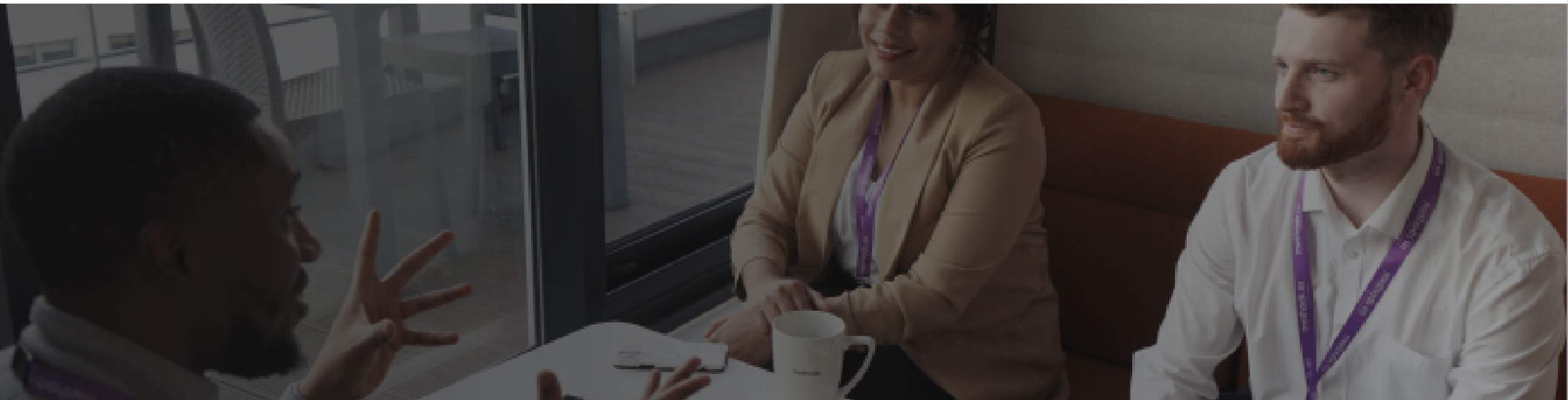
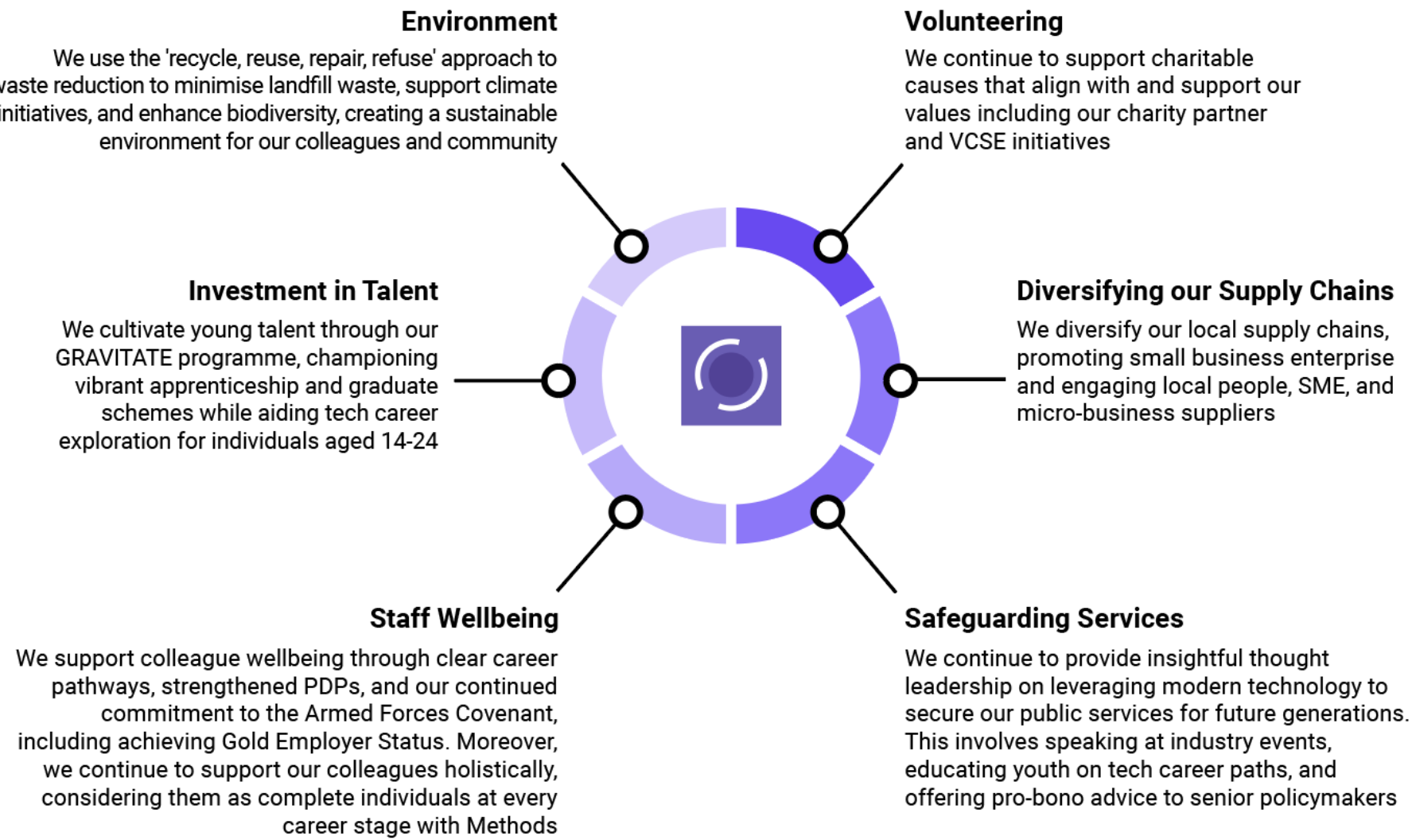


Customer Responsibilities

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.