

G-Cloud 15 Service Description

ITSM - Support for Service Management Practices

ITSM - Support for Service Management Practices

Methods provides Service Management Operations services for Central Government organisations, bringing thought leadership alongside service delivery to provide operational improvements and changes to keep pace with rapid digital transformation programmes, whilst running secure, high performing business as usual (BAU) services.

What is the Service

The provision of a fully-managed Service Management Operation, includes performance management and account management, expert management of scoped ITIL Practices, monitoring and management of service levels across practices, and liaison with the customer’s operational sponsors and staff, as required. Methods specialise in the operation of Service Management Practices, particularly Incident, Problem, Change, Service Request, Service Catalogue, Asset, Configuration, Release, Availability, and Service Level Management.

What can it do for you

Methods ensure that Service Management operations are efficient, effective, and central to the delivery of a high-quality customer experience; processes are highly automated, efficient, and operated by service management experts.

Methods will ensure that the information required is immediately available, including access to clear and measurable performance information, to deliver efficient and effective Service Management Operations, across multiple ITIL Practices.

Service Features

1. Service Operations; processes, practices, organisation, including Service Management
2. ITIL4 compliant; guiding principles, governance, practices, continual improvement
3. Service Management thought leadership, managing and overseeing the overall operation
4. Operational hours agreed and fully supported
5. Service Level Management: SLA/KPI management of Cloud services
6. Incident management; including Major Incident Management investigation and service restoration
7. Service Request/Catalogue; request fulfilment and self-service capabilities
8. Problem Management, Root Cause Analysis, and Known Error Management
9. Change Management, SACM, Release, Deployment Management, Service Validation
10. Continual Improvement; service improvement, effectiveness, efficiency, cost-effectiveness

Service Benefits

1. Proven experience within Service Operations and Service Management environments
2. Independent, pragmatic, and proven transformation approach for Service Management
3. Standardised and repeatable processes, procedures, and service level agreements
4. Methods’ service accountability to deliver faster, better, more effective services
5. Delivery of best practice ITSM policies, processes, and procedures
6. Provides independent assessment of risks/issues, and improved controls
7. Effective and efficient Service Management Operations, supporting increased productivity
8. Enabling increased service value for Service Management services
9. Improved service performance with excellent end user experience
10. Improved alignment to your support strategy

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.

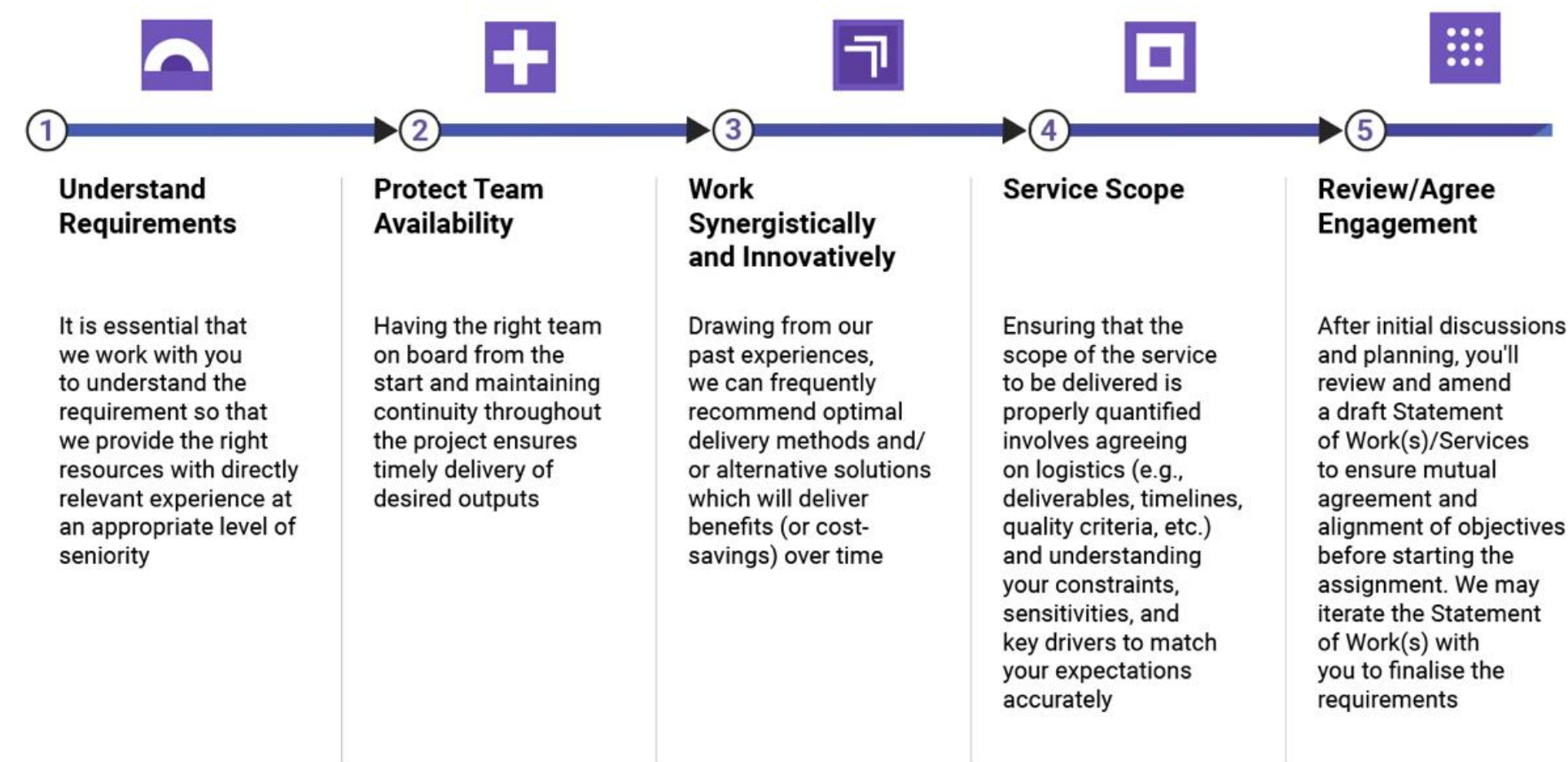
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

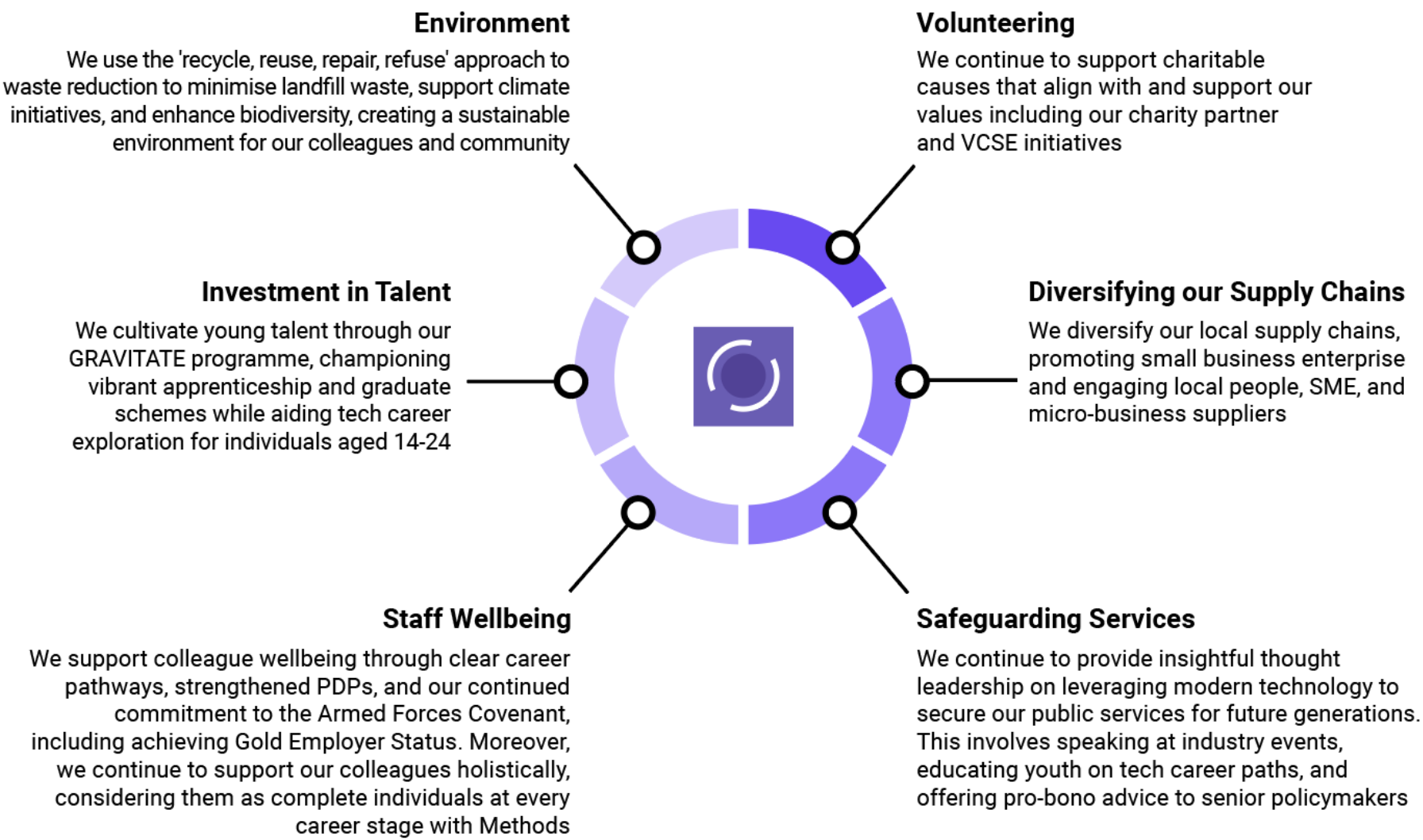


Customer Responsibilities

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.