

G-Cloud 15 Service Description

Situation Investigation and Problem Analysis

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Methods' approach to evaluating situations brings clarity to problems and business needs. Our analysts draw upon business analysis frameworks and systems thinking to critically evaluate an area with you from multiple perspectives, developing foundations of shared understanding and definition to begin business change.

What is the Service

Moving from where you are to where you want to be requires clarity on the problems you are trying to resolve and their context. Methods provide engaging services that help you explore your context from multiple perspectives, exploring interrelationships, causation and the effects of different factors – so you increase your understanding of the problems that exist, before you invest in solving them.

Methods use deep and specialist understanding of the public sector, digital transformation and cultural situations, to provide expertise and critical challenge to your perspectives to provide solid foundations for change work.

What can it do for you

This service enables you to analyse and define a problem by understanding the strategic context of the situation, identifying and articulating the business needs, defining the problem, scoping the required business change, and examining the rationale before you invest in a solution.

Service Features

1. Situational analysis and synthesis drawing upon analytical and systemic techniques
2. Structured and tailored approaches to defining problems
3. Provides an understanding of the strategic context for the situation
4. Provides the scope, definition and rationale to pursue a project
5. Investigation of the situation and the problems/opportunities
6. Clear definition of business problems/issues
7. Definition of the scope of the business and project
8. Definition of the rationale for rejecting a project proposal
9. Extensive experience supporting a wide range of public sector organisation
10. Expertise and critical challenge to perspectives/assumptions

Service Benefits

1. State a clear definition of the problem to be addressed
2. Create a clear definition of business needs to be met
3. Explore and define the scope of the work required
4. Increases understanding of the problem by evaluating from multiple perspectives
5. Applies extensive experience of digital transformation and cloud technologies
6. Uses knowledge, tools and templates to accelerate the engagement
7. Enables clear understanding of the scale/cost of transformation opportunities
8. Benefits/value-led approach to transformation and cloud/technology change
9. Extensive experience supporting a wide range of public sector organisations
10. Co-production and knowledge transfer to internal staff

Contact details

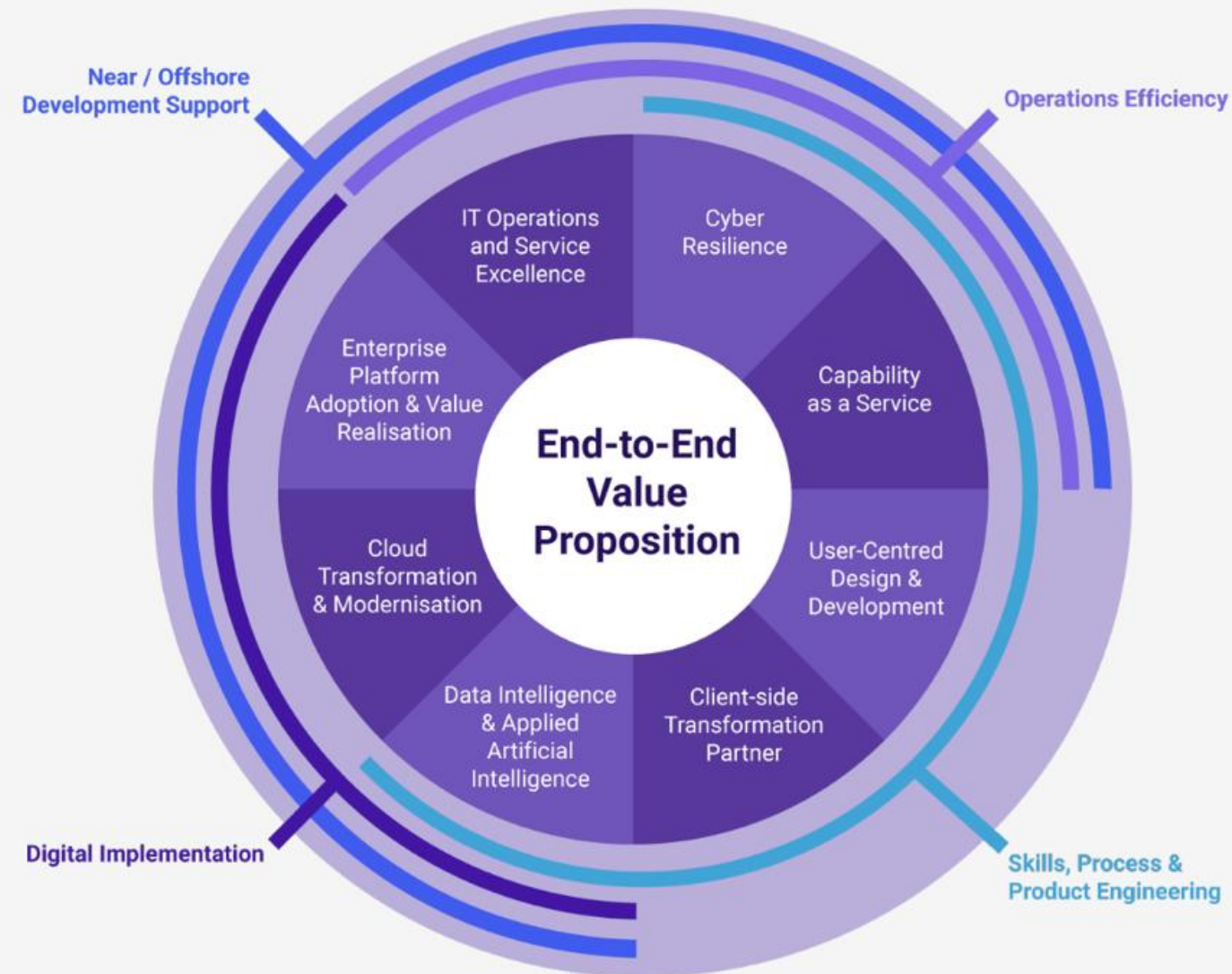
End-to-end transformation and innovation experts

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.

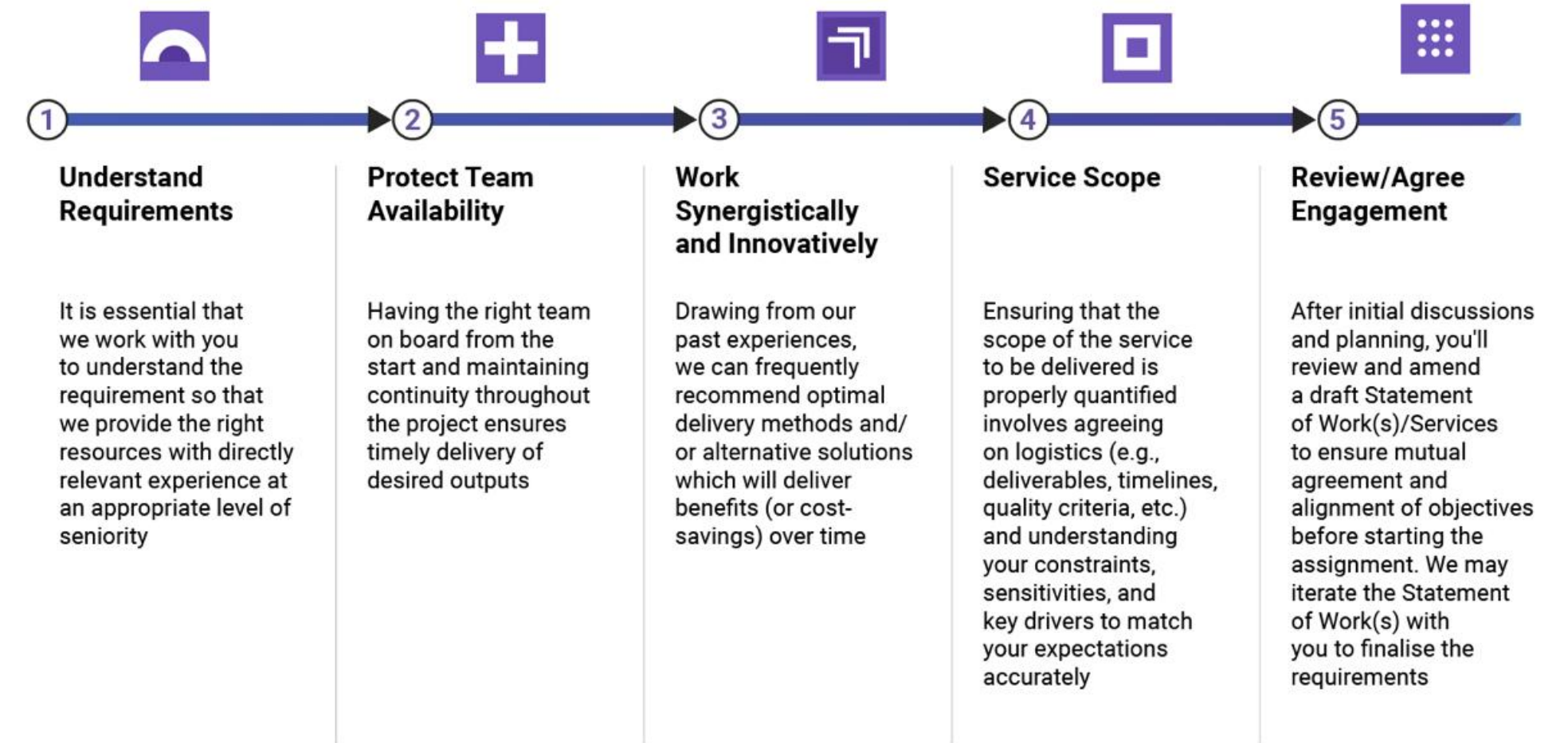
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

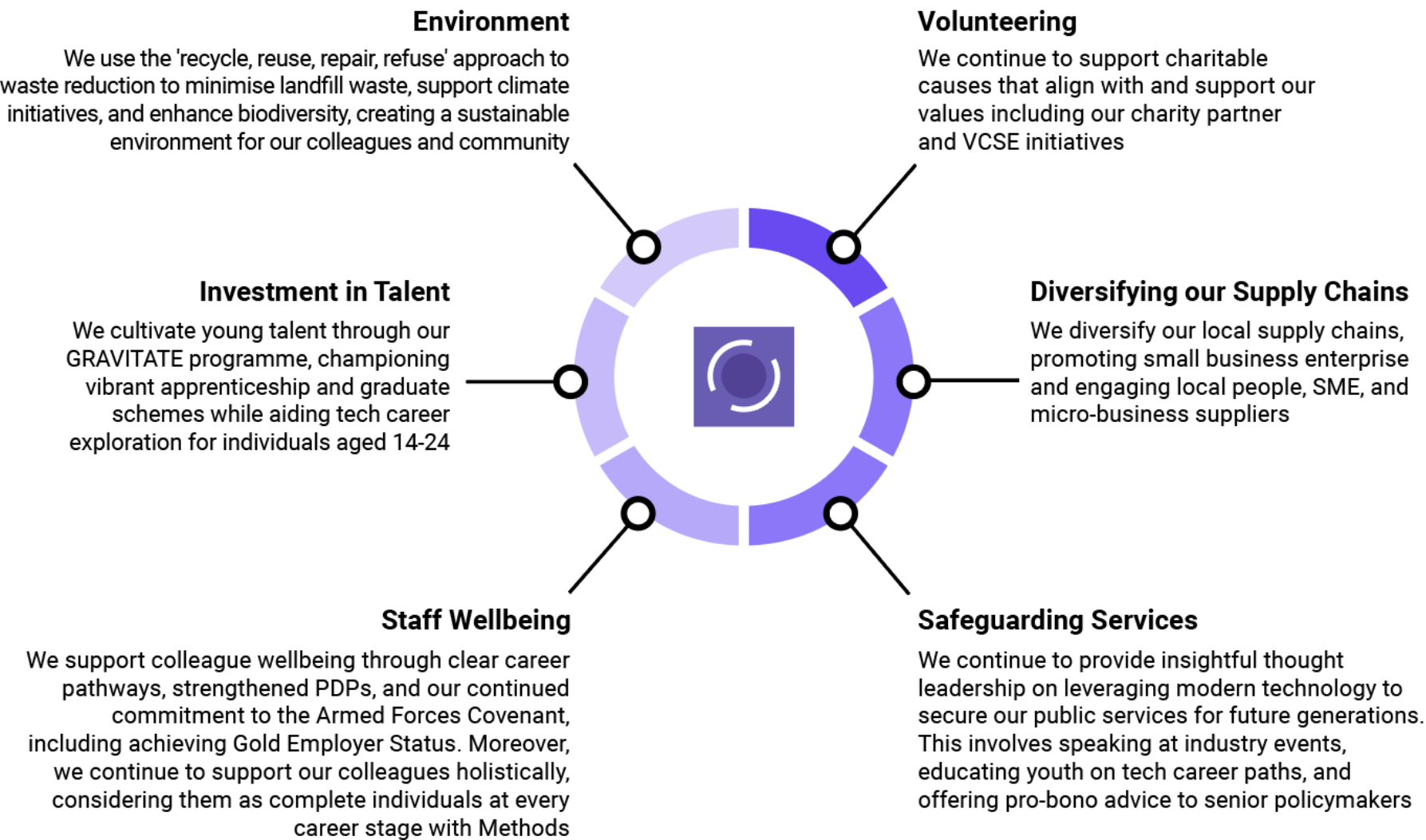


Customer Responsibilities

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.

