

G-Cloud 15 Service Description



Release Management

Release Management

Methods’ Release Management service ensures that changes or new services and features are made available for use by your organisation in a controlled manner. It will work alongside Change Management, and DevOps-based Continuous Integration and delivery chains, to ensure your services are kept up to date, maintaining their value.

What is the Service

Methods’ Release Management facilitates all releases of new or changed software and infrastructure, with associated activities, such as training and documentation. It is adaptable to work in a Waterfall or Agile manner to ensure safe release to your organisation’s environment, with a focus on protecting live service whilst enabling change.

We have a proven track record of delivery capabilities and governance that have enabled clients in transforming their services by deploying new or improved functions and features successfully, whilst also protecting services.

Our release management service is designed to manage releases of differing scopes and sizes, from pilot releases to national rollout all-user releases. We ensure robust release plans are in place and releases are aligned to the appropriate project methodology in operation, identifying the steps required to release and deploy, through to review.

What can it do for you

Within environments where there is a heavy reliance on digital technologies and high availability, Methods’ Release Management service provides a key practice for any IT environment, ensuring smooth deployment of new features, functionality, or technology across your services, whilst minimising risk to live services.

Ahead of any release a detailed release plan appropriate to the project methodology being utilised (Waterfall/Agile) will align the activities, resources and people involved to deliver the expected value and realise the organisation’s goals.

Methods Release Management service captures and mitigates or resolves associated risks of a release to allow it to successfully deploy services and features ready for use. This includes coordination of multiple actors with different parts to play to a defined release schedule agreed with customers and stakeholders.

Service Features

- 1. Production and management of a robust end-to-end release plan
- 2. Clear definition of roles and responsibilities for all parties
- 3. Adaptability to either Waterfall or Agile project methodology
- 4. Scalable from small components to full-service releases
- 5. Coordination across organisation, partners, and suppliers
- 6. Consideration of information, communication, technology, and process
- 7. Post-implementation reviews identifying successes, lessons learned and opportunities
- 8. Scheduling and coordination of multi-part complex releases
- 9. Flexibility to integrate with continuous integration and delivery
- 10. Continuous process improvement following post release reviews

Service Benefits

- 1. Clear and concise release plans coordinating activities and resources
- 2. Standardised and controlled approach delivering familiarity
- 3. Ensures consistent releases across differing sizes of deployment
- 4. Confidence that deployments will not impact live service
- 5. Controlled introduction of new features to existing services
- 6. Understood path to live for technical deliveries and improvements
- 7. ‘Air traffic control’ of multiple releases being made live
- 8. Consideration beyond the technical, including training and documentation
- 9. Oversight across organisational boundaries for seamless releases protecting live service
- 10. Adaptable to realise organisational goals and deliver true value

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.