

G-Cloud 15 Service Description

Service Design Training Workshops and Coaching

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Methods offers bespoke training courses in service design to help organisations tackle problems across customer experience and service delivery using design-thinking methodologies. You’ll learn how to create quality experiences and seamless end-to-end service delivery through hands-on workshops facilitated by expert designers.

What is the Service

Learn about key service design principles, tools, and techniques from our leading service design practitioners in a series of bespoke and hands-on training workshops. You’ll learn how to understand and identify root problems in your organisation and explore how to solve them through quality experiences and seamless end-to-end service delivery.

What can it do for you

Embed service design as a methodology and toolkit for solving problems in your organisation across both customer experience and service delivery. Learn how to map and prototype new service experiences, bringing them to life in a series of practical exercises that cover: problem solving, ideation, sketching, and execution.

Service Features

- 1. Learn the foundations of the service design practice
- 2. Practical and hands-on workshop approach
- 3. Learn to apply design thinking, UCD methodologies to solve problems
- 4. Understand how user research forms part of service design
- 5. Cover key tools and techniques in the service design toolkit
- 6. Blueprinting, journey mapping, ideation, sketching, prototyping, and future blueprinting
- 7. Design end-to-end service to meet user and business needs
- 8. Solving pain points both frontstage and backstage
- 9. Learn how to map and prototype new service experiences
- 10. Key training material and guidance

Service Benefits

- 1. Enable your organisation to make faster and evidence-based decisions
- 2. “Train the trainer” model
- 3. Access to industry service design leaders and practitioners
- 4. Learn how to establish your own service design, UX practice
- 5. Identify which design tools work best for your organisation
- 6. Promote a user-focused approach
- 7. Learn practices and techniques to help meet GDS Service Manual
- 8. Get feedback and coaching from industry experts

Contact details

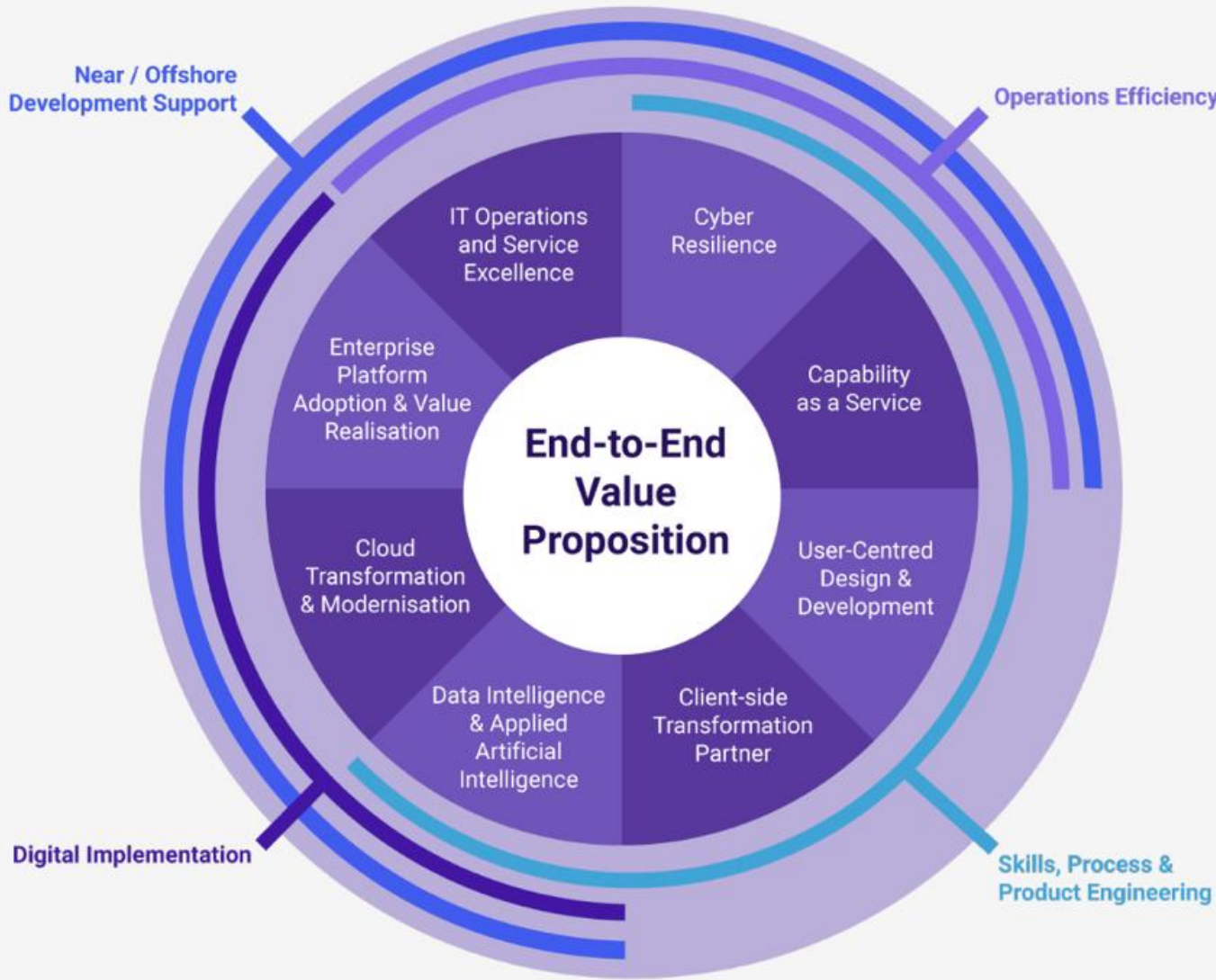
End-to-end transformation and innovation experts

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.

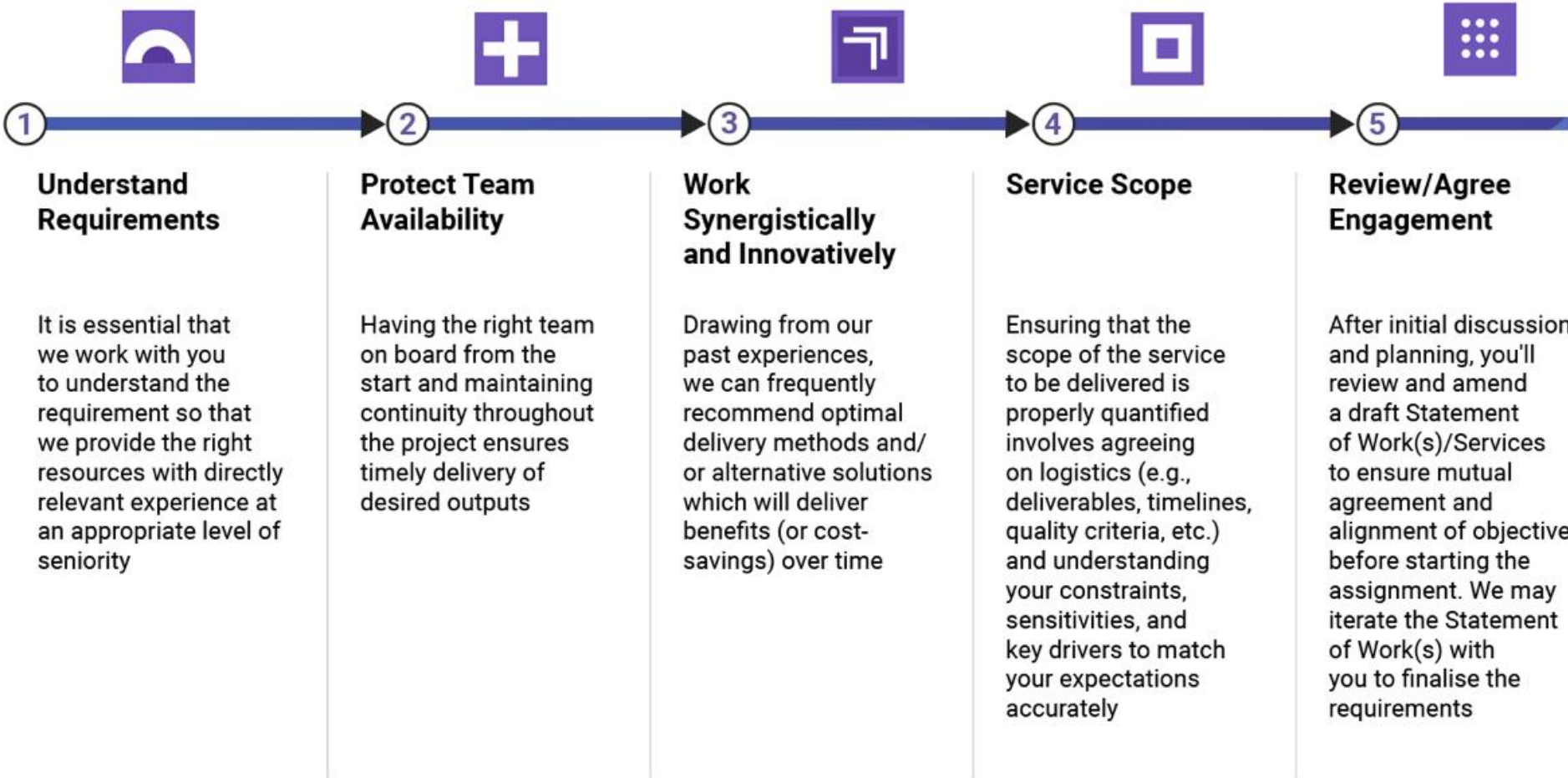
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.