

G-Cloud 15 Service Description

Service Management Tooling Assessment

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Methods Service Management Tooling Assessment provides a detailed and independent view of how your current Service Management tool supports your ITIL-aligned support processes. Using documentation, inspection, technical reports, interviews, and workshops, we will provide a view of the current level of support offered by your ITSM tool, alongside tailored recommendations.

What is the Service

Methods Service Management Tooling Assessment provides a detailed and independent view of how your current Service Management tool supports your ITIL-aligned support processes. Using documentation, inspection, technical reports, interviews, and workshops, we will provide a view of the current level of support offered by your ITSM tool, and tailored recommendations. Throughout the period of the assessment, our stakeholder management approach will ensure involvement and contributions from your stakeholders, securing buy-in to the process and the findings.

We will review the final report with you, containing the detailed tooling assessment presented at a process/ practice level, and at an overarching level. The review and report will also contain a series of recommendations for improvement at both a tactical and strategic level.

What can it do for you

Our Tooling Assessment service provides a detailed and independent assessment of how well your current ITSM tooling is supporting your operations. Using our assessment methodology and toolkit, our ITIL-practitioners and technical specialists will provide a technology-agnostic view of your current state, and tactical and strategic recommendations for improvement. The information provided and the involvement of stakeholders throughout the assessment will facilitate organisational buy-in for next steps.

Service Features

1. Structured exercise using Methods ITSM Tooling assessment methodology
2. Assessments carried out by experienced ITIL and technical practitioners
3. Determination of in-scope/ priority areas and pain points
4. Identification and management of stakeholders
5. Collaborative interviews, demonstrations, and workshops
6. Review of technical and process documentation
7. Hands-on review of the current ITSM tooling
8. A final report summarising findings and recommendations
9. Detailed system healthscans (where applicable)
10. Considers both tactical and strategic options

Service Benefits

1. A technology-agnostic view of your current ITSM tool
2. Provides an applied view from experienced ITIL-practitioners
3. Provides a technical view from tooling specialists
4. Provides you with an overarching tooling assessment and recommendations
5. Provides a summary of how tooling supports each process/practice
6. Provides recommendations for improvements for each module/ practice area
7. Provides clear understanding of overarching tooling maturity
8. Delivers an agreed roadmap for change and tool optimisation
9. Provides platform-agnostic recommendations to improve overall user experience
10. Rapid commencement using our proven methodology and toolkit

Contact details

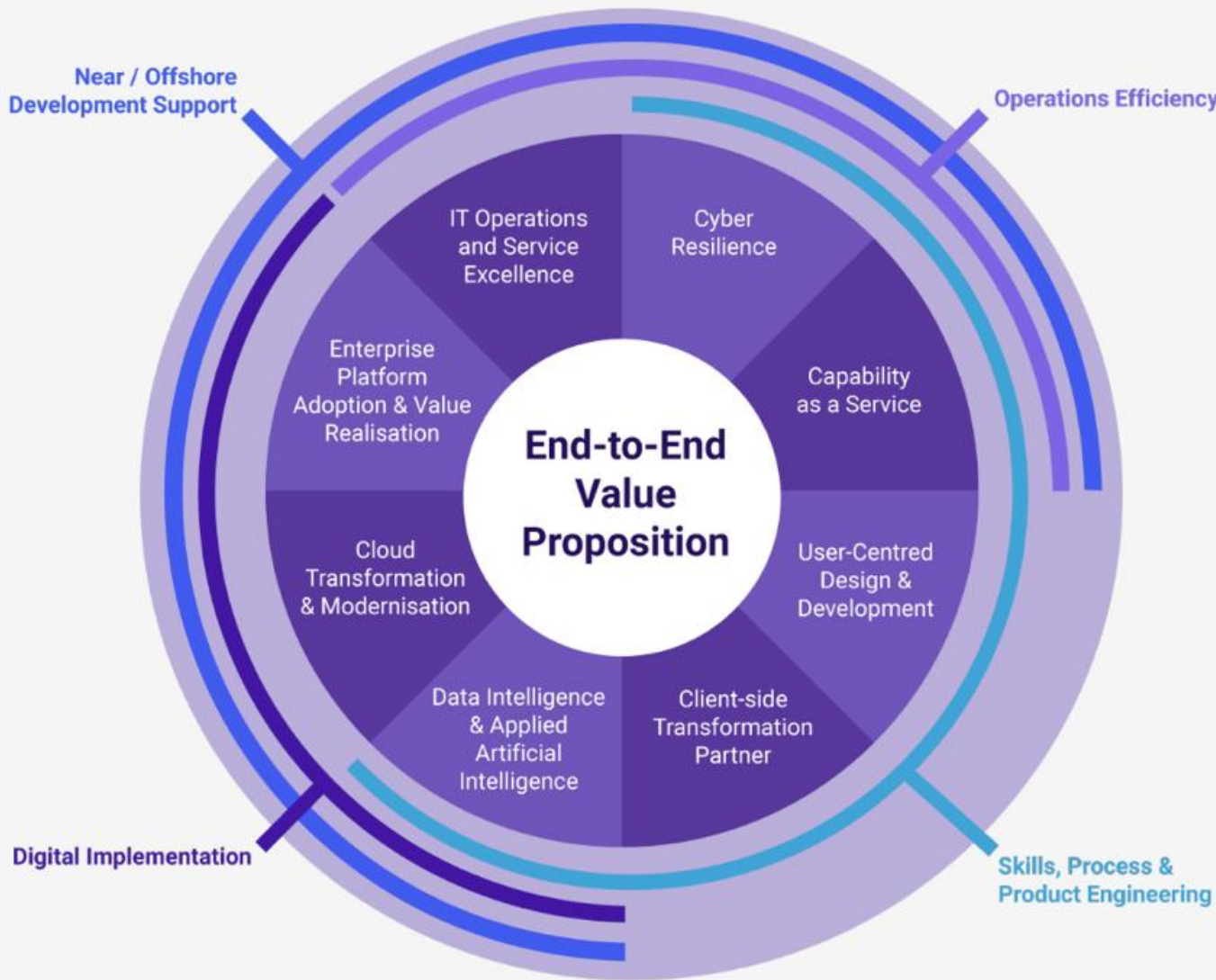
End-to-end transformation and innovation experts

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.

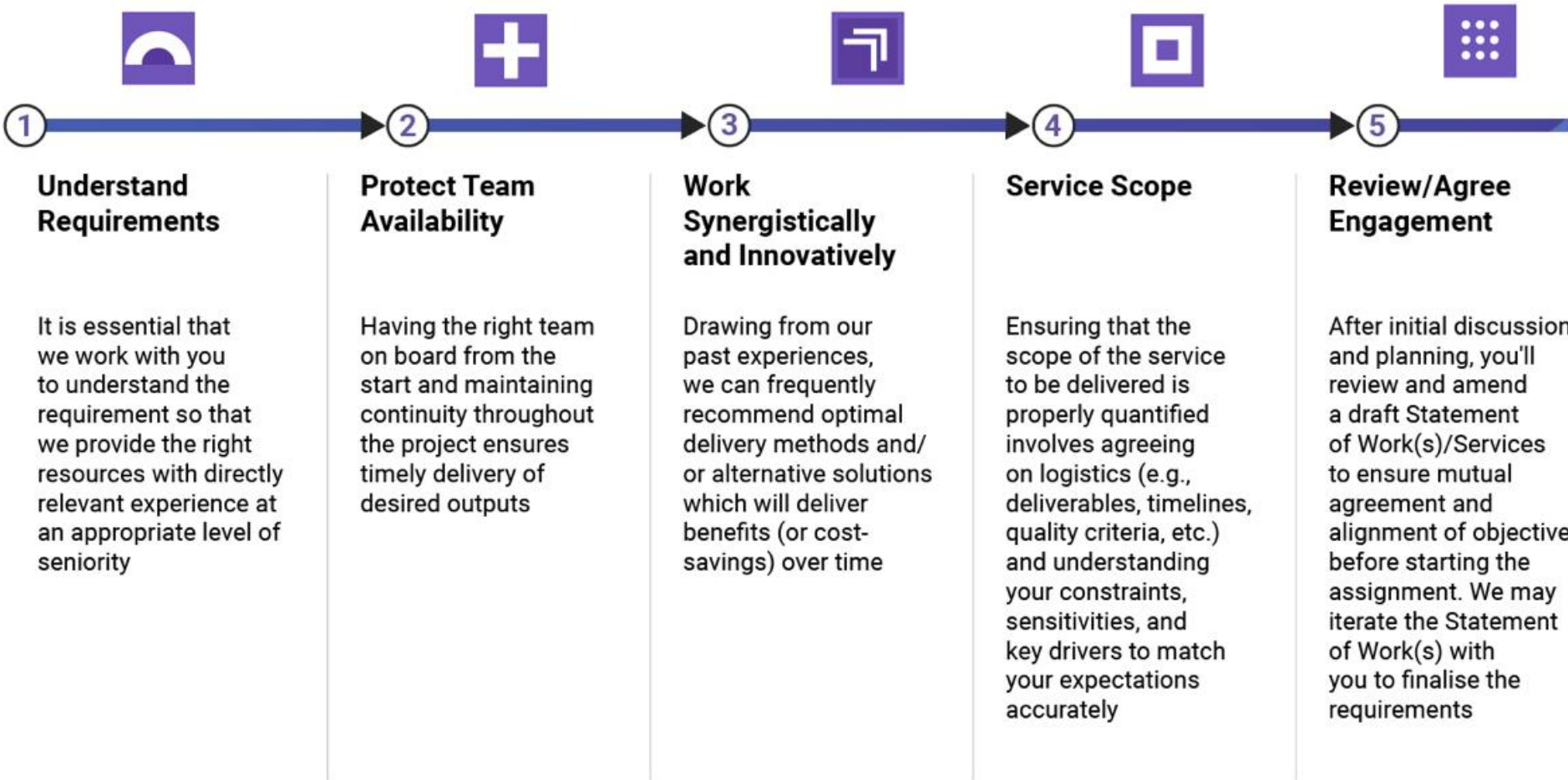
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

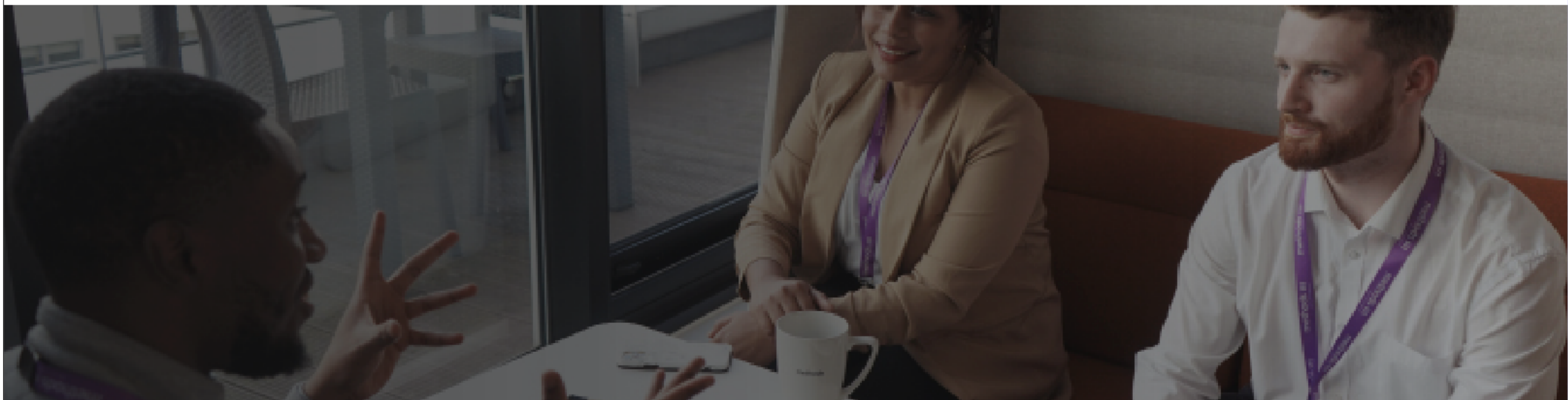
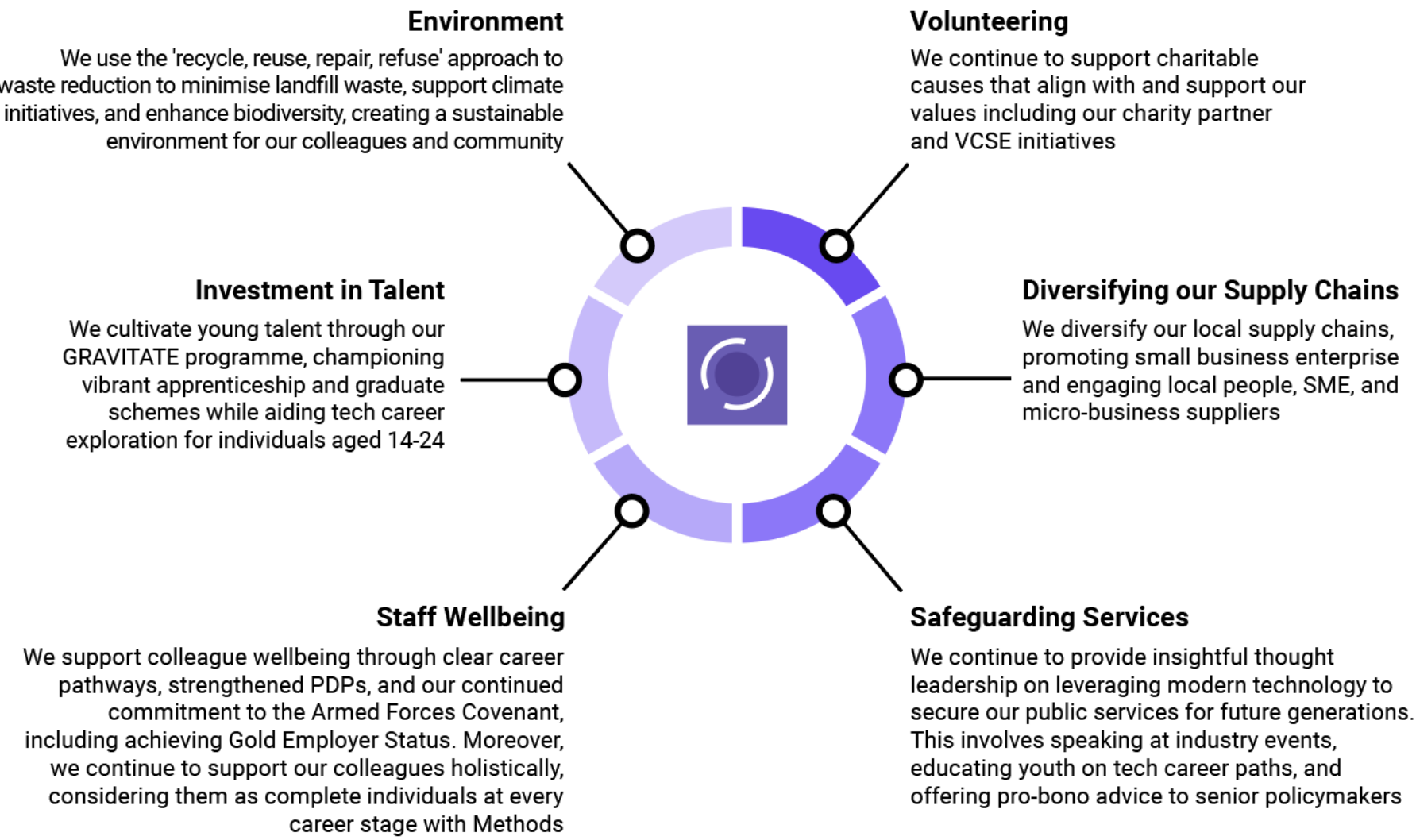


Customer Responsibilities

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.