

G-Cloud 15 Service Description



Change Management Capability Building

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We facilitate the development of sustainable Change Management capabilities by providing experienced resources to enhance internal teams, expediting delivery and knowledge transfer. We assess capacity, capability, and maturity, and cultivate necessary sustainable internal capabilities. We offer training in Leadership Through Change, Practical Change Management, Data, and Cultural & Behavioural Change.

What is the Service

Methods helps your organisation build sustainable Change Management capabilities. We provide experienced, skilled resources to supplement and work closely with your internal teams, accelerating delivery and transferring knowledge, skills and best practice. We help you to understand your current Change Management capabilities and develop the internal capabilities your organisation needs.

We offer Change Management consultancy to guide and assure, experienced and specialist Change Management skills to improve change outcomes, advice and practical help developing standards, frameworks, tools and guidance. We help develop your Change Management Profession and offer critical friend roles to develop capability, capacity and confidence. Our consistent emphasis on knowledge transfer, practical advice and targeted training ensures your Change Management professionals build the knowledge and confidence required.

Our Change Management maturity framework helps you assess the maturity, capacity and capability of your current Change Management Capabilities and identify the target model you want to achieve. We help identify and define the key change management roles and resource profiles you need and map existing resources to these roles to identify resource and training gaps. We co-design achievable action plans to deliver your desired target model and help you develop a vibrant, mature profession, before supporting you through to implementation and embedding the model.

What can it do for you

Public services are under more pressure and scrutiny than ever to provide better services more efficiently, whilst making significant savings. Managing and embedding change to fully realise your intended benefits and bringing your staff on the change journey is crucial to these challenges.

We bring practical experience, advice and knowledge to help you design and build your change capability, so you can ensure change is thoroughly and effectively implemented within your teams, and that lasting benefits are achieved. Our experienced and skilled resources collaborate with your teams to co-design, instigate, enable and sustain change initiatives, building in knowledge and skills transfer to leave lasting organisational benefits.

With a sustainable in-house change management capability and a mature profession, you can maximise the benefits of your planned changes, reducing delays, developing the behaviours and culture required to embed and sustain your change and increasing uptake of change.

Service Features

- 1. Develop practical standards, frameworks, toolkits, and guidance for efficiency
- 2. Assess current change maturity; define target maturity levels effectively
- 3. Evaluate change management capability; develop achievable action plans
- 4. Define key change management roles, resource profiles for clarity
- 5. Implement tried and tested knowledge, skills transfer frameworks seamlessly
- 6. Establish internal change management delivery model, profession for effectiveness
- 7. Supplement internal change team; accelerate delivery, build capability
- 8. Access experienced, knowledgeable resources; improve change outcomes effectively
- 9. Provide ongoing critical friend support; sustain internal capability
- 10. Offer independent expert change management advice, shared best practices

Service Benefits

- 1. Increase change capability, capacity, maturity for enhanced effectiveness
- 2. Manage, communicate, embed change effectively for seamless integration
- 3. Accelerate change delivery using skilled, experienced resources efficiently
- 4. Access expert change advice, deep knowledge, shared best practices
- 5. Maximise change benefits; reduce delays, potential disbenefits effectively
- 6. Sustain change benefits; develop in-house expertise, capacity proficiently
- 7. Reduce reliance on external Change Management support for self-sufficiency
- 8. Minimise delays, disbenefits through effective change management strategies
- 9. Minimise employee dissatisfaction, resistance; enhance talent retention effectively
- 10. Maximise efficiency, effectiveness of resources with structured change initiatives

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.