

G-Cloud 15 Service Description



Resource Management

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Methods' Resource Management service offers a comprehensive review of your current resource management model, identifying the capability gaps to be addressed. We then work collaboratively with you to define potential models, conducting an options analysis and co-designing the right resource management model for your organisation and supporting implementation.

What is the Service

As public sector organisations move to new operating models, hybrid working and more agile ways of working, the way in which resources are managed to maximise capacity and utilisation, manage demand, understand progress and track time is critical.

Our service offers a comprehensive evaluation of your current resource management model and collaborative definition, design and implementation of your preferred model. Our approach is underpinned by data to enable effective decision making.

We break our approach down into discovery, design and implementation phases. First we carry out a discovery to understand and analyse the current structures, policies and capabilities in place before working collaboratively with you to design, plan and implement a new resource management model and employee value proposition.

What can it do for you

Our service enables you to understand the quantity and type of resource you need to support delivery of your services, projects and operations. It helps you to define the skills and capabilities you need and to manage and plan resources effectively so that work and projects can be delivered effectively and in line with agreed time and quality criteria. We help you to define the level of centralised control that is right for your organisation and give you the tools to monitor and manage resources based on that model.

Our resource management approach helps you to develop effective resource management capabilities and processes and to collect and interpret data effectively to improve decision making regarding the management of resources across the organisation. It enables you to monitor and improve utilisation in priority areas and maintain capacity across the organisation.

Service Features

1. Discovery activities to understand current 'as is' state
2. Define problem statements to address with resource management
3. Identify outcomes and benefits of improved resource management
4. Identify potential resource models with options analysis to assess them
5. Definition of preferred model with sequenced delivery roadmap
6. Develop a realistic view of demand and capacity requirements
7. Enable the management and prioritisation of work requests
8. Develop a view of resource availability
9. Understand roles and skills of resources in the profession
10. Alignment of strategy to the way your organisation manages resources

Service Benefits

1. Reduce costs through more efficient resource management
2. Improve resource utilisation and productivity
3. Improve delivery quality with sufficient capacity throughout organisation
4. Identify gaps in skills and capabilities
5. More strategic, less reactive resource management with improved decision-making
6. Increase understanding how resources are used through optimised data use
7. Support improved business planning through resource forecasting
8. Improve prioritisation of projects and work delivery
9. Improve learning and development opportunities and career pathways for staff
10. Improve retention of talent and employee satisfaction

Contact details

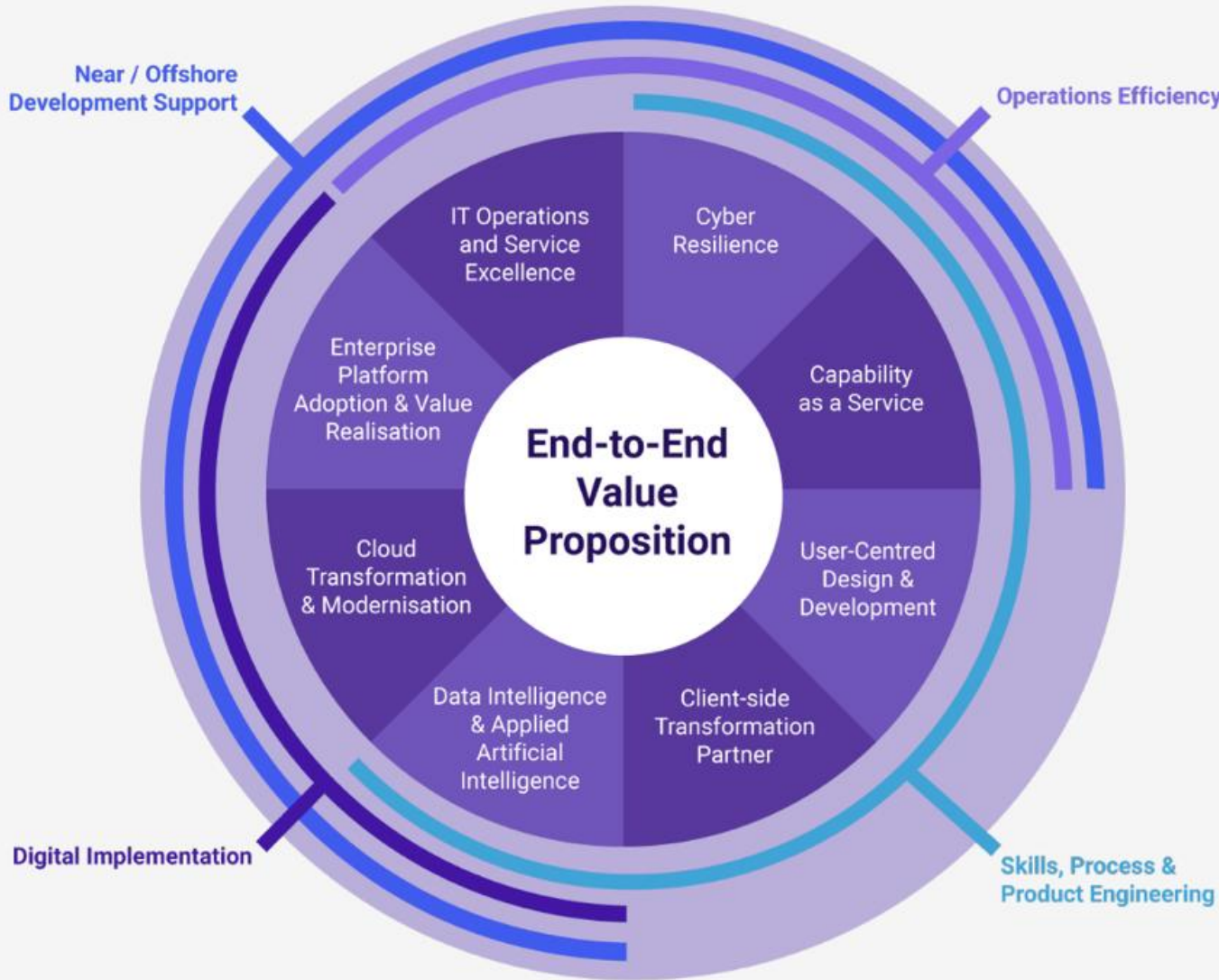
End-to-end transformation and innovation experts

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.

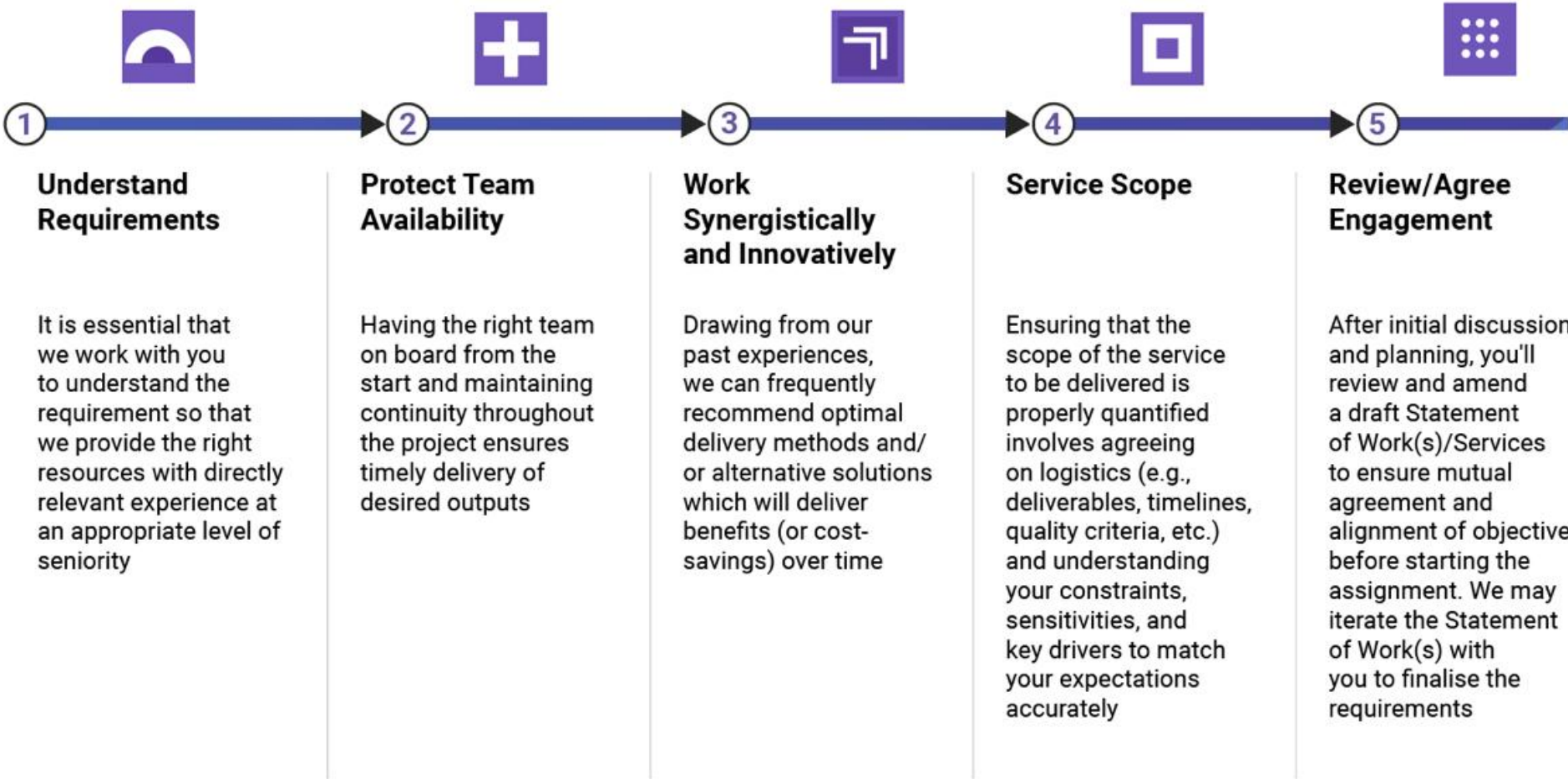
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

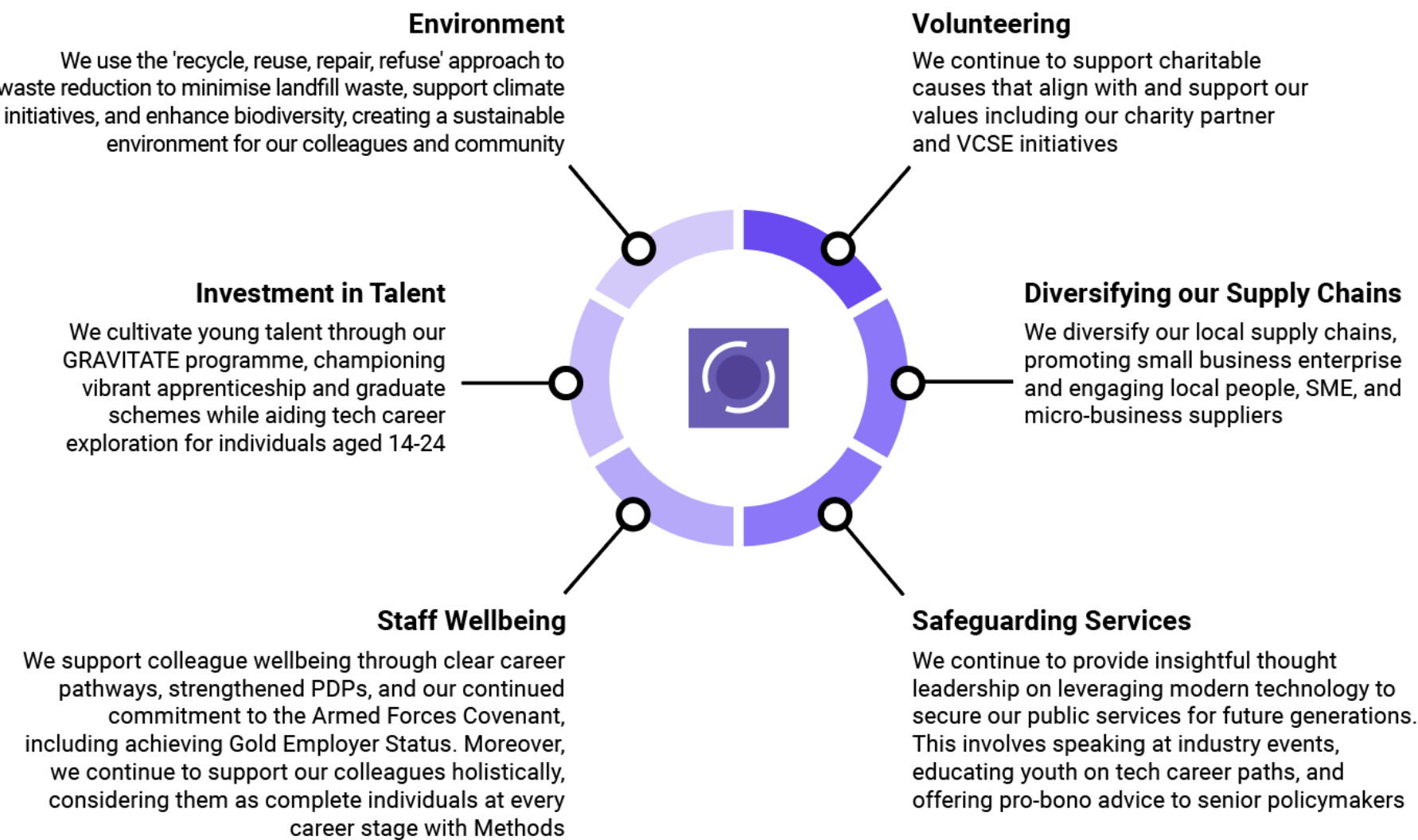


Customer Responsibilities

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.

