

G-Cloud 15 Service Description

Service Management Maturity Assessment

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Methods’ Service Management Maturity Assessment service provides an overarching assessment of the maturity of clients’ Service Management practices, to align with best practice within recognised frameworks, including ITIL . Assessments are determined on a best practice maturity scale, achieved with documentation reviews, interviews, and interactive workshops with stakeholders.

What is the Service

Methods’ Service Management Maturity Assessment service provides an overarching assessment of the maturity of clients’ Service Management practices aligned to best practice. Assessments are determined on a COBIT-aligned maturity scale across 6 maturity axes, including Policies, Procedures, Resources, Skills and Expertise, based on a specialised approach with documentation reviews, interviews, and interactive workshops with stakeholders. Assessments are carried out by experienced ITIL practitioners, with a final report containing the detailed Service Maturity Assessment results to support next steps to attain greater maturity against strategic objectives.

What can it do for you

The Methods Service Management Maturity Assessment service provides several benefits; an accurate picture of the current maturity levels of the organisation, a view of the desired maturity levels, and recommendations for improvement and achievement of the desired maturity levels.

Service Features

- 1. Assessment kick-off meeting held with Methods leads
- 2. Assessment aligned to best practice framework
- 3. Maturity determined against a COBIT-aligned maturity scale
- 4. Determination of the in-scope and priority Practices
- 5. Identification of key stakeholders required for the assessment
- 6. Confirmation of quality expectations and sign-off processes
- 7. Provision of documentation, reviews, and feedback
- 8. Creation of an interview, demonstration, and workshop schedule
- 9. Scheduled Interviews, workshops, and follow ups held
- 10. Final Report creation, review, and final delivery

Service Benefits

- 1. Assessment from consultants with proven experience within Service Management
- 2. Provides independent assessment of risks/ issues, and improvement controls
- 3. Delivers unbiased view of current maturity for each Practice
- 4. Delivers a common understanding of desired maturity levels
- 5. Realistic plans for improvement and achievement against desired maturity levels
- 6. Prioritisation of immediate improvements to rapidly increase service maturity
- 7. Collaboratively developed benchmarks and service roadmap
- 8. Provides effective governance to support process improvement goals and priorities
- 9. Provides the tools and foundation for subsequent autonomous improvements
- 10. Facilitates effective Service Management operation and supports increased productivity

Contact details

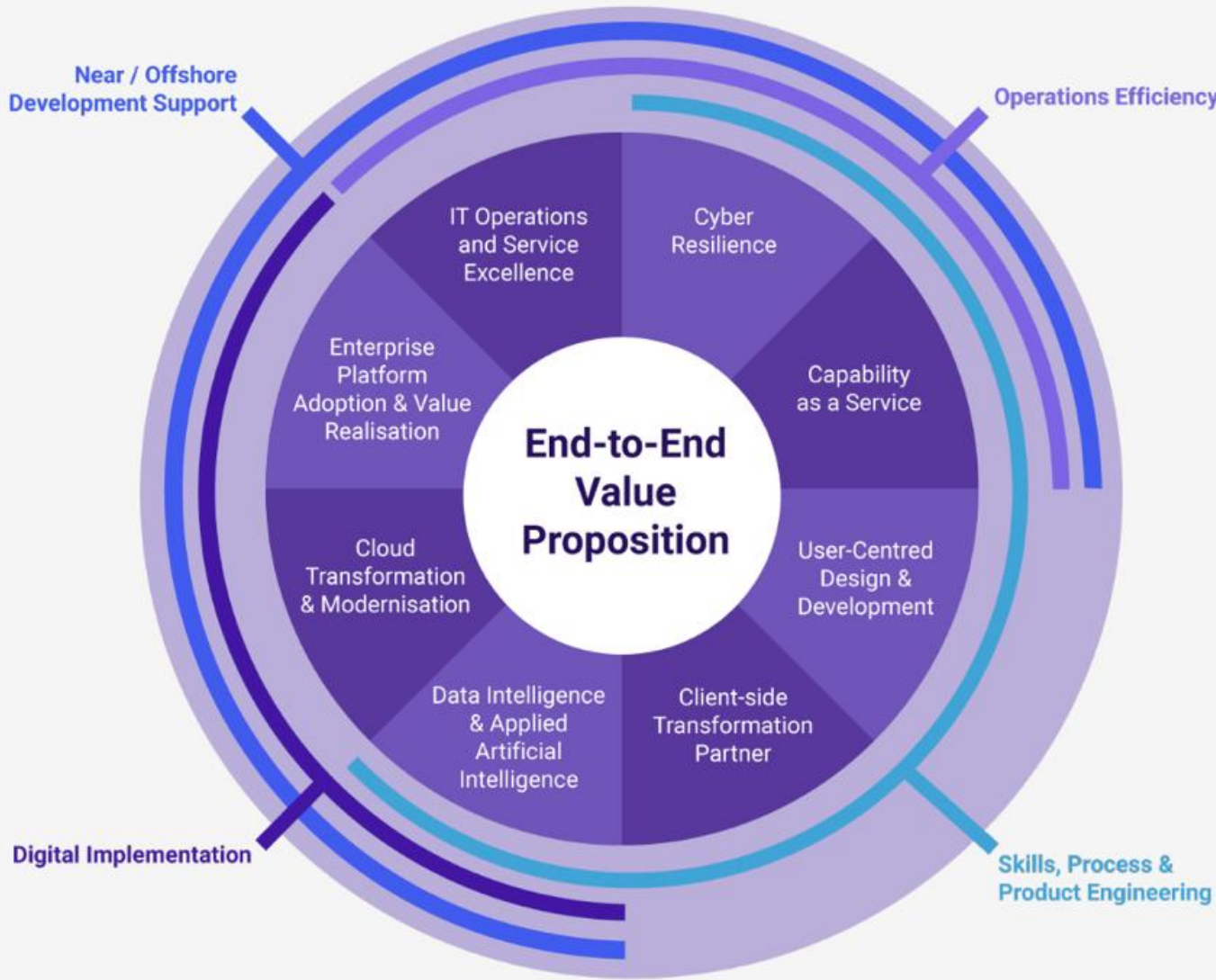
End-to-end transformation and innovation experts

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.

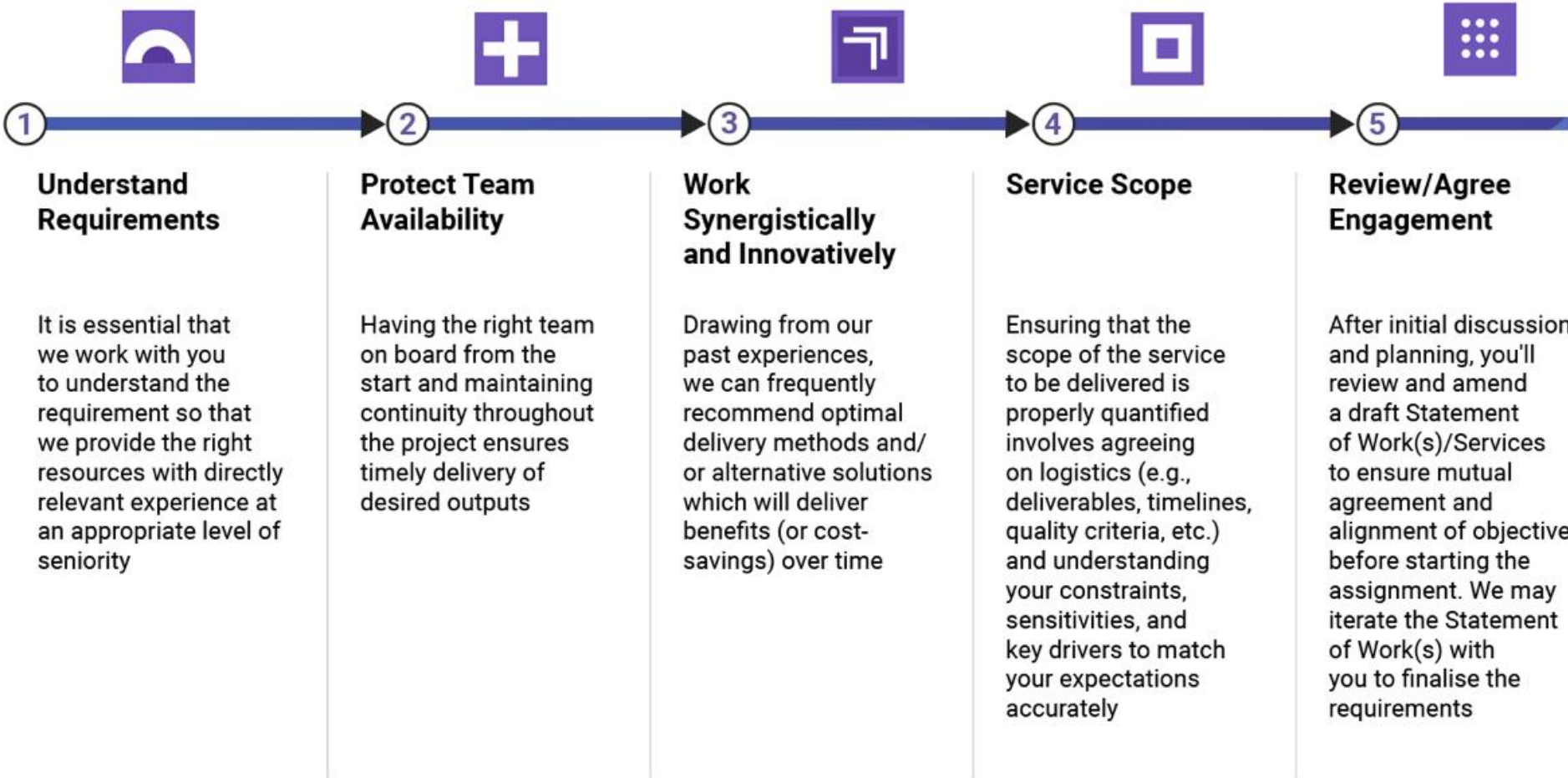
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.