

G-Cloud 15 Service Description

Service Management Operations Implementation and
Optimisation

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Methods Service Management Implementation and Optimisation service provides expert consultancy for our clients looking to implement a Service Management practice for the first time, or make improvements and mature your existing Service Management practice, ensuring value and alignment to business strategy.

What is the Service

The Methods Service Management Operations Implementation and Optimisation service offers expert and experienced consultancy services for your Service Management Operations, whether you are looking to implement a Service Management practice for the first time, or if you are looking to make improvements to your existing Service Management practice. Methods supports clients by implementing and optimising their Service Management practices, governing transformational activities, ensuring value realisation, and aligning delivery against business needs.

What can it do for you

Whether Methods own the Service Management functions on behalf of Central Government clients or help you with running your own Service Management Function, we ensure that Service Management operations are efficient, effective, and central to the delivery of a high-quality customer experience; processes are highly automated, efficient, and operated by service management experts. Methods will ensure that the optimisation opportunities are well understood, with access to clear and measurable performance information, and previous expertise in running efficient and effective Service Management operations for multiple ITIL Practices.

Service Features

- 1. In-depth analysis of current Service Management operations, benchmarking, and interviews
- 2. Review of Service Management requirements against business needs
- 3. Gap analysis and solution design against requirements
- 4. Delivery and transition; planning and delivery of Service Continuity activities
- 5. Skillset assessment; removing single points of failures/dependencies
- 6. Transformation of resources, processes, and toolsets to deliver value
- 7. Focused planning for scalable and affordable Service Management practices
- 8. Hypercare/Continual Improvement; effectiveness, efficiency, cost-effectiveness
- 9. ITIL4 compliant; guiding principles, governance, practice, continual improvement
- 10. Performance Management; SLA/KPI management of Service Management services

Service Benefits

- 1. Proven experience within Service Operation and Service Management environments
- 2. Independent, pragmatic, and proven transformation approach for Service Management
- 3. Standardised and repeatable processes, procedures, and service level agreements
- 4. Methods’ service accountability to deliver faster, better, more effective services
- 5. Delivery of best practice ITSM policies, processes, and procedures
- 6. Provides independent assessment of risks/issues, and improved controls
- 7. Effective and efficient Service Management operation supporting increased productivity
- 8. Enabling increased service value for Service Management services
- 9. Improved service performance, with excellent end user experience
- 10. Improved alignment to your support strategy

Contact details

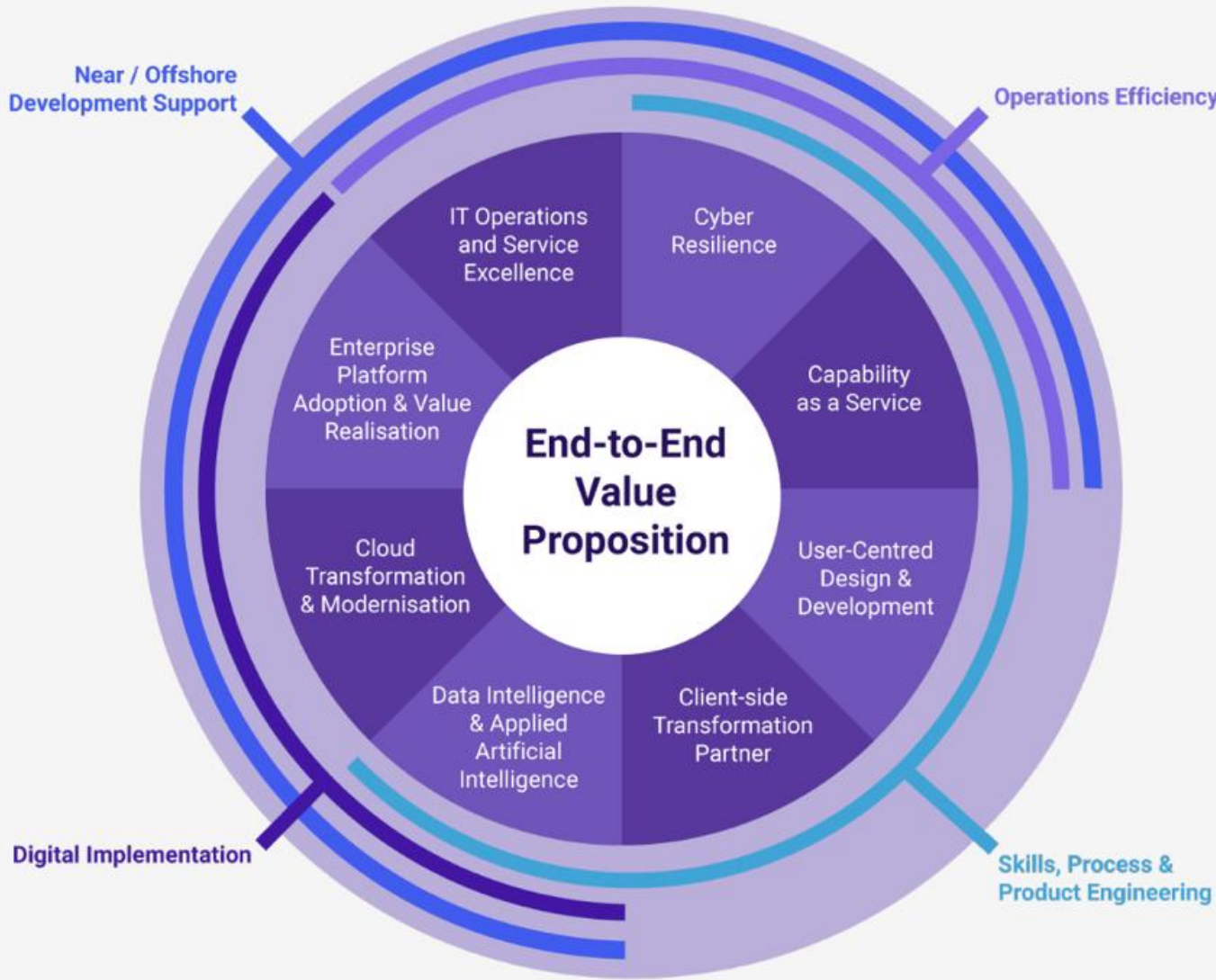
End-to-end transformation and innovation experts

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.

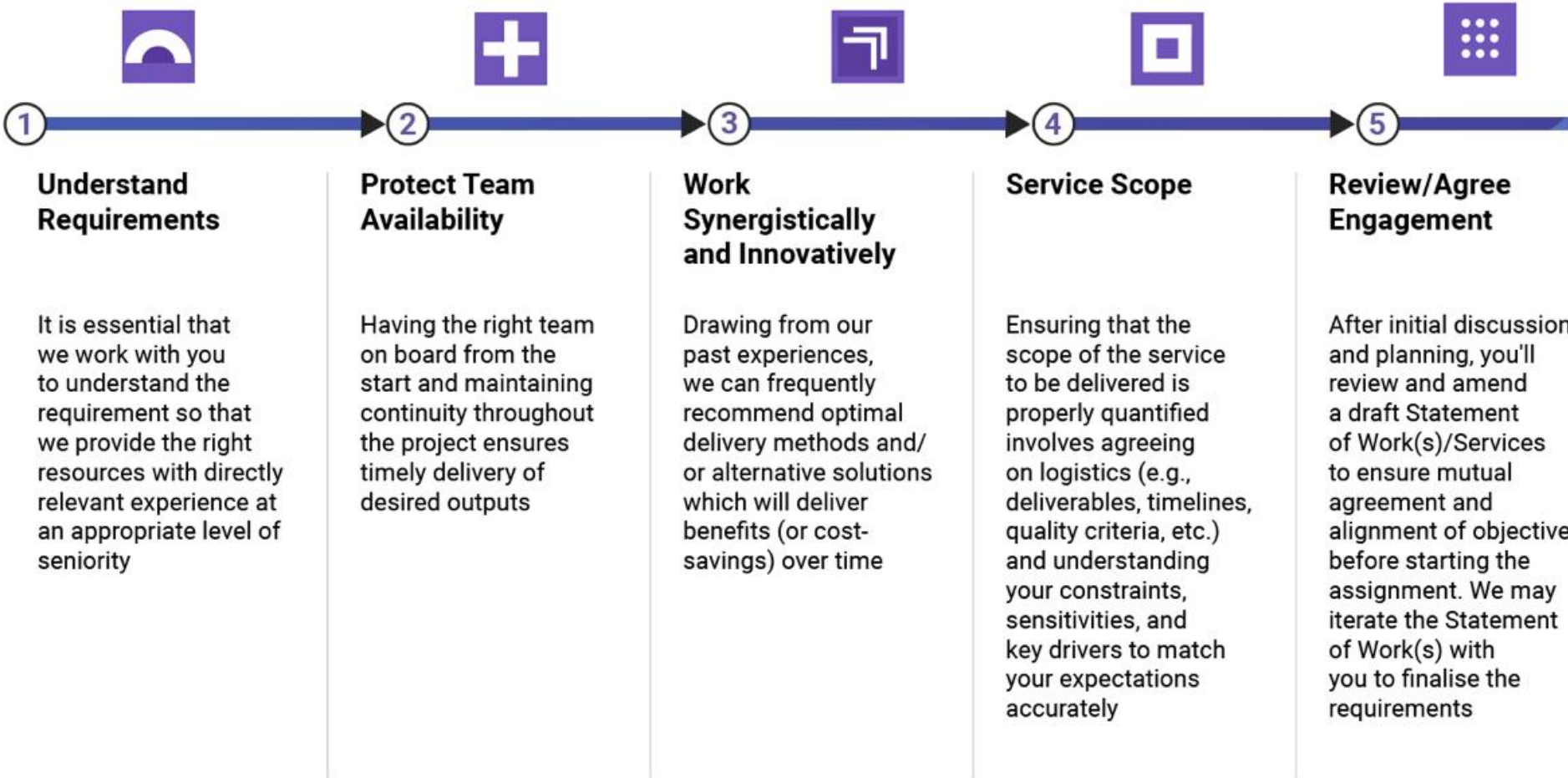
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

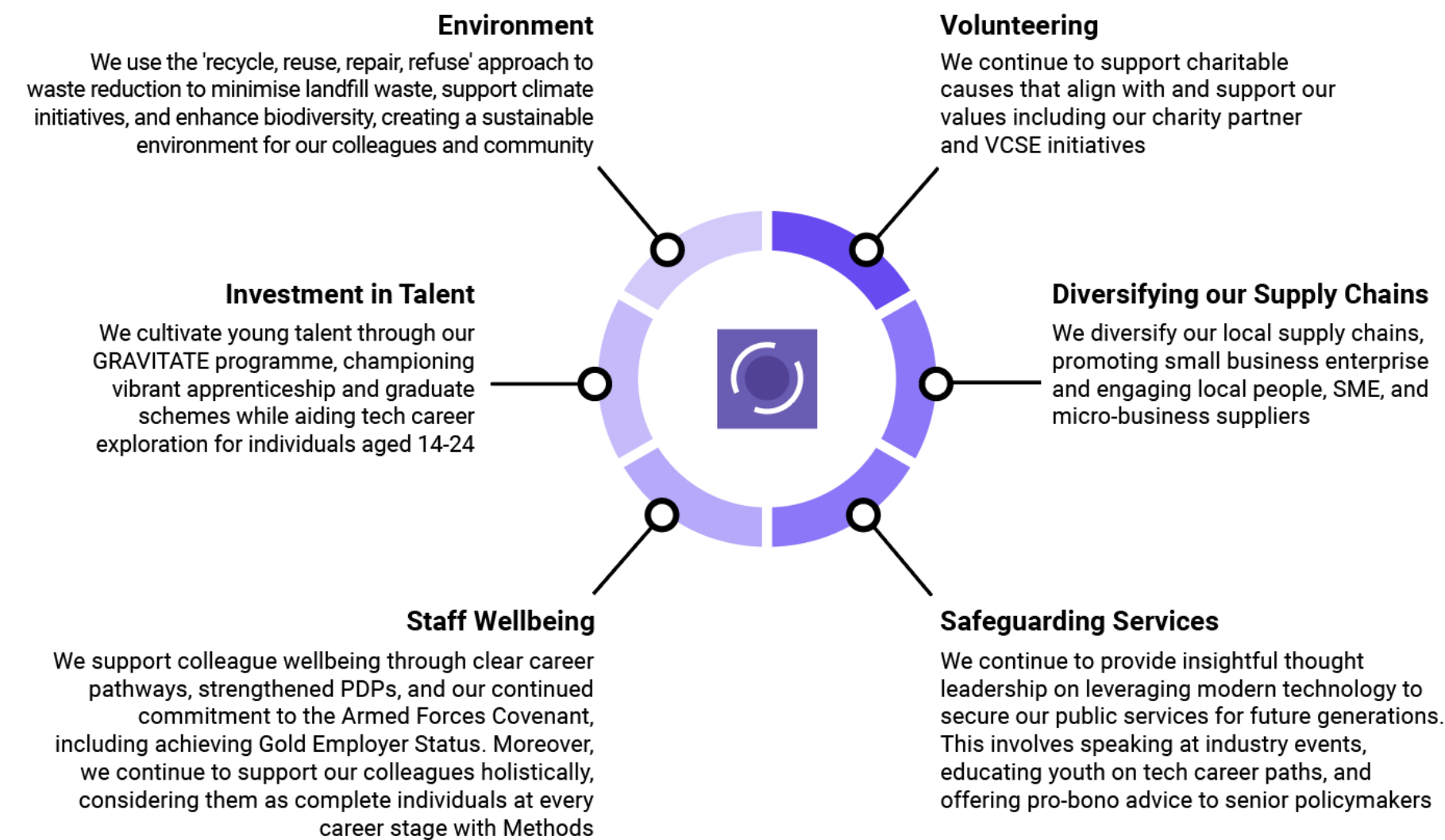


Customer Responsibilities

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.