

G-Cloud 15 Service Description

Service Management Tooling Reimplementation

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Methods’ Service Management Tooling Reimplementation service delivers improvements to your Service Management tool to improve effectiveness, efficiency, productivity, and support process alignment using our expert and experienced solution adoption, ITIL, and technical specialists. Our reimplementation offering addresses adoption challenges and can include quick wins, tactical improvements, and complete reimplementation.

What is the Service

Methods’ cadre of experienced ITIL practitioners, business analysts, technical specialists, and solution adoption experts can help you to make better use of your investment in your IT Service Management (ITSM) tool. We have an impressive track record of reimplementing ITSM tools in Central Government, with activities including quick wins, tactical improvements, process and tooling re-alignment, process reengineering, and complete tooling reimplementation.

Our team works collaboratively with our clients to identify your tooling and process misalignments, and to design and deliver improvements to your existing Service Management Tooling to improve efficiency and effectiveness, and to improve your overall service management. Our solution adoption experts can help you to identify and address any adoption challenges, increasing usage and improving policy and process adherence.

What can it do for you

Our Service Management Tooling Reimplementation service helps you to realise benefits from your investment in your chosen IT Service Management tool.

As independent specialists, we work collaboratively to identify process and tooling misalignments, before identifying and delivering remedial activities that can increase adoption, improve policy and process adherence, improve data quality, remove pain points and restore effective and efficient service management operation..

Service Features

1. Assessment of Service Management tooling, and support process alignment
2. Structured assessment exercise using Methods assessment methodology
3. Collaborative requirements review and identification of shortcomings
4. Review of technical and process documentation
5. Hands-on review of your current ITSM tooling
6. Determination of in-scope/ priority areas and pain points
7. Gap analysis, recommendations, and solution design
8. Considers both tactical and strategic options
9. Management of change delivery and transition
10. Hypercare and embedding of Continual Improvement

Service Benefits

1. A technology-agnostic view of your current ITSM tool
2. Provides an applied view from experienced ITIL-practitioners
3. Rapid commencement using our proven methodology and toolkit
4. Ensures effective and efficient Service Management operations
5. Increased adoption, and policy and process adherence
6. Tooling alignment and optimisation leads to increased productivity
7. Increased data quality and other key performance indicators
8. Improved end user experience and customer satisfaction
9. Identifies and removes pain points within your ITSM tooling
10. Ensures alignment to your support strategy

Contact details

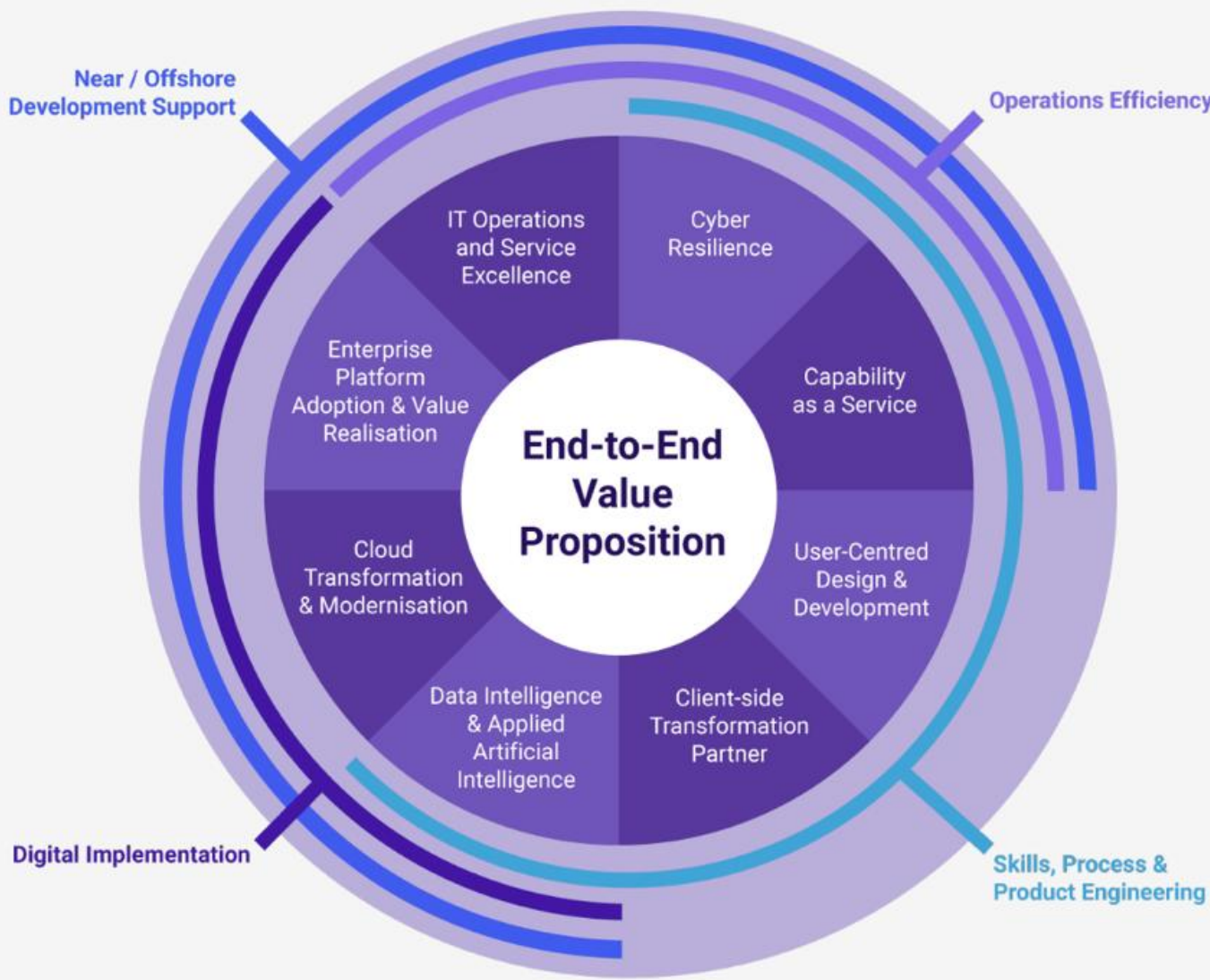
End-to-end transformation and innovation experts

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.

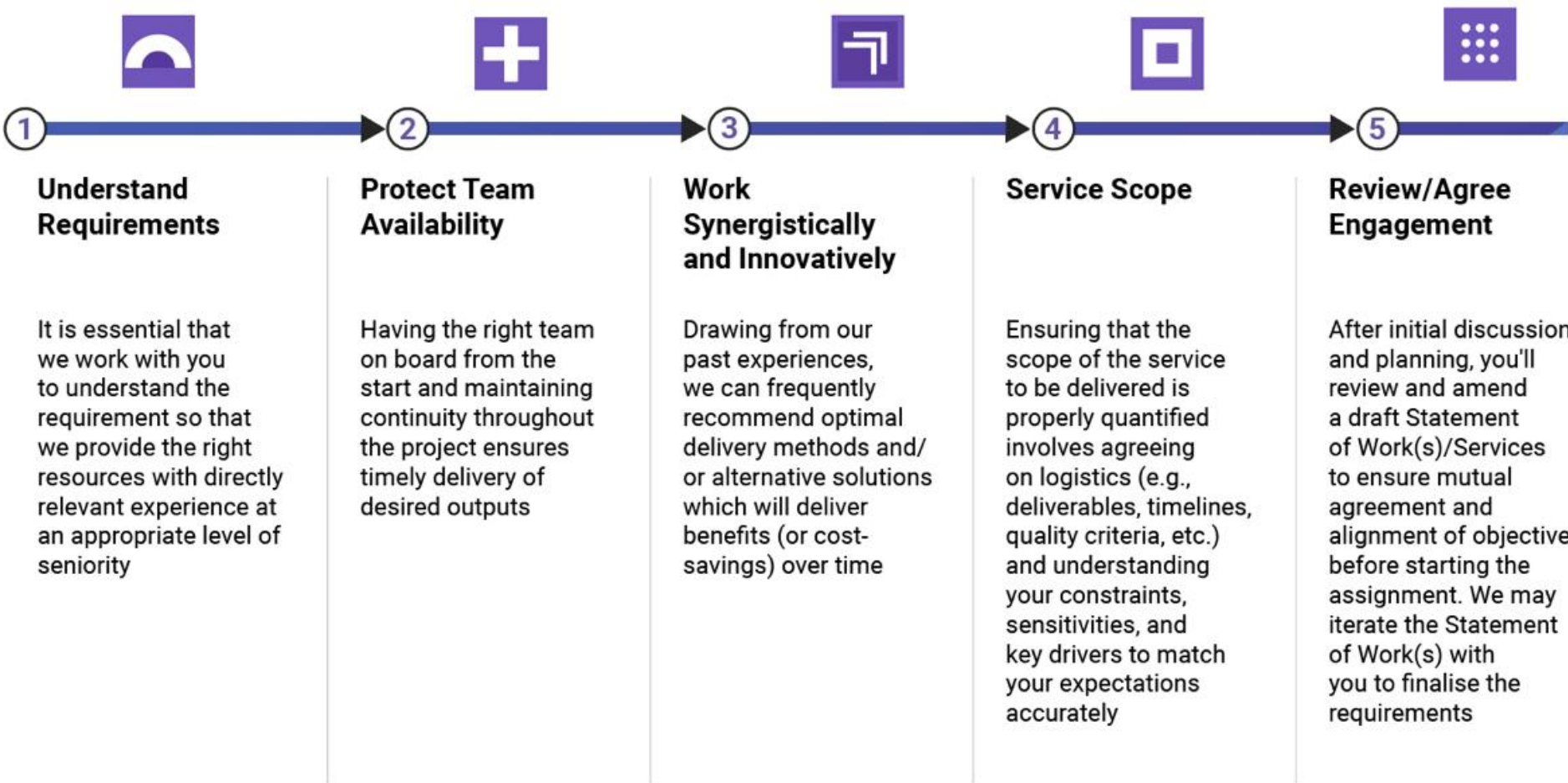
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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



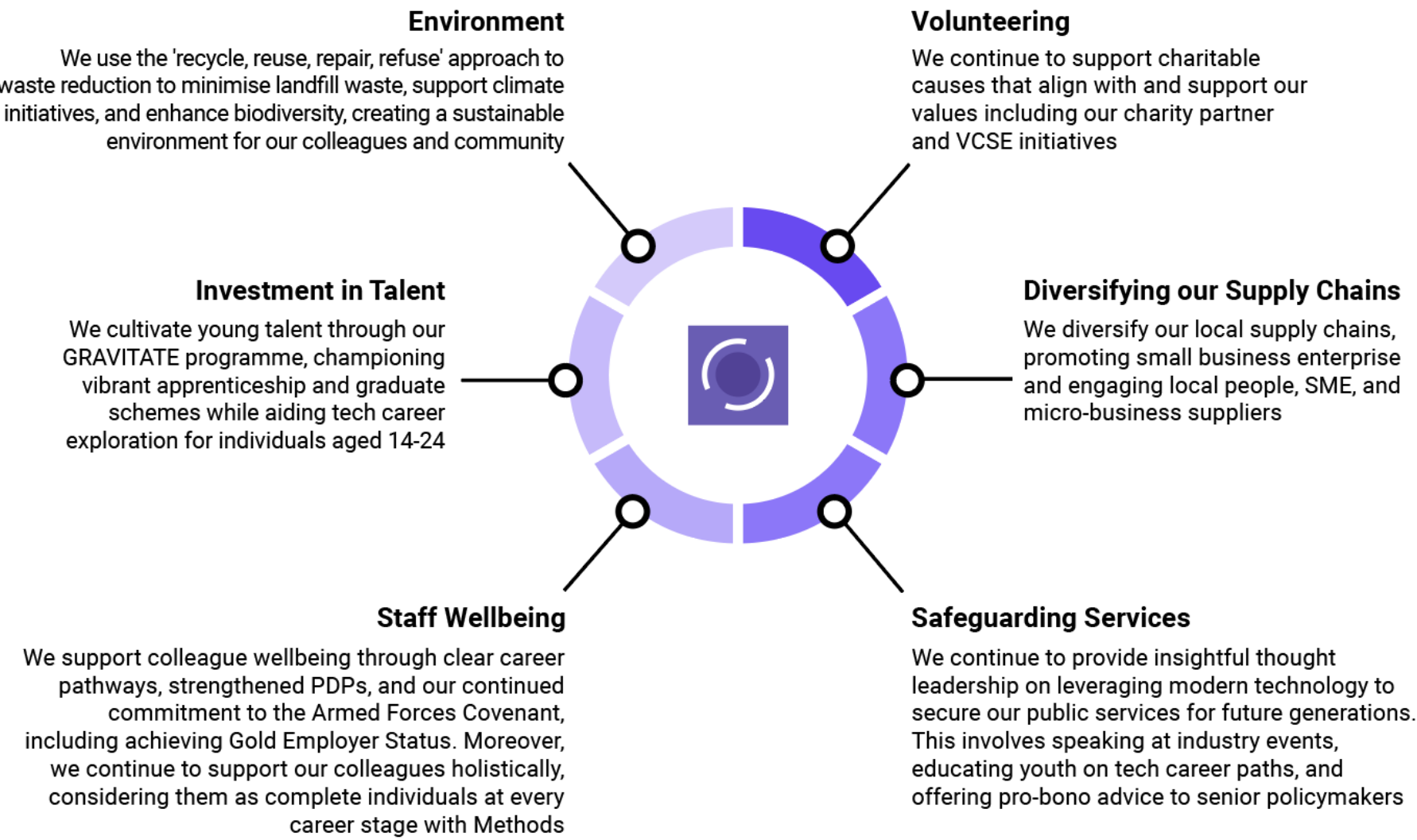
Ordering and Invoicing
Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

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.