

G-Cloud 15 Service Description



DevOps Adoption Support

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Methods’ DevOps Adoption Support service provides expert support at any stage of your DevOps adoption journey. Our experienced multidisciplinary teams can support you through cultural, operational and technical accommodations, particularly on heterogeneous IT estates. Support covers assessments, planning, roadmap development, DevOps principles, tools, monitoring and measurement, and continual improvement.

What is the Service

Adopting DevOps is transformative, and Methods’ DevOps Adoption Support service provides expert support at any stage of your DevOps adoption journey. Our experienced multidisciplinary teams can support you through cultural, operational and technical accommodations, particularly on heterogeneous IT estates using a mix of DevOps and more traditional support.

Our support covers assessment and planning, with support for current state assessments, goal definition and roadmap development. Support extends into implementation and adoption, with technology-agnostic advice on tools and integrations, process accommodations and cultural changes that independently balance stakeholder perspectives.

Once implemented, we offer optimisation and support services to monitor and measure the results, coach participants and stakeholders, and ensure adoption and compliance. Finally, we embed continual improvement so it becomes second nature, and help with the remaining delivery according to the roadmap.

What can it do for you

Methods’ DevOps Adoption Support service provides expert support at any stage of your DevOps adoption journey. Our experienced multidisciplinary teams can support you by:

- Providing expertise and guidance from experienced professionals who have helped others successfully adopt DevOps
- Providing objectivity with unbiased assessments and independent stakeholder management
- Designing tailored solutions and roadmaps based on your maturity, strategy and environment

Methods involvement means faster time to value, reduced adoption risk, transparent monitoring and measures, and embedded continual improvement with a partner who can provide long-term support.

Service Features

1. Assistance with assessing and planning DevOps adoption
2. Assessment of current state, codification of goals for DevOps
3. Definition of future states and adoption roadmap
4. Effective stakeholder management to achieve representation and culture buy-in
5. Support for initial state including DevOps principles and practices
6. Training and development of participating teams
7. Introduction of initial tooling, collaboration and communication aspects
8. Management of impacts and accommodations to operational practices
9. Introduction of Continuous Delivery including monitoring and testing
10. Introduction of continual improvement, including monitoring and measurement

Service Benefits

1. Experienced support provides faster and smoother DevOps adoption
2. Approach tailored to your maturity, strategy and services
3. Independent advice on DevOps tooling and integrations
4. Structured approaches to key tasks including knowledge sharing/ transfer
5. Accommodation for DevOps alongside more traditional support
6. Independent external resources to broker compromise
7. Structured stakeholder management and cultural adjustments for silo breakdown
8. Reduced risk of DevOps adoption errors and missteps
9. Access to DevOps adoption best practice and industry insights
10. Focus on end-user satisfaction, robust monitoring and Continuous Delivery

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.