

G-Cloud 15 Service Description

Services Discovery & Delivery Planning

Services Discovery & Delivery Planning

Methods’ Services Discovery & Delivery Planning delivers accelerated discovery, opportunity identification, prioritisation and planning for service redesign that improves customer experience and reduces cost. We make clear, achievable recommendations based on public and private sector best practice, helping you unlock the change you want to deliver.

What is the Service

Service design can transform your interaction with users (customers and staff) enabling the creation of great services that people want to use and that cost less to deliver. This service works with organisations to analyse their services, identify the opportunities for digital transformation and plan how they can be delivered. It develops an agreed approach to digital service redesign and understanding of where to start, creating a flexible, prioritised backlog of services for digital service redesign.

What can it do for you

Our services enables organisations to identify opportunities to transform services, define the benefits, agree a tailored service design approach based on best practice and build an achievable, prioritised delivery backlog to implement improved services.

Working collaboratively, we develop clear recommendations to help you move forwards and unlock the change you want to deliver, including factors such as governance, project and programme management, benefits and change management, indicative financial benefits, and technical considerations.

We identify your readiness for change and provide practical advice about how to address gaps in your current approach, including identification of key roles and responsibilities.

Service Features

1. Clear recommendations to support digitisation of services
2. Prioritised service list and backlog to support flexible delivery approach
3. Services prioritised based on key factors, data and organisational priorities
4. Understand how current/proposed technology could support digitisation
5. Identify common capabilities, patterns and technology across the organisation
6. Identified approaches to address gaps identified through readiness assessment
7. Identify governance, service prioritisation and key roles for digital delivery
8. Agile collaborative delivery, co-production, coaching and knowledge and skills transfer
9. Identify benefits for current or proposed technologies
10. Identify common capabilities, patterns and technology across the organisation

Service Benefits

1. Understand how services could be delivered more effectively
2. Identify areas of opportunity, including indicative financial benefits
3. Identify potential dependencies and barriers for change for services
4. Understand organisational readiness for change, including service variations
5. Increased confidence from understanding opportunities including indicative financial benefits
6. Enhanced governance, supported by understanding of key roles and responsibilities
7. Develop a prioritised, flexible plan and backlog for delivery
8. Agile collaborative delivery, co-production, coaching and knowledge and skills transfer
9. Better understanding of key dependencies and barriers for change
10. Engage and involve services in designing delivery approach

Contact details

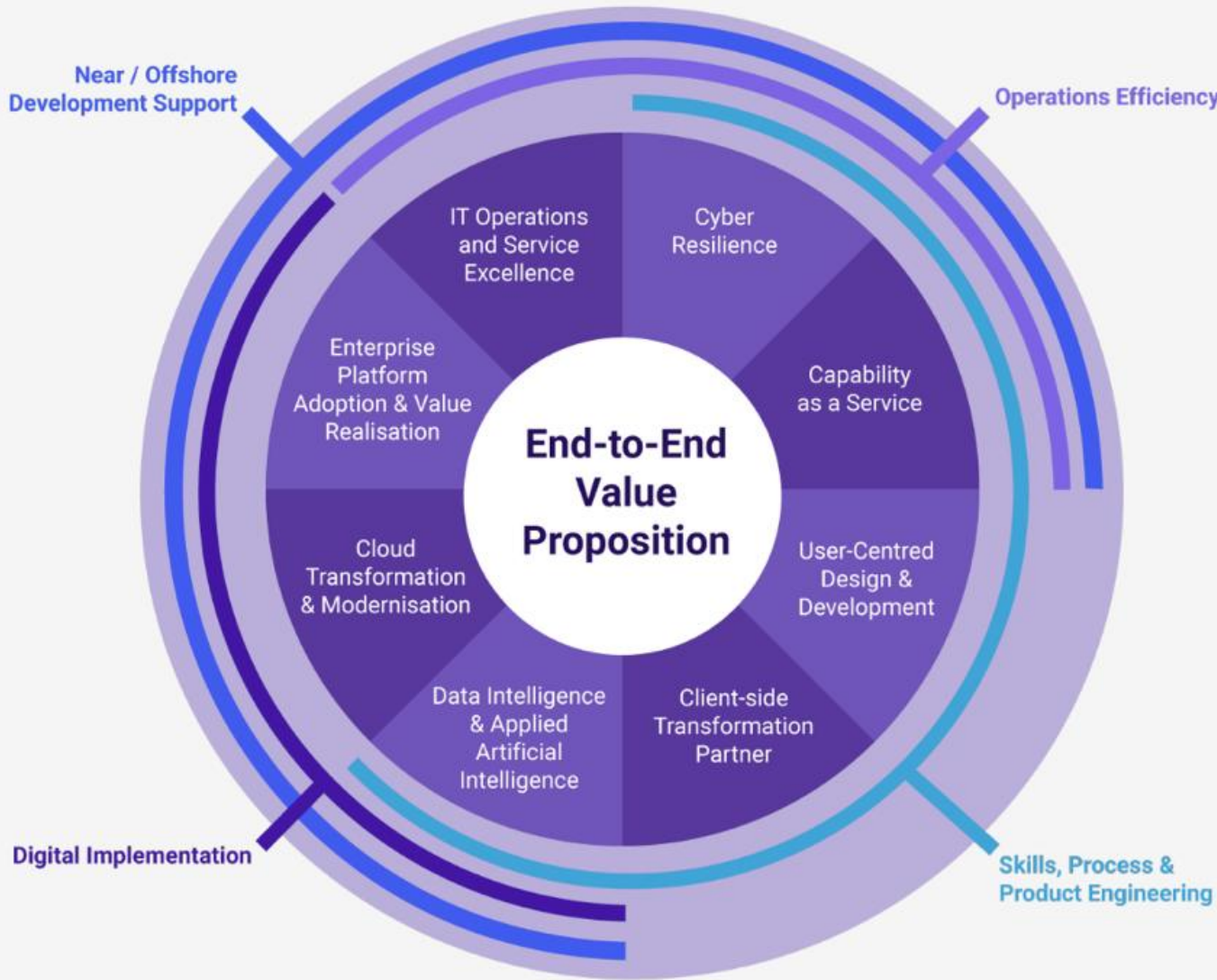
End-to-end transformation and innovation experts

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.

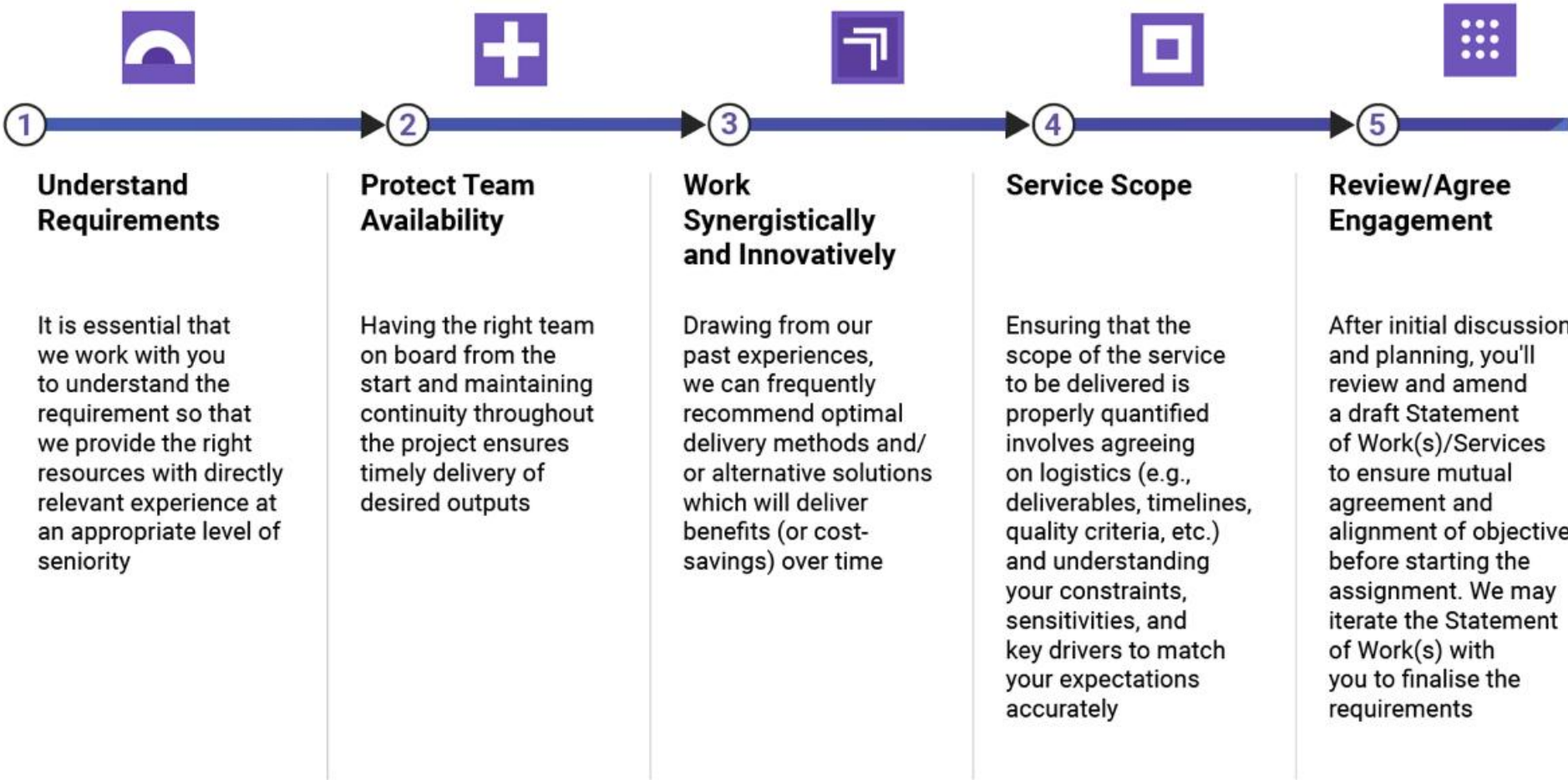
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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



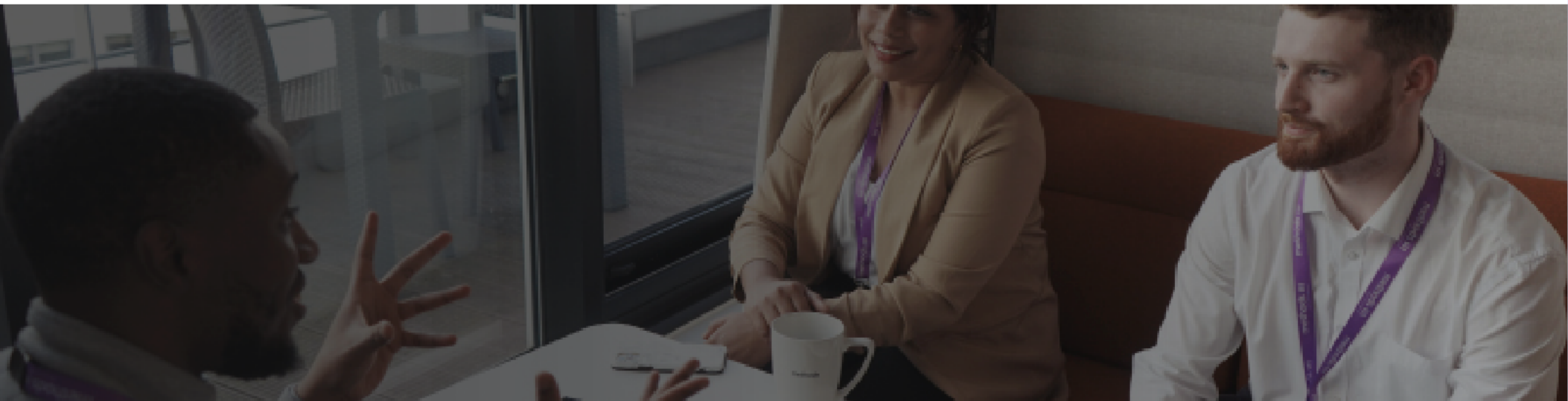
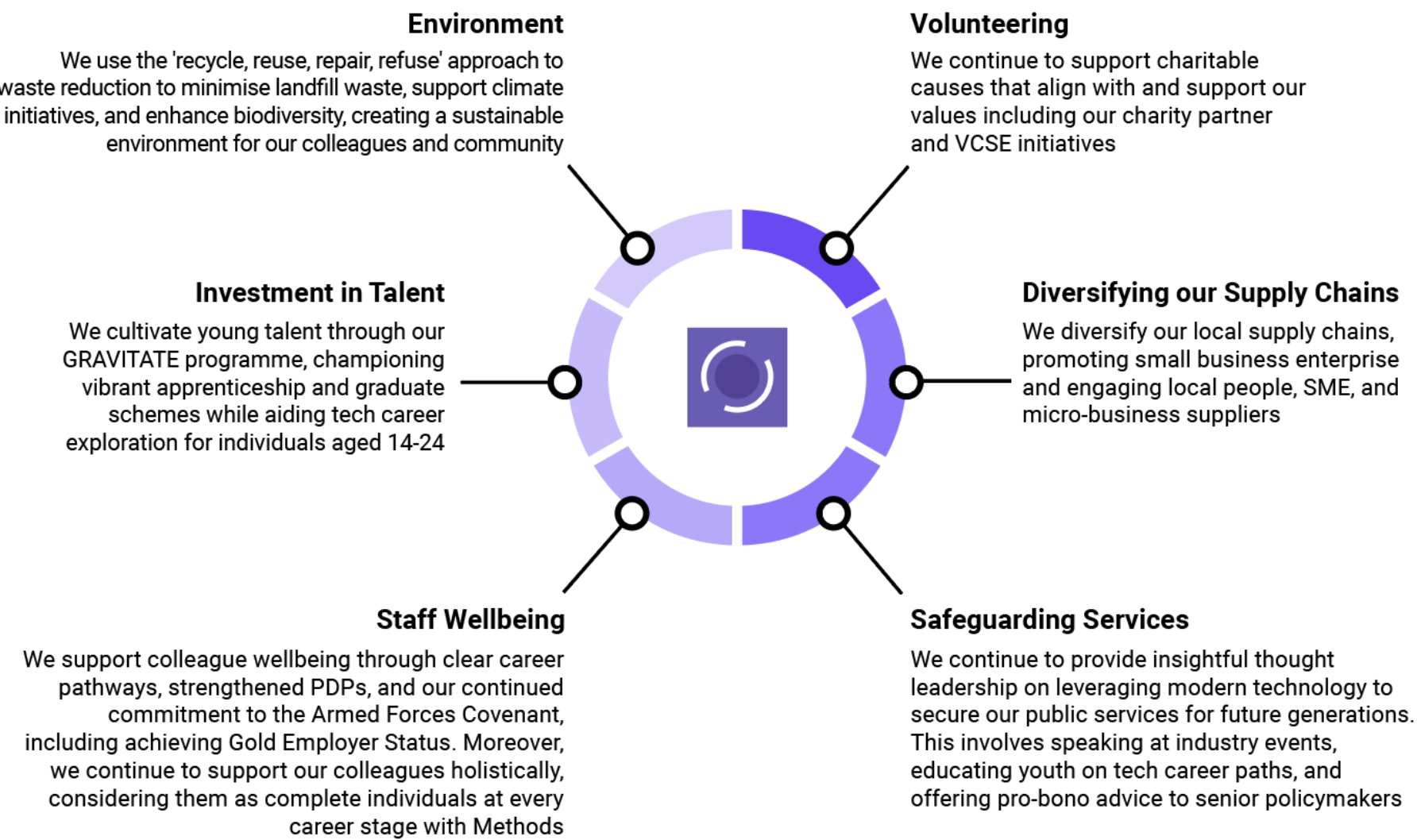
Ordering and Invoicing
Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

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.