

G-Cloud 15 Service Description



Critical Friend Review

Critical Friend Review

Methods’ Critical Friend Review service uses our proven 7-Step model to identify any issues impacting project and programme delivery and provide evidence-based recommendations to get your project or programme back on track, ensuring that you deliver on time, to budget and with all benefits fully realised.

What is the Service

Our aim is to help you ensure that projects and programmes can deliver on time, to budget and realise the expected benefits.

Methods’ proven 7-Step Critical Friend Review combines our over 30 years of public sector experience with central government best practice to identify issues impacting project and programme delivery and provide evidence-based recommendations on how to get your project or programme back on track.

Our people use their vast Portfolio, Programme and Project Management (P3M) expertise to identify the root cause of delivery issues and provide insightful and practical recommendations to make a positive impact as quickly as possible.

What can it do for you

There are a number of reasons why projects and programmes might struggle to deliver to budget, on time and with the intended outcomes.

Working with your teams, Methods’ experienced consultants will explore the seven key factors that impact on delivery and performance, including: strategic alignment, scope, change readiness, leadership and governance, stakeholder engagement, resourcing, and use of best practice.

We provide an independent healthcheck of a project or programme, with fully developed recommendations to get your project or programme back on track and assurance that delivery is on the best footing possible to return on investment.

Service Features

1. Collaborative approach focusing on change and improvement
2. Scalable service depending on your needs
3. Access to P3M experts with 30 years public sector experience
4. Collaborative agreement of approach and scope
5. Stakeholder mapping and engagement plan
6. Document review, based on government best practice and our expertise
7. Assurance assessment, utilising Infrastructure and Project Authority (IPA) best practice
8. Stakeholder interviews and structured insight into factors affecting performance
9. Status and issue analysis combining qualitative and quantitative data
10. Development of recommendations and options in report format

Service Benefits

1. Provision of an independent, ethical assessment of your project or programme
2. Assurance to stakeholders that delivery is on the right footing
3. Confidence that leadership, delivery and funding are strategically aligned
4. Shared understanding of problems and possible solutions
5. Clear, evidence-backed recommendations and options for moving forward
6. Increased knowledge of available support and best practice
7. Increased engagement and buy-in from key stakeholders
8. Full realisation of project or programme benefits
9. Clearly defined roles and responsibilities and increased effectiveness of decision-making
10. Optimal project resourcing and profiling, creating the conditions for success

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.

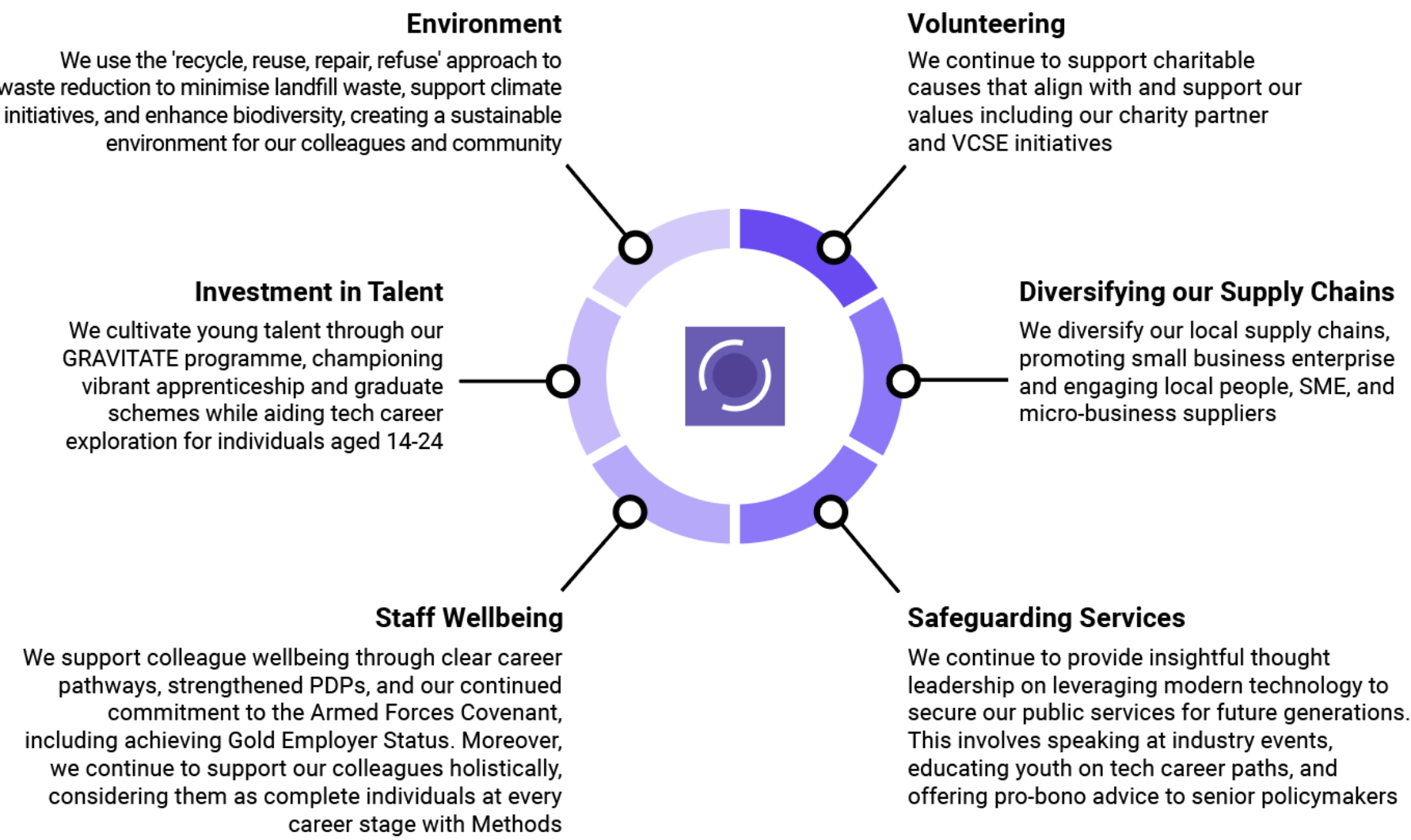


Customer Responsibilities

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.

