

G-Cloud 15 Service Description

Digital Modernisation Business Process Mapping for Local
Government

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Methods has a proven track record of business analysis including reviewing and re-designing processes that span teams, departments and organisations. Our approach is based on articulating a clear definition of process value, purpose and benefits, and then reviewing and redesigning the business process against those criteria.

What is the Service

Underpinning successful digital services, are effective business processes. Methods provide services to help you critically analyse processes against the criteria important to you, so we can collaborate with you to identify improvements to your operations. With our extensive Local government expertise, and experience in business analysis of public sector digital services, we select the process modelling approaches best suited to your situation. Using approaches such as Lean and BPMN process modelling, alongside knowledge of core digital technologies, we can optimise your processes so that they deliver services more effectively, efficiently and meet user needs.

What can it do for you

We provide you rich evidence from targeted and pragmatic business analysis and process modelling. We work with you to enhance your own process mapping skills, capacity and expertise, employing best practice BPMN approaches. Ensuring processes are aligned to strategic aims, we help our clients identify, quantify and reduce waste and costs from their processes while optimising and improving the user journey for staff and customers with the right mix of technology in the digital service.

Service Features

- 1. Organisational vision and business strategy assessment
- 2. Organisational cultural maturity assessment
- 3. Value stream mapping across core operational processes in the business
- 4. Organisation capability maps
- 5. Current capability maturity assessments across people, process, information and technology
- 6. Target capability maturity assessments across people, process, information and technology
- 7. Capability roadmaps for your business
- 8. Practical advice and coaching in business architecture techniques
- 9. Business Modelling

Service Benefits

- 1. Reduction of cost and waste
- 2. Processes aligned to strategic objectives
- 3. Extensive experience introducing a range of new processes
- 4. Review with a view to optimisation and improvement
- 5. Extensive knowledge of best practice for various business processes
- 6. Focus on processes that are 'fit for purpose' within organisation
- 7. Co-production and knowledge transfer to internal staff
- 8. Alignment to your Enterprise Architecture
- 9. Organise and manage business requirements and to streamline process workflow
- 10. A range of specialists for strategic and operational processes

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.