

G-Cloud 15 Service Description



Data Operating Model

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Methods' Data Operating Model analyses the functions the organisation provides for data operations, strategy and governance and defines how the organisation may need to change in order to deliver data strategies and ambitions. We'll collaborate to develop your Target Operating Model, including a proposed structure and costed establishment model against industry benchmarks.

What is the Service

Our Data Operating Model services helps design the capabilities and organisational model required to deliver your data strategies and ambitions. This encompasses a view of technology, people (skills and roles), organisation (culture and governance), and process.

Our approach to Operating Model starts by developing a comprehensive view of the 'As Is', or Current Operating Model. Through this analysis we identify current pain points and opportunities for improvements. This is combined with an understanding of your strategic aspirations for improved data management, our knowledge of industry best practice, and the business goals your organisation aims to achieve, to outline options for alternative future data operating models.

This process is designed to broaden your thinking and explore the opportunities that may be provided by alternative approaches. We will then produce a business case and roadmap to outline the investments and activities that are required to add and develop the data capabilities required to achieve a Target Operating Model.

What can it do for you

By developing a data operating model you will be able to identify the way forward and understand the capabilities required to improve data management practices. This includes clarity on how to realise the technology, governance, roles, skills, processes and culture required to deliver your data ambitions.

Through our approach we give you a clear direction and plan for getting there, so you can move towards being more data-driven and evidence based in your decision making, and more robust and secure in your day to day data management processes.

Service Features

- 1. Review of current data processes
- 2. Review of current Data sources
- 3. Review of current Data / technology assets
- 4. Review of current Business capabilities / policies
- 5. Define desired future state
- 6. Gap analysis in data architecture, technology, tools, processes and people
- 7. Business case development if investment is required
- 8. Implementation roadmap

Service Benefits

- 1. Defines the data strategy functions, resources and financial implications
- 2. Defines the roadmap to guide through transition activities
- 3. Develops a technology operations investment case for consideration
- 4. Suitable for staff consultation in any proposed restructures

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.