methods III

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aws

Bridging the gap
between organisations
& advanced technology

Releasing AWS' global capabilities
to power UK public services

AWS is an increasingly attractive environment for governments, because it knits together a range of powerful capabilities such as compute, storage, databases, analytics, networking, mobile, developer tools, management tools, IoT, security and enterprise applications that allow cross-service collaboration. This approach offers a range of benefits for AWS government customers, including:

- Service interoperability
- Improved data sharing
- Scalability
- Ability for incorporation of new cloud-based service offerings for continual capability enhancement

- Re-use across public services
- Microservice architectural approach facilitates leveraging existing offerings, minimising development effort, complexity, and technical debt.

We translate AWS capabilities
into public service language

For AWS government customers, the challenge is to 'translate' the huge opportunity presented by AWS' technology-centric products (e.g. analytics, AR/VR, blockchain, business apps, machine learning, IoT, security and identity, migration, reporting) into repeatable, business-centric capabilities that public services can easily relate to, and re-use again and again – a bit like Lego bricks.

Methods are a leading AWS Advanced Tier Consulting Partner with a specific focus on the UK Public Sector, National Security & Defence, Healthcare, Education and Regulation. With 25 years' public sector experience, Methods is recognised as a thought leader and pioneer in cloud-first, componentised, consumption- based transformation across government.

We offer AWS customers an unrivalled breadth of services – from getting senior business leaders on board with Cloud and helping customers re-conceptualise their services around standard capabilities, through to the 'heavy lifting' at the back end.

Methods & AWS:
Our integrated offering

Thought Leadership & Executive Education

...cut through the buzzwords.

Service Design & Architecture

Reference architectures with common service patterns and enabling capabilities.

Cyber Security

Concise security frameworks, data breach, prevention, and compliance.

Cloud Engineering & Software Development

Complex, large-scale migration meeting all government standards.
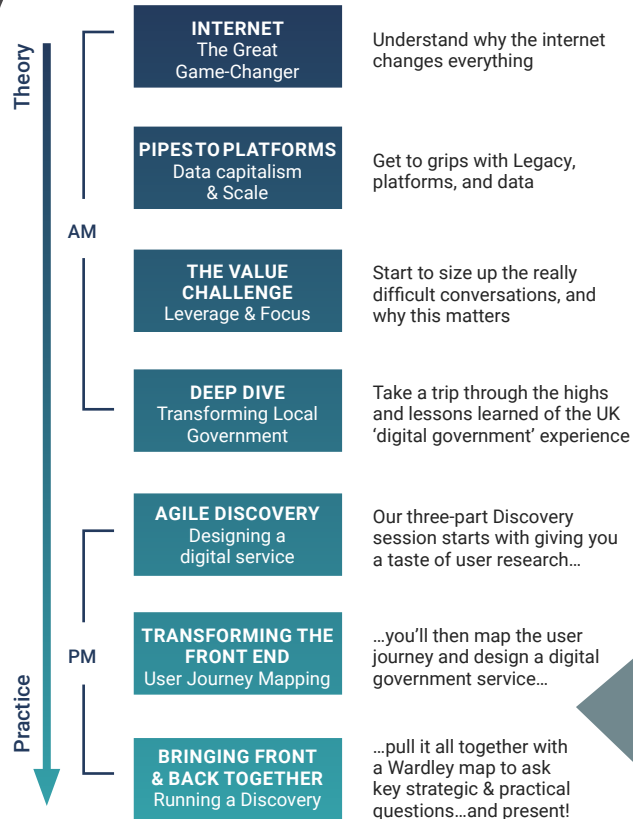
Methods & AWS: Our integrated offering

THOUGHT LEADERSHIP & EXECUTIVE EDUCATION

How can you tell if the latest 'transformation' proposition is snake-oil, or genuinely interesting? And what technologies, architectures, and cultural changes will you need to modernise your organisation?

Professor Mark Thompson, author of Digitizing Government and Manifesto for Better Public Services, leads an entertaining and informative 1-day 'digital government 101' primer intended specifically for senior public sector leaders, providing a valuable, 'safe' environment to connect all the jargon together to build solid understanding, using lots of examples. We begin by considering 'what's so special about the internet', and end the day designing a digital government service from scratch, in an agile 'mini-Discovery'. The session builds confidence to cut through the buzzwords.

No technology background required

Theory

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INTERNET The Great Game-Changer	Understand why the internet changes everything
PIPES TO PLATFORMS Data capitalism & Scale	Get to grips with Legacy, platforms, and data
THE VALUE CHALLENGE Leverage & Focus	Start to size up the really difficult conversations, and why this matters
DEEP DIVE Transforming Local Government	Take a trip through the highs and lessons learned of the UK 'digital government' experience

Practice

PM

AGILE DISCOVERY Designing a digital service	Our three-part Discovery session starts with giving you a taste of user research…
TRANSFORMING THE FRONT END User Journey Mapping	…you'll then map the user journey and design a digital government service…
BRINGING FRONT & BACK TOGETHER Running a Discovery	…pull it all together with a Wardley map to ask key strategic & practical questions…and present!

SERVICE DESIGN & ARCHITECTURE

Methods helps government avoid reinventing the wheel again and again by baselining customer needs against reference architectures.

We identify common service patterns and shared capabilities – like 'automating expense claims', or 'tracking assets'. We can then define what 'good' looks like, aligned to open standards and the government's own Technology Code of Practice, to build standard, 'reference' architectures that promote interoperability, re-usability, security and scalability. This is how we ensure that digital transformation is user-driven - and that technology is re-usable across government, easy to maintain, scalable and provides value for money.

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CYBER SECURITY

Methods offers state-of-the-art cloud security strategy, policy, and solutions.

A cloud security strategy is a critical cornerstone for any effective business model. Our security consultants can help you develop a comprehensive strategy that takes your critical business concerns into account. We can also help you to develop, deploy and enforce your enterprise security policy. Our security professionals have extensive experience in data breach prevention, risk analysis and security management as well as leading security architecture transformations and security turn-around to support regulatory and compliance drivers. Finally, Methods develops secure strategic cloud solutions that enable you to address security issues and concerns as new technologies are deployed – not afterwards. We do this within a concise security framework, which forms the basis for achieving security throughout the enterprise and ultimately protecting your data assets from data breaches.
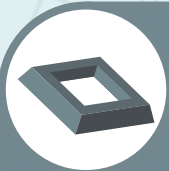
AWS CLOUD ENGINEERING & SOFTWARE DEVELOPMENT

Methods deploys "squads" of architects and engineers to undertake complex, large-scale migrations to AWS cloud environments, and has proven success in doing this across several of AWS' largest UK government clients including Home Office, Financial Conduct Authority, Driver and Vehicle Licensing Agency, Office for National Statistics, Cabinet Office, National Health Service, and Medical Examiners to name a few.

Our software development capabilities align to the Government Digital Service *Digital by Default Service Standard* (DbDSS); whereby we deliver through the full lifecycle (Discovery, Alpha, Beta, Live) with a track record of completing over 20 GDS Service Assessments for citizen-facing services. We build on the DbDSS approach by combining it with modern industry-recognised standards such as the Twelve-Factor App Methodology and established software development delivery approaches.

NEW CULTURE
Autonomy &
Team Ownership

NEW METHODS
Agile, User-Centered
Design & Automation

**MODERN
SOFTWARE
DEVELOPMENT**

NEW TECHNOLOGY
Microservices &
Open Source

Thought leadership & Executive Education
Understanding transformation: The Digital 101

Delivering better public services on smaller administrative budgets means continually learning from data to improve citizen experiences, whilst leveraging common or commodity resources to join services, conserve resources, and better fund the frontline.

" But how are these activities related? How can you tell if the latest 'transformation' proposition is snake-oil, or genuinely interesting? And what are the significant cultural changes, and ways of thinking, that you will need to bring about?

Whilst lots of technology training is available in the market, there is currently very little education available to senior leaders that quickly covers the basics of digital transformation in government, and joins these all together from a business perspective.

Professor Mark Thompson, author of *Digitizing Government* and *Manifesto for Better Public Services*, leads an experienced Methods team running unique, tailored introductions to digitizing public services.

We typically deliver short introductions lasting either a half or full day intended specifically for senior public sector leaders, providing a valuable, 'safe' environment to connect all the jargon together to build solid understanding, using lots of examples. We begin by considering 'what's so special about the internet', and end the day designing a digital government service from scratch, in an agile 'mini-Discovery'.

Regardless of the format, at the end of our session, participants will:

- Be familiar with the dimensions of digital transformation, together with the challenges and opportunities this presents for government
- Apply a range of models, tools and techniques to develop strategies and business cases for modernizing public services – as well as know what 'good' looks like in supporting operating models, service and technical architectures
- Think and talk in an informed way about the challenges of transforming legacy public organizations into modern, data-driven services that citizens really want to use.

No technology background required.

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Modernising public services:
A typical 1-day structure

Theory

Internet:
The Great
Game-Changer

What is the internet, and why does 'digital' have little to do with websites, or gadgets? What is the '4th industrial revolution', and what are data-driven organisations like?

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Pipes to Platforms:
Data capitalism
& Scale

Legacy organisations that grew up in the C20 are struggling to make sense of the platform-ecosystem model. We'll explore what platforms are, and how they are used to collect and analyse data to offer us personalised services. We'll ask what platforms mean for public services.

The Value Challenge:
Leverage & Focus

We'll look at how new, digital models pose uncomfortable questions for leaders of legacy organisations, such as government – challenging the value of much of what they traditionally do. See how modern organisations focus on value, and leverage cloud services.

Deep Dive:
Transforming
public services

So what? We'll bring together our earlier insights to look at transforming public services. We'll look at the UK government's 'digital story' so far, with an honest assessment of the highs, the lows, and lessons learned.

Agile Discovery:
Designing a
digital service

Our three-part discovery offers a unique, hands-on introduction to how digital public services – in this case, housing benefit - are scoped out in the discovery phases preceding Alphas, Betas, and Live Running. Attend these short sprints and you'll be able to brief, as well as challenge your digital team. In our first sprint, you'll have a go at user research.

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Transforming the front end:
User Journey Mapping

In our second sprint, we'll look at user journey mapping, and you'll map the 'as-is' service, capturing points of friction making it difficult for citizens to claim benefit – before designing an improved customer journey.

Bringing front & back together:
Running a Discovery

It's one thing to design a shiny new digital service, but how much will it cost? How long will it take to deliver? Will you need to build it from scratch? Will it interface with other public services? Our final sprint introduces 'Wardley' mapping, a powerful framework you'll use to take the difficult decisions you will need to make your service reality.

Practice

For further information please contact: Mark.Thompson@methods.co.uk

Service Design & Architecture
## Standards-driven Enterprise Transformation & Common Service Patterns

Methods' vision is of a modern public sector that shares and re-uses common service patterns and underlying capabilities wherever possible. We can then define what 'good' looks like, aligned to open standards and the government's own Technology Code of Practice, to promote interoperability, re-usability, security and scalability. This is how we ensure that digital transformation is user-driven - and that technology is re-usable across government, easy to maintain, scalable and provides value for money.

Reference Architectures

We use reference architectures to define a 'pick and mix' of logical capabilities that can deliver a service outcome. A good reference architecture should:

• Be agnostic of specific industries, technologies, vendors and architectural patterns

• Allow you to define the problem statement

• Provide a foundation from which to define project scope and roadmaps, undertake risk and capability gap assessment, and identify common service patterns and shared capabilities

• Allow easy incorporation of emerging technology as this evolves

• Be easy to overlay and align with other business artefacts such as skills matrices, hiring plans and commercial models.

Methods is working with leading cloud vendors to create a series of reference architecture artefacts for common processes within the public sector. For example, here is a reference architecture for modern data insights platforms that we have overlaid with example Amazon Web Services (AWS) managed cloud components:
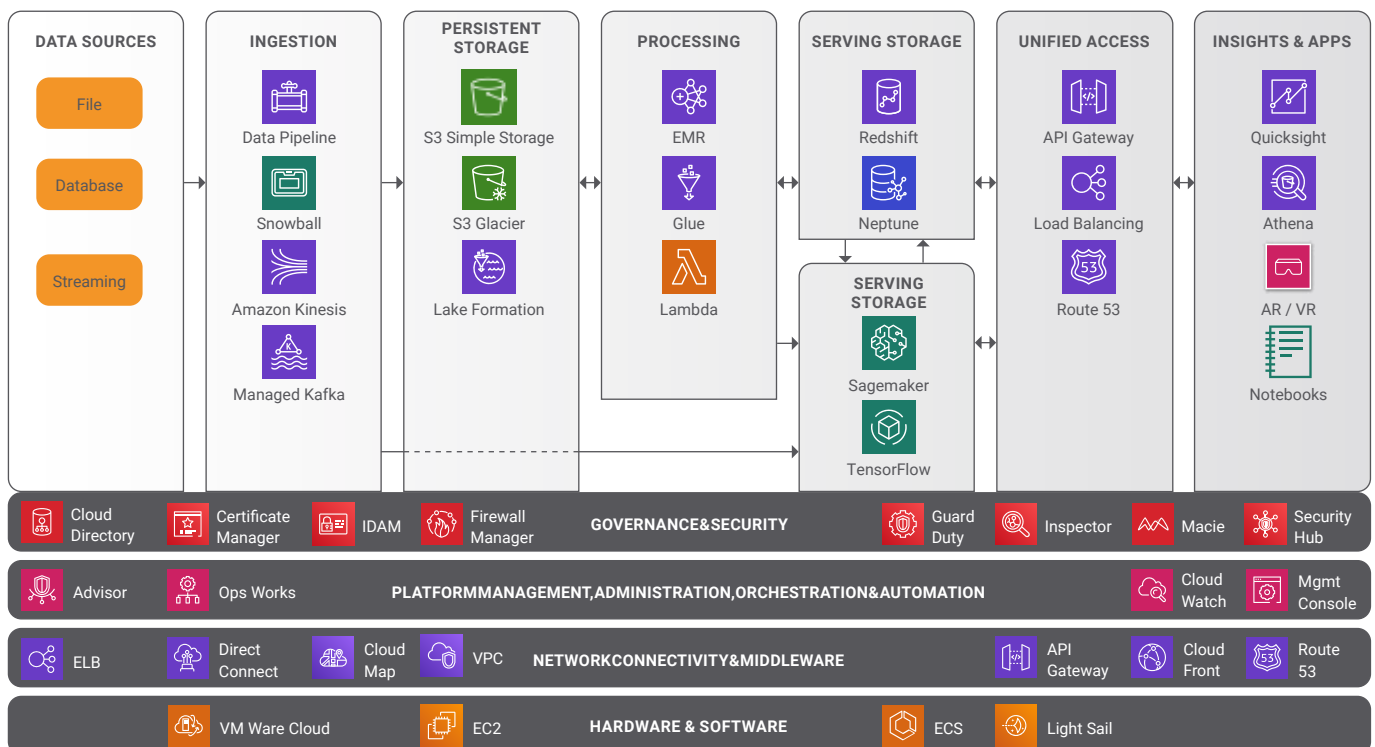
Data Insights Platform Reference Architecture - AWS Technology View

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Open Standards and Frameworks

If public services are to share common service patterns and underlying capabilities, we will need to align with open standards and frameworks in order to design, develop and deploy capabilities that are fully interoperable, re-usable, secure, and elastic. Methods proactively promotes and uses the following non-exhaustive standards and frameworks for all our programmes:

GOVERNMENT DIGITAL SERVICE (GDS) STANDARDS	Framework to build and run resilient, re-usable, scalable and user-driven public services
API TECHNICAL & DATA STANDARDS	Web-based application programming interface standards to support high-throughput, low-latency and secure communication between services
NATIONAL CYBER SECURITY CENTRE (NCSC) CLOUD SECURITY PRINCIPLES	Cloud implementations that protect data, assets, personnel and the supply chain
WEB CONTENT ACCESSIBILITY GUIDELINES (WCAG)	Single shared standard for web content accessibility

The Journey from Reference Architecture to Cloud Adoption

Many organisations struggle on the cloud adoption journey. Methods are market-leading experts in ensuring this journey is a success, whilst minimising the risks and costs associated with enterprise transformation. We do this by utilising the Open Alliance for Cloud Adoption's (OACA) Cloud Maturity Model (CMM) and vendor Cloud Adoption Frameworks (CAF) coupled with our library of continually evolving reference architecture artefacts, and adherence to open standards. We enable organisations to:

- Identify and define business vision and goals
- Define use-cases for cloud adoption, assessed against both non-technical and technical domains
- Build roadmaps baselined against our reference architectures and open standards, and mapped to these use-cases, to enable native-cloud or hybrid IT capabilities
- Iteratively implement and deliver those roadmaps using cross-functional and agile teams.
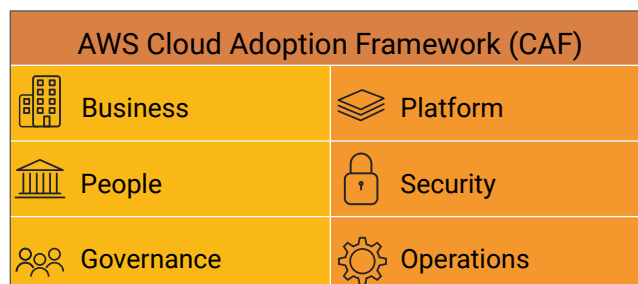
AWS Cloud Adoption Framework (CAF)

For further information please contact: Jillur.Quddus@methods.co.uk

Cyber Security

Methods' AWS Security Services are positioned from the ground and fully support data protection strategies for our clients. Our experienced staff perform Risk Assessments for each project from inception to ensure all Risks are surfaced arising from Areas such as Confidentiality, Integrity, and Availability.

AWS SECURITY SERVICES

Using AWS Security Services and our experience within cloud security, Methods identify security patterns and technology roadmaps to ensure our clients' data is protected and aligned to security best practice. Our deliverables are measurable against industry standards and we provide clear indicators of your security status

AWS SECURITY SERVICES

Using AWS controls and independent assurance, Methods deploy security controls based upon your risk profile to balance your compliance with costs

We use AWS security services such as Field Level Encryption, KMS, and extensive cloud monitoring services that support Security Orchestration and allow for a focus on more complex threats to reduce alert fatigue.

Our security teams have built hundreds of integrations, across product categories such as SIEMs, EDR, malware analysis, threat intelligence tools, and a range of AWS solutions.

Working with Agile teams our security architects define requirements that are effectively communicated with both functional and non-functional security requirements collated from inception to support go-live independent security assurance.

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Cloud Security
Strategy

Many organisations are simply overwhelmed by the growth and expansion of the business.

Methods can help in the development of secure strategic cloud solutions that meet your business requirements. As new technologies are deployed, they each bring a unique set of security issues and concerns. We can assist by helping to identify and resolve those issues and by providing a concise security framework, which will be the basis for achieving security throughout the enterprise.

Furthermore, we can help in developing, deploying and enforcing your enterprise security policy. Our security professionals have extensive experience in:

Data breach prevention

Risk analysis & security management

Leading security architecture transformations

Security turn-around to support regulatory & compliance drivers

A cloud security strategy is a critical cornerstone for any effective business model. Our security consultants can help you develop a comprehensive strategy for your organization that takes your critical business concerns into account.

For further information please contact: Raza.Sharif@methods.co.uk
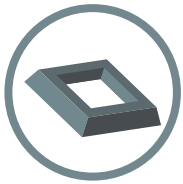
Cloud Engineering & Software Development

Cloud Engineering

Bringing to life the GDS UK Cloud First Policy, Methods has been at the forefront of cloud adoption, implementation, and migration solutions for the UK Public Sector for the past 5 years covering Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS) capabilities.

Our cloud engineering approach is built on the following principles:

SECURE-BY-DESIGN (SBD)	DevSecOps and evolving DevOps. We bridge traditional gaps between IT and Security while ensuring fast, safe delivery of code with integrated monitoring, alerting and logging.
EVERYTHING AS CODE (EAC)	Evolving Infrastructure as Code (IaC). We manage provisioning code along with application, test and code non-functional requirements to achieve a better overall configuration management experience. The entire runtime environment can be versioned as a single entity and executed in a repeatable manner.
AGILITYINDELIVERY	We strive for agility in all phases of the delivery process including pre-development project initiation and planning, and post-development release management and operations activities.
DELIVER VALUE	We use value chain mapping tools such as Wardley Mapping to ensure we continually prioritise all engineering effort towards the most impactful user needs and requirements.

Methods has specific competencies in conducting complex cloud migration activities, including multi data-centre consolidations. This includes migration of applications, data, servers, line of business applications and provisioning of new cloud-native digital services.

Software Development

Our software development capabilities align to the Government Digital Service *Digital by Default Service Standard* (DbDSS).

We deliver through the full lifecycle (Discovery, Alpha, Beta, Live) with a track record of completing over

20

GDS Service Assessments for citizen facing services.

We build on the DbDSS approach by combining it with modern industry recognised standards such as the Twelve-Factor App methodology and established software development delivery approaches such as Agile Software Development, Secure Software Development Life Cycle (SDLC) etc.

For further information please contact: Alan.Morgans@methods.co.uk

Who we are

PIONEERING DESIGN

- World-class, digitally-enabled public services
- Key role in setting the agenda nationally

DIVERSE RANGE OF CLIENTS

- Public sector focus including HMG, NHS, police and education
- Complex central government programmes

PRAGMATIC INNOVATION

- Unique thinking but within sustainable change
- Practical 'hands-on' support

ETHICAL CONSULTANCY

- We add value and build sustainability not dependency
- Knowledge transfer is core to our delivery model

AGILITY AND SCALE

- Agility of an SME at scale due to our unique ecosystem
- Permanent staff, trusted associates and key partners

WIDE RANGE OF SERVICES

- Transformation journey from strategy to service management
- Wide experience of TOMs on their own or as a part

methods ❘❘❘

Cert No. 901
ISO 27001
Information Security
Management

Cert No. 901
ISO 9001
Quality Management
System

Cert No. 901
ISO 14001
Enviromental
Management

INVESTORS
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