

Central Government

Service Transition & Service Introduction



Challenge

Our clients are moving from monolithic support arrangements to a more disaggregated supplier model, often utilising a service integrator. This presents an opportunity to move from a reliance on a vendor-selected toolset, to best in class cloud-based toolsets.

The challenge is to migrate legacy services and introduce new services, safely, quickly and effectively whilst maintaining excellent service levels.

Background

Methods helps clients to move or deploy IT Services through our Service Transition & Service Introduction (STSI) offering:



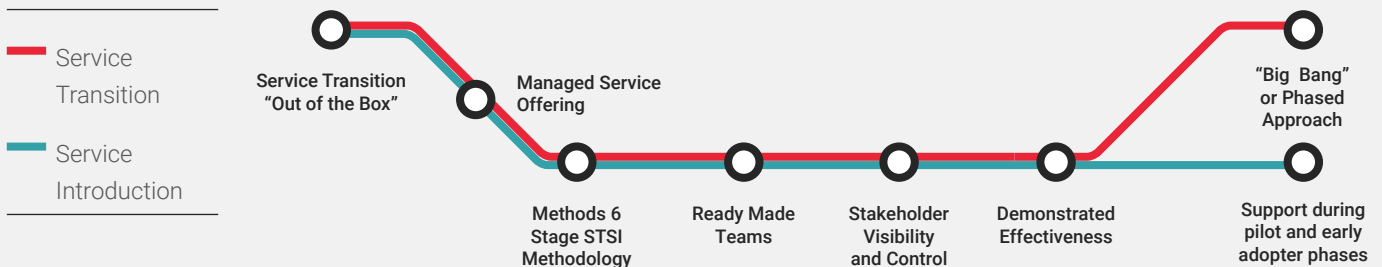
Service Transition focuses on the movement of operational IT Services into new support arrangements.



Service Introduction ensures new services are deployed effectively into live operation.

Methods ensure visibility and control are preserved during our “no ripple” service transitions and deployments.

Service Transition / Introduction



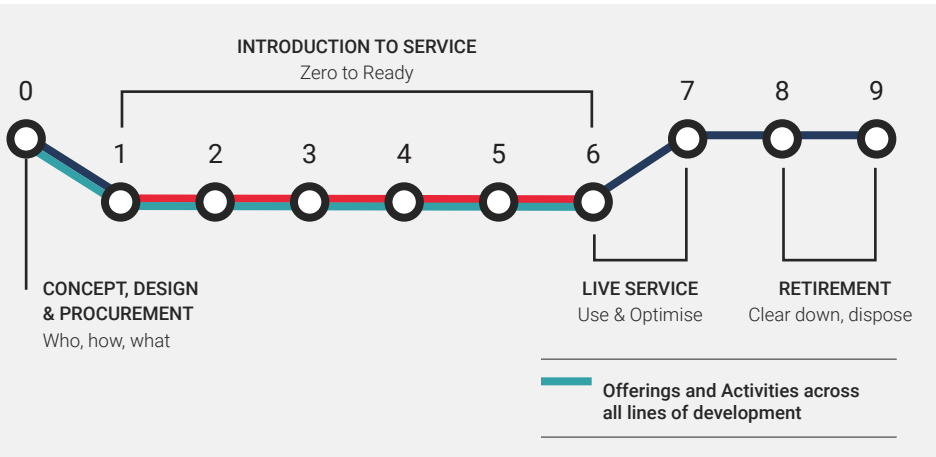
Methodology Overview

Service Transition and Service Introduction are similar processes that both end with Services being supported by Live Services. The phases within our Service Transition & Service Introduction (STSI) Methodology are:

STSI Discovery & Engagement Design and agree the STSI approach and deliverables with suppliers and delivery teams.	STSI Initiation Set STSI scope and schedule.	STSI Impact & Assessment Ascertain and communicate impact on current operations.	STSI Preparation Ensuring Tools People and Processes are built, trained and tested.	STSI Readiness & Transition The implementation phase, moving the services into live operation, controlled by Key Decision Points.	Early Life Support Provides an additional layer of support immediately after go live to ensure BAU processes are working effectively and issues are resolved quickly.
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Service Transition & Service Introduction



During transition, we pride ourselves on moving existing live services safely and effectively. During introduction, we ensure support for new services is quickly embedded. In both cases, minimising the impact on existing live service support is at the forefront of our activities.

Methods Professional Services Offerings

Methods provides a range of Service Offerings to assist clients at any stage of the lifecycle and to move between the stages of the lifecycle.



Fully Managed Service



Consultancy Services



Specialist Resourcing



Managed Production of Deliverables

Key Technologies

ServiceNow

Service Manager

Remedy

Trile for Service

* All 4 levels of offerings are available. Methods recommends the Fully Managed Service.

Why Methods?

