

# 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:



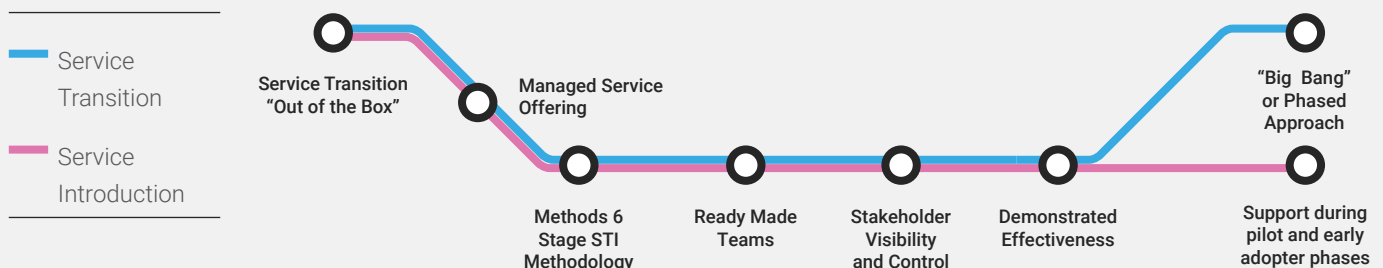
Service Transition focuses on the movement of operational IT Services into new support arrangements.



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.

#### STIS Impact & Assessment

Ascertain and communicate impact on current operations.

#### STSI Preparation Ensuring Tools

People and Processes are built, trained and tested.

#### STSI Readiness & Transition

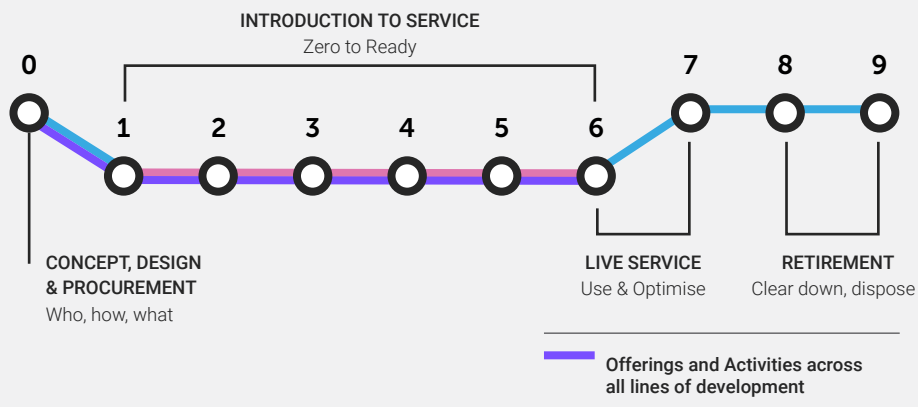
The implementation phase, moving the services into live operation, controlled by Key Decision Points.

#### 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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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**

**Triole for Service**

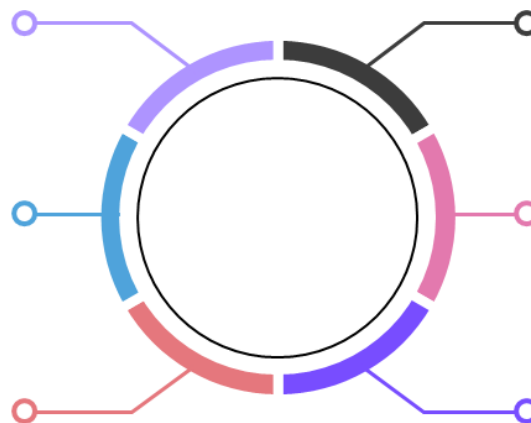
\* All 4 levels of offerings are available. Methods recommends the Fully Managed Service.

## Why Methods?

**Security Cleared Resources**  
Giving depth of cleared resources with the ability to set up and grow teams and respond rapidly.

**Multiple frameworks**  
Engaged with various Government procurement frameworks.

**The best and most experienced individuals.**



**Proven capability**  
Within a compelling and experienced team drawn across the spectrum of IT professionals.

**ICT agenda experience**  
Detailed knowledge of Government's ICT agenda through working within departments for many years.

**End-to-end services**  
Full range of services and comprehensive ecosystem for delivery.