



methods 

# **ServiceNow Design, Implementation and Support**

## **G-Cloud**

Service Definition

# WHO WE ARE

Methods is a UK-  
based business  
& technology  
services group



**28 years**

Intelligence in transformation



**300+**

National Clients



**600**

Phenomenal people



**4 offices**

Across the UK



**Experts**

In Government and public sector

## **methods**

*noun*

'the quality of being well organised  
and systematic in thought or action'

# WHAT WE DO

**Methods shapes  
organisations for  
the internet age**



## **Public sector**

We have broad sectoral experience, with a specialism in transforming public services, where we are known for our strong social mission to put the public sector back in charge and our consistent championing of a broad, diverse marketplace. We are friendly, open, collaborative and above all pragmatic.



## **UK Leaders**

We are UK leaders in harnessing the power of open standards to improve services, to innovate and reduce cost. We strive for excellence and aim to be the recognised market experts in each of our specialist fields.



## **Specialist divisions**

Organised into three discrete divisions within the single company: Methods Digital, Methods Business Technology and Methods Professional Services. These divisions allow us to address different customer priorities, cultures and appetites for transformation.

**We offer the focus and specialism that you would expect from an agile organisation whilst drawing strength and breadth of capability from a well established company.**

# Additional information

## Onboarding & Offboarding Process

Every assignment is different, but we have processes in place to bring our experts onboard quickly and effectively without disrupting your existing work programmes.



### Properly understand the requirement

So that we provide the right resources with directly relevant experience at an appropriate level of seniority



### Protect team availability

Ensuring our team have committed time for the assignment and will deliver the outputs in the desired timescales



### Work synergistically and innovatively

Based on our previous experience, we can often suggest alternative solutions or additional areas of scope which will deliver greater benefits (or low cost-savings) over time.



### Service scope

Ensuring that the scope of the service to be delivered is properly quantified. This means not only agreeing the logistics (e.g. deliverables, timescales, quality criteria, etc.), but understanding your constraints, sensitivities and key drivers to ensure the outputs we provide fully match your expectations.



### Review / agree engagement

After the initial discussions and planning, you will have the opportunity to review and amend the proposed engagement. This includes reviewing the proposed technical and non-technical consultants and, if appropriate, meeting for an initial discussion in order to feel comfortable that the chemistry works.

We adopt a similar philosophy when off-boarding members of our team. The process is highly consultative to ensure that you are fully aware of the exit plans. Ultimately, we want you to be satisfied all objectives have been met (including mentoring and transfer of knowledge to relevant stakeholders, where appropriate) before concluding the project.



## Additional information

### Cont.

#### Ordering and invoicing

Methods is an experienced framework contractor and orders through the G-Cloud framework will be treated in the same way as orders through our other many frameworks across Government. This will involve discussion of requirement and scope of work, agreement and completion of a Call Off contract, and submission of a Purchase Order. We will then set up a mutually acceptance start date and commence work.

Invoicing will typically be based on the submission of monthly timesheets and any expenses for the consultants providing the service, along with our invoice. Payment terms are 30 days.

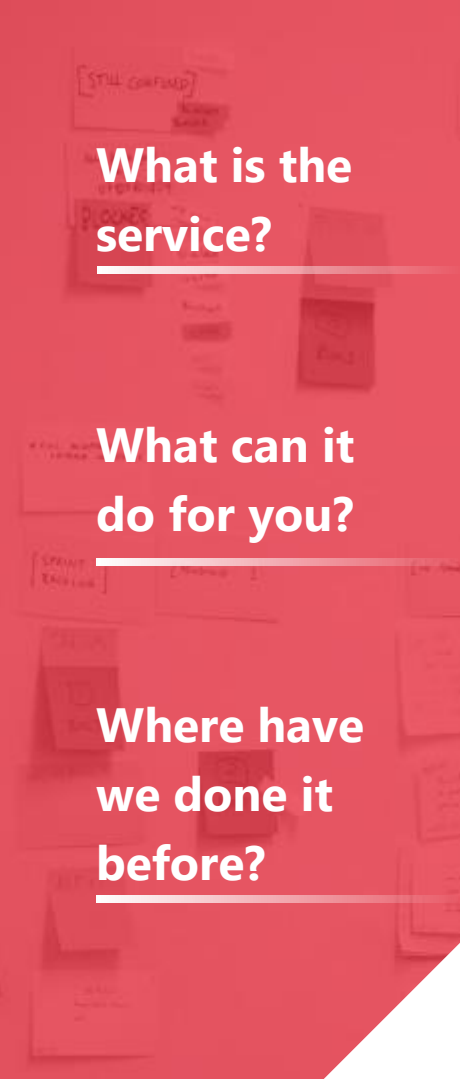
Please note: we are not able to accept Government Procurement Card (GPC) payments.

#### Termination Terms

Since there is no licencing agreement for the services we are offering, there are no additional termination terms, which would be in accordance with the Framework Agreement and Call Off contract.

#### Customer Responsibilities

For any given call-requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, inputs to critical review processes, etc.) and agree these at the start of the work.



## What is the service?

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ServiceNow is a modular ITSM toolset, covering: CSM, Facilities, Field Service Management, HR, ITSM, legal, marketing, security shared services, incident, problem, change, knowledge, release, service catalogue, CMDB and asset Management.

## What can it do for you?

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Consolidates ITSM into a single-source, clear, easy to use cloud-based system which is able to integrate with multiple legacy backend systems and provide clear management information across the board. ServiceNow is modular, so Methods' Agile, iterative delivery model means that you can easily customise and develop your capability using only the modules that you require with scope for expansion, ensuring cost-effectiveness and VfM.

Our projects cover a range of public sector organisations, including:

- Home Office
- Defra

## Where have we done it before?

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# Service definition

Methods is a ServiceNow partner. We deliver flexible, scaleable solutions from configuration of tailor-made solution, preconfigured ITSM solution and out of the box delivery. Our service includes full service design and process alignment, transition from legacy services including business change management and end user training services, ongoing maintenance and support.

## Features

1. Experience in leading complex tooling deployment and implementation projects
2. Fully customisable and scalable, tailored to your requirements
3. Access cost effective transformation toolkits and accelerators
4. Tried and tested delivery models that mitigate risks
5. Full platform advice and implementation across all modules of ServiceNow
6. Full ITIL Service Management v3.0 process alignment
7. Approach supports out of the box adoption
8. Supports migration from old tools/legacy exit
9. Knowledge Transfer to client resources
10. Agile, iterative delivery to maximise benefits realisation

## Benefits

1. Highly skilled onshore resources with ServiceNow specific knowledge
2. Proven tools and methodologies with ready-made materials and repeatable processes
3. Standardised processes across all IT/other service-led departments
4. Efficient delivery of an effective ServiceNow solution
5. Ensure effective delivery and integration across all IT services
6. Integrated with wider services portfolio, including Service Management and multi-sourcing
7. Managed risks across process and IT replacement
8. Fully accredited ServiceNow partner
9. Standardised processes based on successful public sector delivery
10. Faster time to delivery of ITSM tooling



# Contact details

The principal point of contact for this service is:

## Bid Team

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## Document Configuration Control

Issue	Date	Summary
1.0	May 2018	Authorised release of document

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