

# CloudShed Google Workspace Service Definition Document

<b>Who are Cloudshed</b>	<b>1</b>
<b>Services</b>	<b>1</b>
Training sessions	1
Ongoing training	2
Needs assessment	2
Course creation	2
Training delivery	2
ELearning	2
Materials	2
Feedback	2
Project work	2
<b>Quality assurance procedures and risk mitigation measures</b>	<b>2</b>

## Who are Cloudshed

Cloudshed Ltd was incorporated in March 2014 in England, United Kingdom. CloudShed is a Google Workspace training company and has two Google Workspace trainers Lauren Hughes & Jordan Hughes. We work with small/micro businesses and organisations with 80,000 + users.

## Services

We deliver our interactive live online training sessions to users around the world and deliver them via Google Meet or Microsoft Teams. Our courses provide attendees with the skills to increase their communication, collaboration and productivity in Google Workspace or Microsoft 365.

We pride ourselves on fun, affordable and professional training.

## Training sessions

Training session we deliver are but not exclusive to;

- Introduction to Google Workspace - Part 1
- Introduction to Google Workspace - Part 2
- Google Sheets Basics
- Google Sheets Intermediate
- Google Sheets Advanced
- Gmail tips & tricks
- Communicating with Google Chat
- Increase productivity in Google Calendar

Scheduling and hosting meetings with Google Meet  
Note taking & task management in Google Workspace  
Working with Google Docs  
Presenting with Google Slides  
Drive file sharing tips & best practices  
Organising and finding content in Drive  
Creating surveys with Google Forms  
What's new in Google Workspace

### **Ongoing training**

We provide annual training programmes for our clients based upon user needs and Google Workspace updates. We can arrange the session sign ups and delivery.

### **Needs assessment**

We assess needs by sending a Google Form to capture training needs. This is especially important for Google Sheets to assess their level of knowledge and how they work so we know what features to cover in the sessions.

### **Course creation**

We have off the shelf sessions but also offer custom content to meet organisational needs.

### **Training delivery**

We deliver our Google Workspace training sessions via Google Meet. They are interactive with live examples and time for questions. At the start of each session, we highlight the captions option in Meet to the attendees and accessibility features.

### **ELearning**

Using our experience in creating training documentation, bitesize videos and training sites, we have created our own Learning Space. The Learning Space is perfect for individuals wanting a self-paced course or for businesses to direct their users to increase their communication, collaboration and productivity skills in Google Workspace. We can create Learning sites within your organisation's domain also.

### **Materials**

We create all our own training materials and develop FAQs, how to guides and tips.

### **Feedback**

Feedback is gathered at the end of each session with a Google Form to capture how useful they found the; session, trainer, content and also to discover what further training is needed. This also allows us to tweak content to make sure it is relevant to them.

### **Project work**

We work with many organisations on migration projects or move to Google Drive for example. We work closely with project teams to learn about the organisations and make our training specific to their needs, key messages and best practices. We can also help with project communication and user adoption.

### **Quality assurance procedures and risk mitigation measures**

Cloudshed uses **needs analysis and evaluation forms** identifying needs at the beginning of the process and checking they have been met in the training. We are always adapting and updating our content to suit client needs and to accommodate the ever-changing environment of Google Workspace.

We have **two Google Workspace trainers** that can cover if the assigned trainer was unable to deliver in the unlikely event that was to happen. Both trainers have extensive experience, but you will be assigned a focal trainer skilled in sessions, workshops, Q&A's.

**Host controls** are used to ensure the call is **secure** and only those invited can join.

**Regular communication with clients** with regular Meet calls and a Chat Space for quick questions about the training sessions and signups etc. This is to ensure everything is running smoothly to deliver the best training.