

CloudShed Microsoft 365 Service Definition Document

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Who are Cloudshed

Cloudshed Ltd was incorporated in March 2014 in England, United Kingdom.

CloudShed is a Microsoft 365 training company and has two Microsoft 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 Microsoft 365 & teams Part 1 Communication

Introduction to Microsoft 365 & teams Part 2 Collaboration

Using OneDrive & SharePoint

Surveys & meeting polls with Microsoft Forms

Host a live event with MS Teams

Next level task management with To Do & Planner

Interactive presentations & newsletters with Sway

Digitalise note taking with OneNote

What's new in MS 365

Communicating with Outlook

Ongoing training

We provide annual training programmes for our clients based upon user needs and Microsoft 365 updates. We can arrange the session sign ups and delivery.

Needs assessment

We assess needs by sending a MS Form to capture training needs. This is especially important for MS Teams 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 Microsoft 365 training sessions via Microsoft Teams. They are interactive with live examples and time for questions. At the start of each session, we highlight the captions option in Teams 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 365. 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 Microsoft 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 SharePoint 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 M365.

We have **two 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 Teams calls and a Chat for quick questions about the training sessions and sign ups etc. This is to ensure everything is running smoothly to deliver the best training.