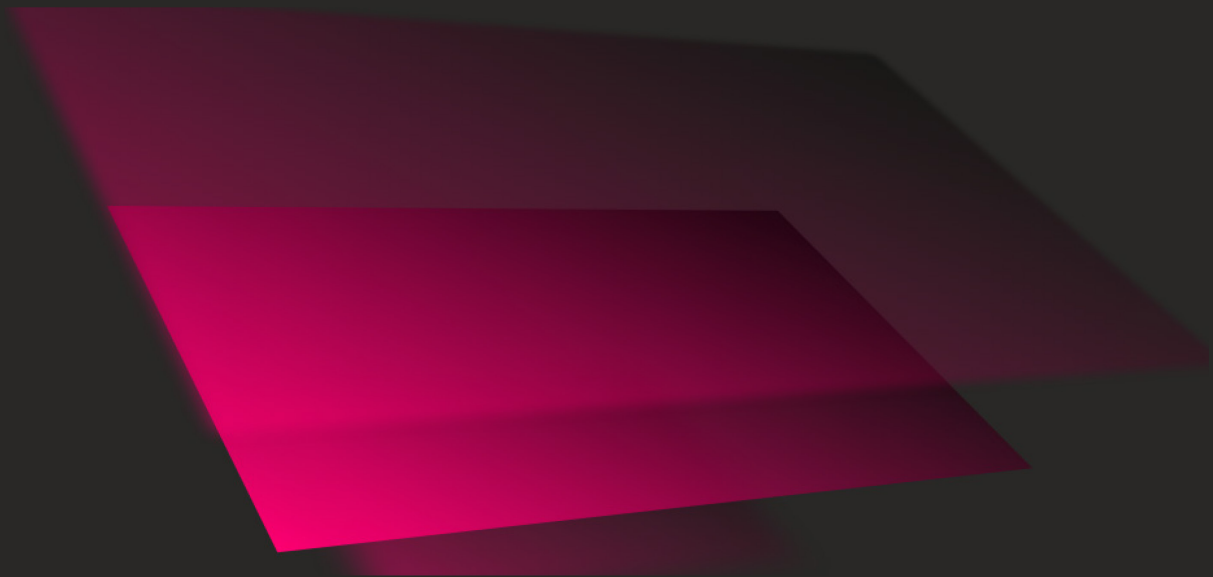




IT Training for the Public Sector: Service Delivery Document



Executive Summary

Why? This is the question that VisiMedia starts with. We ask why challenges exist to ascertain the root cause and target these challenges at the roots. VisiMedia does not believe in band-aid solutions to “tide over” business problems. Instead, we promote long-term sustainable solutions to move businesses into the digital-first tomorrow.

As an IT Training Provider, we plan and deploy a variety of training provisions. We make it our mission to be an all-in-one provider of solutions. VisiMedia has the capability to provide a variety of training modules across a mixed media platform. By combining these capabilities, we bring a unique offering to the table, enabling positive communications, enhanced learning, and a collaborative, ‘all-for-one’, ‘self-serve’ attitude for end users.

91%

Reduction in time
taken to formalize
bookings after
training of a new
system

We work closely with you to develop a bespoke training programme to best support your people and organisation.

96km

The length of shipping
containers
transferred between
China & Europe
which were
processed through
one of our systems

By identifying core needs from organisation leaders through to front-line workers, we orchestrate a solution that will best fit your organisation.

Recently, our team worked on a package of solutions for a new UK-based shipping line. From our process mapping exercises to the production of a video training library, we supported the creation of the first newly created UK-based Shipping Line in over 40 years. The MVP for this project was deployed in just 4 months and resulted in a 91% reduction in the time taken to formalise bookings, training a team of 30+ staff.

Since we were founded in 2017, we’ve supported the digital transformation of multiple FTSE 100 Companies, including:

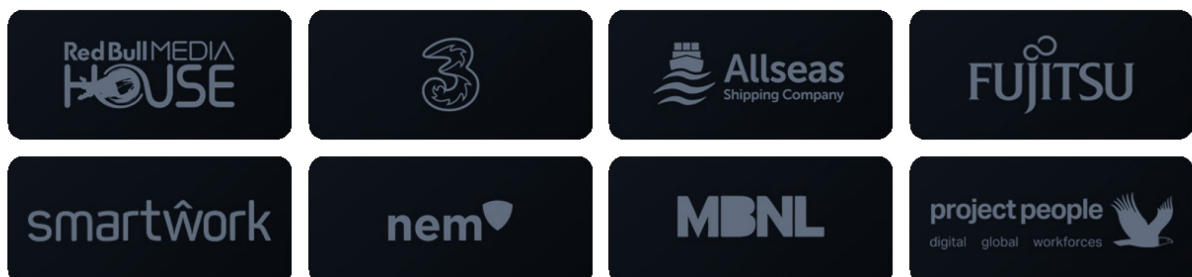


Table of Contents

Executive Summary	1
Table of Contents.....	2
Versioning	2
Accessibility	2
Scope of Services	4
Delivery Methods	4
Accessibility	4
Agile Approach	4
Commitment to the UK Public Sector.....	4
Evidence of Success	5
Training Programmes (Examples).....	5
Digital Rights, Security, and Privacy.....	5
Productivity Software	5
Cloud Computing Essentials.....	5
Data Analysis and Management.....	6
Cybersecurity Awareness and Data Protection	6
Emerging Technologies and Their Application in Public Service	6
Other Training Programme Areas:.....	7

Versioning

Date Modified	Description	Modified By
03/05/2024	Created	AW
05/05/2024	Updated formatting Added delivery methods	BL

Accessibility

Whilst every effort has been made to make this document as accessible as possible, we appreciate that it may not be the best format for everyone. We are committed to ensuring our services are accessible for all. Should you require this document in a different format, please reach out to us at support@visimedia.co.uk

and we will gladly provide you with the document in your preferred format.

Scope of Services

VisiMedia is delighted to propose our bespoke IT Literacy Training services. With our extensive experience in delivering high-quality, impactful learning experiences across a diverse range of public sector organizations, we are committed to empowering the UK's public sector employees with the necessary IT skills to navigate and utilise today's rapidly evolving digital landscape effectively.

- **Training Preparation and Planning:** Training needs assessment (TNA); deployment of software training environments; training program design.
- **Role Based Training:** We will work with you organisation to deliver only the training that is relevant to the individuals that need the training. Reducing “training fatigue” and increasing overall satisfaction and training engagement.
- **Process Based Training:** Implementing a new business process? We can provide team or organisation wide training to ensure understanding and adoption of new processes.
- **Documentation:** Training is only efficient when users are also provided with documentation for future reference. We can support in the planning and development of documentation and documentation strategy.
- **Post-Implementation Support:** We can offer ongoing support post-training to address any issues and ensure optimal performance.

Delivery Methods

VisiMedia can provide in-person training, either 1-2-1 or group based. Typically, we would recommend a group workshop to introduce your cohort to core concepts alongside 1-2-1 sessions for key individuals within the business. We will work with your organisation to provide a full training program.

All training can be provided as in-person, virtual workshops or e-learning videos.

Accessibility

We are committed to ensuring that all of our services are accessible to everyone. We work with Deaf Action to provide BSL interpreters to support D/deaf colleagues. We also have specialists in the team who have previously worked in SEND care who can provide bespoke 1-2-1 care for neurodivergent colleagues.

Agile Approach

VisiMedia adopts an agile methodology in the design and delivery of our IT Literacy Training services. This approach allows us to rapidly adapt our training materials in response to new technological advancements, legislative changes, and specific organizational needs. Our agility ensures that public sector staff are always equipped with the most current and relevant IT skills.

Commitment to the UK Public Sector

Our mission is to enhance the efficiency, security, and digital proficiency of the UK public sector through dedicated, high-quality IT training. We understand the critical role that IT literacy plays in the success of digital government initiatives and are committed to supporting the UK's ambition to be a world leader in digital public service delivery.

Evidence of Success

VisiMedia has a proven track record of success in delivering measurable improvements in IT literacy across the public sector. Our clients have reported significant enhancements in employee productivity, reduced IT support needs, and increased confidence in using digital tools. Case studies and testimonials are available upon request, demonstrating our impact and dedication to excellence in IT literacy training.

We welcome the opportunity to further discuss how VisiMedia can contribute to the digital transformation of the UK public sector through inclusion in the G Cloud framework.

This response aims to articulate VisiMedia's capability, experience, and commitment to uplifting the IT literacy of the UK public sector's workforce, presenting the company as a strong candidate for the G Cloud framework. Tailoring this base response with specific case studies, quantitative metrics of past success, and testimonials will further strengthen the application.

Training Programmes (Examples)

Digital Rights, Security, and Privacy

Summary: This training programme covers the fundamentals of digital rights, including copyright, fair use, and data privacy laws. It delves into the best practices for maintaining security and privacy online, encompassing personal data protection, encryption methods, and ethical digital behaviour.

- **1-Day Program:** Introduction to digital rights and laws; Overview of online security threats; Basics of data privacy and personal data protection; Strategies for secure online behaviour; Wrap-up and Q&A.
- **2-Day Program:** Day 1 plus detailed workshops on implementing data protection measures; Case studies on digital rights infringements; Advanced tools for online privacy and security; Interactive session on ethical digital practices; Comprehensive review session.

Productivity Software

Summary: Participants learn to effectively use productivity software, such as Office Suite and collaborative tools, enhancing workplace efficiency. The programme addresses document creation, data organization, presentation tools, and real-time collaboration platforms.

- **1-Day Program:** Overview of key productivity tools; Hands-on session on document, spreadsheet, and presentation software; Introduction to collaboration platforms; Best practices for document management and collaboration.
- **2-Day Program:** Day 1 plus deep dive into advanced features of productivity software; Practical exercises on integrating various tools for optimized workflow; Customization of collaboration platforms for team-specific needs; Extensive hands-on practice and feedback session.

Cloud Computing Essentials

Summary: The training introduces cloud computing concepts, services, deployment models, and benefits. It includes guidance on selecting and using cloud service providers, cloud security, and managing cloud resources.

- **1-Day Program:** Fundamentals of cloud computing; Differences between IaaS, PaaS, SaaS; Overview of major cloud service providers; Basics of cloud security and compliance.
- **2-Day Program:** Day 1 plus practical sessions on setting up and managing cloud services; Workshops on migrating services to the cloud and cloud storage management; In-depth look at cloud security best practices; Group project on planning a cloud deployment.

Data Analysis and Management

Summary: This programme focuses on the principles of data analysis and management, teaching methods for collecting, processing, analysing, and visualizing data. It emphasizes using analytical tools, data-driven decision-making, and maintaining data integrity.

- **1-Day Program:** Introduction to data management principles; Overview of data analysis tools; Basics of data collection and cleaning; Simple data analysis and visualization techniques.
- **2-Day Program:** Day 1 plus advanced data analysis methods; Hands-on practice with leading data analysis software; Strategies for managing large data sets; Workshop on creating compelling data visualizations; Project on deriving insights from data.

Cybersecurity Awareness and Data Protection

Summary: This training addresses the importance of cybersecurity and data protection, outlining common cyber threats and ways to safeguard sensitive information. Topics include secure passwords, phishing prevention, and data privacy compliance.

- **1-Day Program:** Cybersecurity fundamentals; Identifying and preventing common cyber threats; Data protection laws and compliance; Implementing effective security measures; Cybersecurity hygiene.
- **2-Day Program:** Day 1 plus deep dive into encryption and firewall configuration; Advanced data protection strategies; Incident response and recovery plans; Hands-on cybersecurity scenario training; Review session with real-world cybersecurity challenges.

Emerging Technologies and Their Application in Public Service

Summary: Exploring the latest in technology innovation, this training examines how emerging technologies can transform public services. It covers AI, blockchain, IoT, and more, highlighting opportunities, challenges, and implementation strategies.

- **1-Day Program:** Overview of emerging technologies; Potential impacts on public service; Case studies of successful implementations; Ethical considerations and challenges; Brainstorming session on future applications.
- **2-Day Program:** Day 1 plus focused workshops on each technology; Practical exercises on integrating new tech into public services; Group discussions on overcoming implementation challenges; Strategy-building session for adopting emerging technologies; Consolidation and action plan development.

Each programme is structured to build foundational knowledge on Day 1, followed by deeper exploration and hands-on practice on Day 2, catering to diverse learning needs and goals.

Other Training Programme Areas:

- Project Management
- Business Analysis
- Change Management
- Lean Practices
- SAFe

Please ask us about these training programmes – training@visimedia.co.uk