

Education Transformation Services

G-Cloud 14: Service Definition Document

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1. Service objectives

Microsoft has long history of global education transformation, reflected in the Education Transformation Framework (ETF), containing decades of research, global best practices and real evidence.

The Education Transformation Services (ETS) provides education expertise, technology vision, and cross-functional leadership to support the design, development, and delivery of amazing new places to learn, work, and grow, be they physical, digital, or both. The program brings leadership, learning, technology, and infrastructure together. This empowers educational institutions to build and deploy safe, security-enhanced, improved, and efficient schools. These environments provide personal, predictive learning that engage students, inspire educators and transform the institution. Working with a dedicated Microsoft education industry architect, education institutions will be able to envision, define, and realize sustainable transformation that is student and future empowering.

2. Overview of work performed

The Industry Advisory Services engagement will be guided by a Microsoft Industry Architect, who will work closely with you on the following activities (to be scoped and tailored as mentioned above to best deliver program needs):

- Establish, define, and refine a vision for the breadth of transformative initiatives, aligning separate, but related, initiatives aligned to the ETF, specifically related to Leadership and Policy, Modern Teaching and Learning, Intelligent Environments, and Technology Architecture.
- Create and maintain an Education Transformation Framework Plan (ETFP) throughout the engagement that defines the scope of work, milestones, and goals, and establishes processes, metrics, and rules that track progress compared to the plan.
- Present periodic status updates that track progress compared to the plan.
- Provide oversight and alignment for any Microsoft resources that might be employed for services delivery with direct relationship to and within the capacity of this engagement.
 - This could include Microsoft Industry Solutions delivery team resources, involving architects and consultants from Microsoft Industry Solutions and Microsoft Industry Solutions Centers of Excellence.
 - Other Microsoft Industry Solutions resources that provide subject matter expertise and recommended practice advice, specific guidance related to Microsoft technologies, reference architectures, and technology domain expertise.

Phase	Description
Envision 4-8 weeks	<p>During the Envision phase, the team (Microsoft and Customer) will reach agreement on a shared vision for the project and the specific scope that will be required to make that vision a reality.</p> <ul style="list-style-type: none"> • Ideate on high-priority education scenarios in order to achieve identified educational goals for the institution's environment and constituents. • Document the project launch prerequisites using input from this SOW into an Education Transformation Framework Plan (ETFP). • Track the status of launch prerequisites and adjust the engagement initiation phase start date accordingly. • Conduct a detailed walk-through of the SOW with Customer to agree on an initial project schedule and approach.
Strategize 8-12 weeks	<p>During the Strategize phase, the team will develop a detailed plan for the transformation that includes a list of activities that are to be completed, and the project schedule.</p> <ul style="list-style-type: none"> • Model the educational or institutional value of coordinated and cohesive Educational Transformation. • Define the current state across people, processes, technology, compliance and security aligned to the Education Transformation Framework. • Create a design for education transformation in order to make a vision a reality. • Create an education transformation plan for the Customer's environment in order to realise their educational vision.
Empower 16-28 weeks	<p>During the Empower phase, the team will define all the aspects of the ETFP, validate with Institutional leaders and stakeholders, and provide advice and guidance during its execution.</p> <ul style="list-style-type: none"> • Work with the stakeholder unit to complete the agreed-upon educational transformation efforts and promote a continuous cycle of innovation and transformation. • Measure and report on the value realization. Recommended adjustments to program implementation as needed and provide a report to the sponsor.

3. Inputs/pre-requisites

The customer is required to:

- Provide information – this includes accurate, timely (within three business days or as mutually agreed-upon), and complete information.
- Provide access to people and resources – this includes access to knowledgeable customer personnel, including business user representatives, and access to funding if additional budget is needed to deliver project scope.
- Provide access to systems – this includes access to all necessary customer work locations, networks, systems, and applications (remote and onsite).
- Provide a work environment – this consists of suitable work spaces, including desks, chairs, and Internet access.
- Manage non-Microsoft resources – the customer will assume responsibility for the management of all customer personnel and vendors who are not managed by Microsoft.
- Manage external dependencies – the customer will facilitate any interactions with related projects or programs in order to manage external project dependencies.

4. Service outcomes

Phase	Deliverables
Envision	<ul style="list-style-type: none">• Scenario narratives – stories that describe business pains and needs• Prioritised scenarios which include drives, investment objectives and ideas (the how)• Identification and mapping of the potential benefits to each developed idea.• A benefits estimation, which accounts for institutions specific key performance indicators defined in the ETFP and aligned to the Leadership and Vision Charter.
Strategize	<ul style="list-style-type: none">• A documented plan, highlighting the institutions ETFP approach and how it can be supported by technology. This is a view of the current digital maturity and identifies the capabilities needed for the educational aspirations and the scope of required transformation based on the identified capability gaps.• Education transformation program planning, which consists of an overall program of change planning and the components needed for delivery.• The program governance risk, and compliance plan which establishes decision rights, risk management approach, and mechanisms that support organisational or regulatory compliance.• Adoption and Change Management (or program planning) assessment, which provides guidance, strategies, methods and tools needed to create a change management program that will drive transformative change.
Empower	<ul style="list-style-type: none">• Education case prioritised elements; value realisation measurements and report.• Technology architecture and roadmap outlining global technical architecture required, and associated workstreams across the digital and/or physical education environments.• Education transformation program execution – guide for the education transformation environment/stakeholder team to form partnership for success.• Long-range planning which drives continuous roadmap updates through defined education specific goals.

5. Why Microsoft Industry Solutions

Advanced technology is only useful if it helps you succeed, which is why we're focussed on helping you to create unique business value and deliver business outcomes for your organisation, customers and employees. We challenge convention, reimagine the art of the possible and deliver uniquely differentiated services for our customers. With results that demonstrate our ability to lead and deliver the promised value of cloud for customers, Microsoft Industry Solutions are accountable, invested in your success over the long term and focused on helping you address critical, complex business challenges using disruptive technology in innovative new ways for faster realisation of your digital ambitions.

World Class Expertise: We are proud to be a world leader with decades of experience – not just in our technologies but also the Services that support them. Our knowledge, expertise and proven practices underpin the delivery of our consultancy and support services.

Connection with Microsoft Product Groups: At any stage of the design or implementation process, Microsoft Industry Solutions can connect with specific Product Groups and technical communities at the heart of Microsoft. This means we have unique access to the latest developments surrounding our own Microsoft technologies to resolve issues quickly and assist in planning and strategy.

Distinctive Intellectual Property (IP): Microsoft Industry Solutions can draw upon unique IP including frameworks and accelerators developed through hands-on use of our own technology and many worldwide deployments, to accelerate and de-risk the delivery of your solution.

Strong Customer Relationships: We are committed to long-term customer success and have close, intimate relationships with our customers that enable us to support their projects and wider business goals. All our projects are monitored and measured in terms of customer satisfaction, which is a key metric for our delivery teams.

A Relentless Focus on Driving Customer Impact: Through architecture, deployment, adoption and support, ensuring our customers do and achieve more with their investments in Microsoft to help them please their own customers.