

Learning Management System (LMS), Implementation and Support Services

Service Definition Document
Sopra Steria



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1 About Sopra Steria

1.1 Overview

About Sopra Steria

Sopra Steria, a major Tech player in Europe with 50,000 employees in nearly 30 countries, is recognised for its consulting, digital services and solutions. It helps its clients drive their digital transformation and obtain tangible and sustainable benefits. The Group provides end-to-end solutions to make large companies and organisations more competitive by combining in-depth knowledge of a wide range of business sectors and innovative technologies with a collaborative approach. Sopra Steria places people at the heart of everything it does and is committed to putting digital to work for its clients in order to build a positive future for all. In 2024, the Group generated revenues of €5.8 billion.

The world is how we shape it

Sopra Steria (SOP) is listed on Euronext Paris (Compartment A) – ISIN: FR0000050809 For more information, visit us at www.soprasteria.com

50,000

employees

€5.8bn

2024 revenue

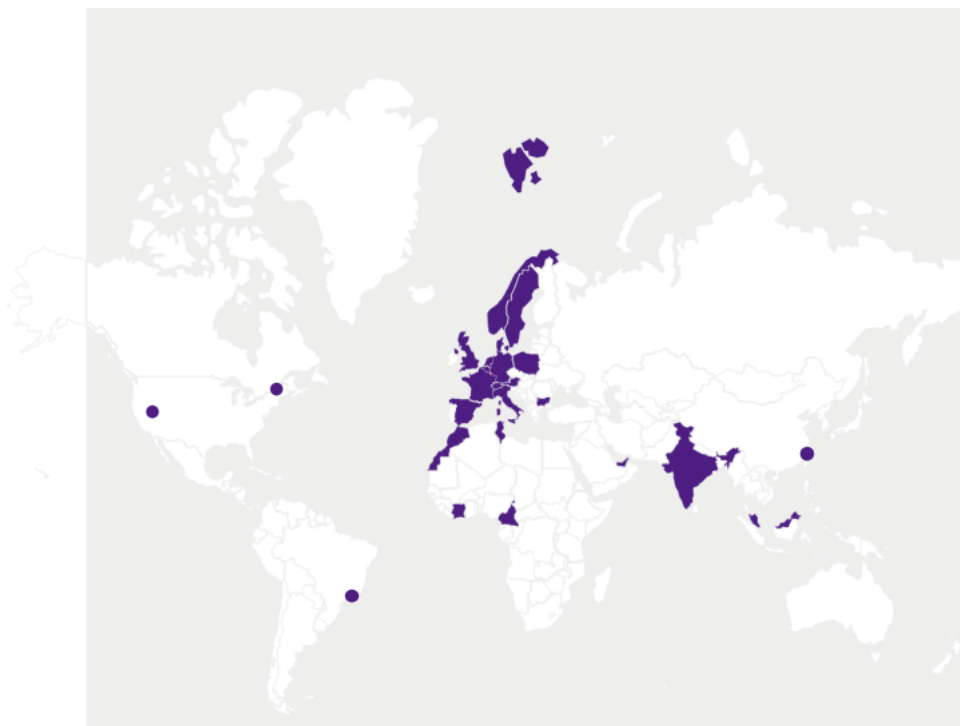
Top 5

European digital
services companies

In nearly

30

countries



1.2 Our Cloud Capability

Sopra Steria Cloud Practice brings together leading digital, cloud and engineering expertise to accelerate transformation for our clients.

- Delivering comprehensive digital and cloud transformation, including strategic consulting, change management, large-scale migration, application modernisation, next-generation development and secure, optimised operations
- Integrating deep capability across applications, data, infrastructure, cloud platforms and security, supported by industrialised assets to enable solutions across Private, Public, Hybrid and Sovereign Cloud environments
- Using an end-to-end cloud delivery model that integrates business, engineering, security and operations, ensuring continuous innovation, strong governance, and measurable business value throughout the full cloud lifecycle.

1.3 Our Credentials

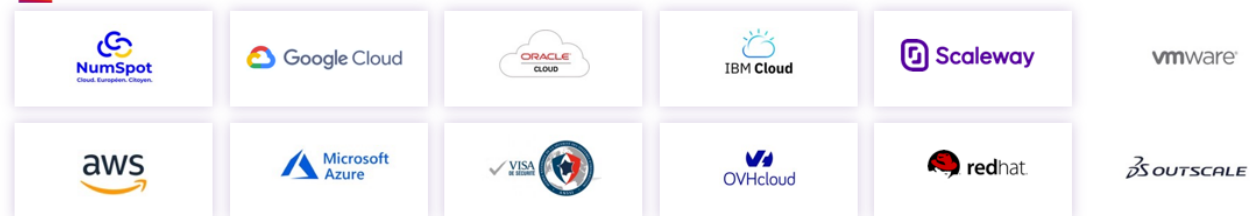
Capacity

More than 15,000 cloud experts in 30 countries
(Vision, Ops, Design, Scale)

Market recognitions

- Large account (best category >\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester)
- Leader "Cloud public in Europe" & "Next Gen Private & Hybrid Cloud" (ISG)
- Leader "Cloud Infra Brokerage" (NelsonHall)
- Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar)
- Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant)
- Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)

Key partners



Main market recognitions

2nd in IT Services in France and 10th in EMEA*

Cybersecurity	Digital	AI	IT for Green	Cloud			
• Leader "Cyber resiliency services" (NelsonHall) • Leader "cybersecurity" in France & Germany (ISG) • Top 5 "cybersecurity" in France (Markess)	• Leader "Application Transformation Services" (Quadrant) • Leader "Digital Banking" (NelsonHall) • Leader "Digital Banking Services" (ISG) • Major Contender "Digital twin Services" (Everest) • Innovator "Digital Manufacturing" (NelsonHall)	• Leader AI Services & Gen AI (PAC Innovation Radar) • Leader AI Services (Quadrant) • Leader "Intelligence Process Automation" (Quadrant) • Major player "European Professional Services for Data-Drive" (IDC) • Major contenders "AI services" & "Intelligent Process Automation services" (Everest)	• Leader "ESG for Banking Services" (NelsonHall) • Best in class "consulting and digital services for sustainable development" (PAC Innovation Radar) • Major Contender "NetZero Consulting Services" (Everest)	• Large account (best category>>\$250m) in the "Public Sector Industry Cloud Landscape" (Forrester) • Leader "Cloud Infra Brokerage" (NelsonHall) • Best in Class "Azure" & "SAP" & "Service Now" (PAC Radar) • Leader "Cloud Native Application" & "Application Transformation Services" (Quadrant) • Leader "Cloud public in Europe" & " Next Gen Private & Hybrid Cloud" (ISG) • Major Contender "Cloud Services" & "Cloud Native Applications" & "Services on AWS Azure & CGP" (Everest)			
							

* Source PAC 2024

2 Service Overview

2.1 Service Description



As the training landscape continues to evolve, organisations seek strategic solutions with a need to manage workforce learning and development with enhanced learning outcomes.

A robust, modern, and scalable cloud-based Learning Management System (LMS) that combines online and classroom elements that provides a strategic solution for organisations.

We can support your organisation with sourcing a new LMS, managing your implementation, developing content to enhance your training catalogue, or by providing ongoing LMS management, user help and support services.

2.2 Features

Customers can select all, or part, of our Learning Management System implementation and support service; choosing individual elements that fulfil requirements and ensure a successful learning experience for your workforce.

Our key service features are outlined in the below image Figure 1: Full Learning Management System Lifecycle.



Figure 1: Full Learning Management System Lifecycle Services

Key LMS Service Features:

- **Sourcing a cloud-based Learning Management System (LMS)** that best fits your organisation
- **Evaluating existing LMS platform** (if applicable) to maximise use and drive user adoption
- **Managing and implementing** a new cloud based LMS to achieve a successful and efficient deployment
- **Migrating historic training data** to ensure smooth transition of compliance reporting
- **Upgrading and converting** existing training materials into a LMS compliant format for increased engagement
- **Developing Content** including creating new online, eLearning, video and learning reference materials to enrich your training catalogue
- **Supporting Testing** on your new cloud based LMS to reduce risk and provide stakeholder confidence
- **Delivering Training** to key stakeholders, testers, training/ system administrators and super users on your new cloud based LMS
- **Providing LMS Go Live Support** to ensure smooth transition, reduced disruptions, hypercare to drive user adoption and confidence
- **Delivering User LMS Help and Support Service** including ongoing LMS management, administration, user LMS support service.

2.3 Benefits

Our Learning Management System implementation, management and support services offer the following customer benefits.

Key Customer Benefits:

- ✓ **Service First Mission:** User friendly approach that puts the customer at the heart of service
- ✓ **Impartiality:** We are LMS agnostic with access to market leading LMS suppliers
- ✓ **Cost-Efficiency:** YOY 30% savings on training spend through centralised processes, automated workflows and access to our supplier network and discounts
- ✓ **Flexibility:** Ability to provide a full or partial LMS service e.g. LMS support, administration, content development etc depending on your need
- ✓ **Minimise Administrative Overhead:** through LMS automation of laborious training administration tasks
- ✓ **Leverage Expertise:** With access to security cleared, qualified training resources, and AI powered tooling
- ✓ **Enhanced Learning Experience:** accommodating various multimedia elements and user learning styles
- ✓ **Improved Scalability:** supporting larger audiences without geographical limitations
- ✓ **Quality Assurance:** Supporting rigorous quality control processes including competency assessments
- ✓ **Optimised Training Processes:** Time to competency halved through streamlined approach.

2.4 Our Approach

Customers will benefit from Sopra Steria's implementation approach that has been refined over a 20-year period, encompassing both large and small projects, providing a standardised solution.

Our key implementation tasks and descriptions are outlined below, with customers having the option to tailor this approach to meet specific LMS implementation and support service's needs.

Key Tasks	Description
LMS Implementation Kick-Off Meeting	Outline roles and responsibilities, project timelines and frequency of checkpoint meetings.
LMS Implementation Checklist Workshop	Establish core LMS requirements, system configuration, workflows, branding, reporting requirements.
Data Requirements	Agree data, migration, and integration requirements.
Training Catalogue	Outline catalogue content requirements, compliance, mandatory and learning pathways.
LMS Implementation Checklist Sign-off Workshop	Final review of LMS implementation checklist ensuring full stakeholder agreement of LMS configuration requirements.
eLearning Development	Understand new content development requirements and timelines. Develop new eLearning content, digitising, uplifting any existing training content for LMS compatibility.
LMS System Configuration	Build and configure LMS, as per customer LMS implementation checklist requirements document.
User Acceptance Testing (UAT) Prep	Identify users for UAT. Prepare UAT documents.
User Acceptance Configuration Workshop	High level review of LMS configuration set up including. branding, workflows, reporting etc.
Training	LMS training to UAT cohort.
User Acceptance Testing	Test/pre-production environment with key stakeholders and super users.
Build Training Catalogue / Upload Training Materials	Build training catalogue. Upload training content, into pre-production environment.
User Comms	LMS launch, communications sent to user community.
Go Live	Go live support including user LMS help and support service. Hypercare support to drive user adoption.

Table 1 - Key Implementation Tasks

The broad reach of our LMS knowledge enables us to tackle diverse challenges and collaborate effectively to deliver successful outcomes for our customers.

Our dedicated team, represented in the organisational chart below, Figure 2 - LMS Implementation and Support Services Team, will provide expertise and guidance throughout the implementation process and afterwards with our support services.

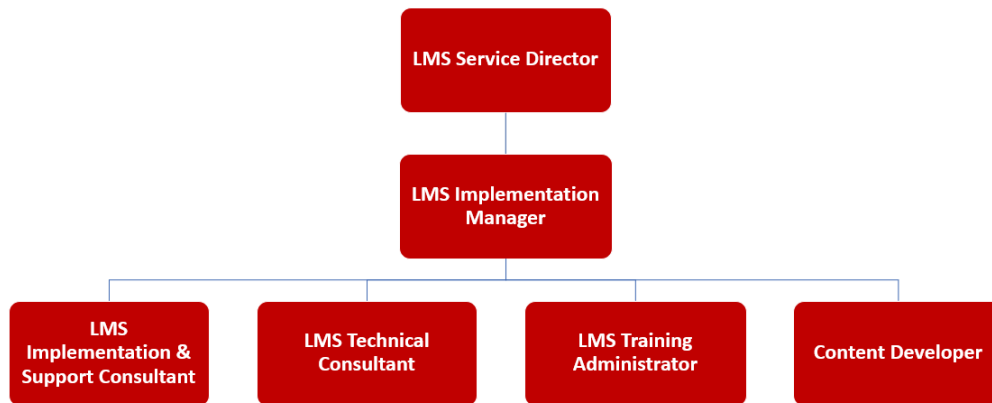


Figure 2: LMS Implementation and Support Services Team

The Roles and Responsibilities of our team are outlined in the table below:

Roles	Description of Responsibilities
LMS Service Director	- Responsible for overall LMS implementation and support service - Senior point of contact ensuring strategic alignment.
LMS Implementation Manager	- Manages the LMS implementation programme and scope - Regular stakeholder checkpoints, progress updates, risk, and issues - Manages queries, escalations, quality of service and post implementation support service.
LMS Implementation Support Consultant	- LMS Subject Matter Expert (SME), supporting the implementation, scoping requirements, delivery tasks, including catalogue creation, content upload, testing and training - Provides post implementation second line technical support service on LMS and content queries from service desk.
Content Developer	Develops online, eLearning, video content, digitising, uplifting any existing training content for LMS compatibility.
LMS Technical Consultant	- LMS SME, supporting data, migration, and integration requirements. - Liaise with customer IT and data contacts.
LMS Training Administrator	- Provides a dedicated first line LMS user support service via telephone or email, helping with LMS queries such as password resets - Provides MI reporting and tracking of compliance training.

Table 2 – LMS Team Roles and Responsibilities

2.5 Inputs

We would request the following inputs from members of your organisation as part of this service:

Key customer Inputs:

- **Key Senior Stakeholders Input:** Agree and sign of high-level scope. Attend monthly service meeting
- **Training Stakeholder Input:** Attend implementation checkpoints, manage escalations, risks, and issues. Review progress against plan and deliverables. Agree catalogue upgrades
- **Training Business Process Input:** Run through 'as is' processes and provide guidance on new ways of working
- **Training Admin Input:** Run through admin 'as is' processes including reporting and training records

management

- **HR Input:** Advise General Data Protection Regulation (GDPR) policy and agree data extract schedule
- **Technical Input:** Ensure IT, security and cyber policy adherence and any IT constraints.

This is a high-level list and is not exhaustive. Some of these roles may be provided by the same individual. If you unable provide all of these inputs, then we can discuss altering our approach to accommodate your situation.

2.6 Outputs and Deliverables

Some of the outputs and deliverables generated from the service are identified below.

Key output and deliverables:

- **Output:** LMS Implementation checklist document outlining configuration requirements
- **Deliverable:** LMS project plan
- **Deliverable:** Risks, Assumptions Issues and Dependencies (RAID) log and action tracker
- **Deliverable:** Successful go live launch of new cloud-based Learning Management System
- **Deliverable:** Creation of a newly centralised training catalogue
- **Deliverable:** Existing training content uplifted and enhanced for LMS compatibility
- **Deliverable:** New eLearning packages available on the LMS
- **Deliverable:** Regular HR upload interface
- **Deliverable:** LMS user support services.

This is a high-level list and is not exhaustive.

2.7 Certifications and Skills

Key certifications and skills related to this service are identified below:

Key Certifications

- **TickITplus ISO 9001:2015** (Quality Management)
- **ISO 14001:2015** (Environmental Management)
- **TickITplus ISO 20000:2018** (Service Management)
- **ISO 22301:2019** (Business Continuity Management)
- **TickITplus ISO 27001:2013** (Information Security Management)
- **Cyber Essentials and Cyber Essentials Plus**
- **ISO 44001:2017** (Collaborative Business Relationship Management).

Key Skills

- **Security Cleared Personnel:** BPSS, SC and DV
- **ITIL V4 Practitioner :** Information Technology Infrastructure Library
- **CDOL:** Certificate in designing online learning
- **IDD:** Instructional Design Diploma (ITOL Certified)
- **CIPD Diploma :** Chartered Institute of Personnel and Development.(Assoc CIPD)
- **DIT:** Defence Instructional Techniques.

This is a high-level list and is not exhaustive.

2.8 Case Study

Customer: October 2019 – To Date Transforming the Learning Culture (UK nuclear government customer).

The Ask: To transform the learning culture of a UK Nuclear customer through implementing a new cloud-based Learning Management System, training users on its use and providing a new digitalised training approach for new starter security inductions for compliancy.

The challenge: Due to Covid-19 restrictions, face-to-face training, including security inductions could no longer be delivered. An alternative approach was needed so that the customer could continue to train its staff on the mandatory and compliance training and progress their on-boarding and security induction process for new starters.

What we delivered: We successfully implemented a cloud-based Learning Management system across the UK nuclear customer businesses, training 4500+ staff, secondees and contractors on its use.

In addition, our team assessed and enhanced all available face to face training materials, digitising, and converting into SCORM eLearning content accessible via the LMS. This included creating security and IT online induction compliance programmes, policy verifications (trackable, electronic signatures) and CEO welcome videos.

This solution was seamlessly integrated with the customers vetting teams. As a result, certificates of compliance were promptly issued, providing evidence of completion, faster new starter compliance and 24/7 access via learner devices.

Outcome:

Following our successful LMS implementation and digitalisation of security induction and compliance training, the customer appointed Sopra Steria as its Managed Learning Service provider. This service includes managing their training catalogue, new starter security induction process, compliance training, and providing content development services.

Additionally, as part of the Managed Learning Service we provide monthly service reviews to the stakeholder groups and report on completions, eLearning package development, catalogue updates and enhancements as well as innovations to service as part of continuous service improvement.

Highlights:

- **Users Trained on the LMS:** 4500+ staff, secondees and contractors
- **Catalogue Management:** 450+ eLearning courses
- **Virtual Classroom Bookings:** 1000+ per year
- **Training Completions:** 14500+ per year
- **Time to Competency halved:** Pre employment online security induction
- **Improved Visibility of Training:** Comprehensive reporting dashboards and compliance tracking
- **Enhanced Learning Catalogue:** Online courses with avatars, animation and knowledge checks within online content created
- **High Level of Engagement:** Customer centric approach with first and second-line user support.

3 Pricing

Please refer to the Pricing Document for this Service.

4 Next Steps

4.1 Contact

Please contact us if you would like to know more about this service or any of our listings on G-Cloud.

Email: sector-support@soprasteria.com

As all of our G-Cloud enquiries initially come into a single contact, please remember to tell us:

- Your name, your organisation name and contact details
- Which service you are enquiring about
- A brief summary of your requirements or problem statements that you would like support to address.

4.2 More Information

More information about our services and capabilities can be found on our website [here](#).

