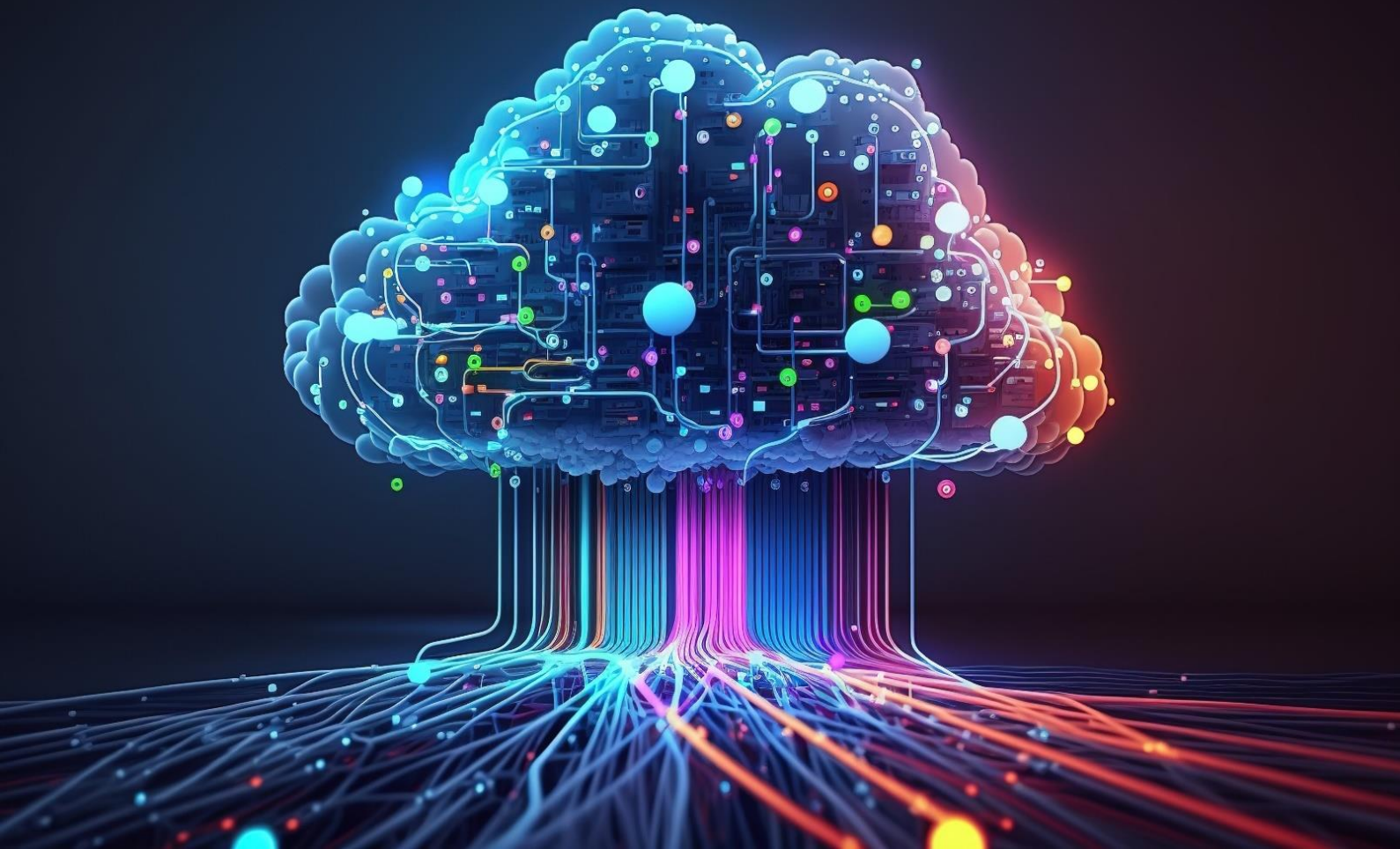


Training Delivery, Online Learning and Training Management

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

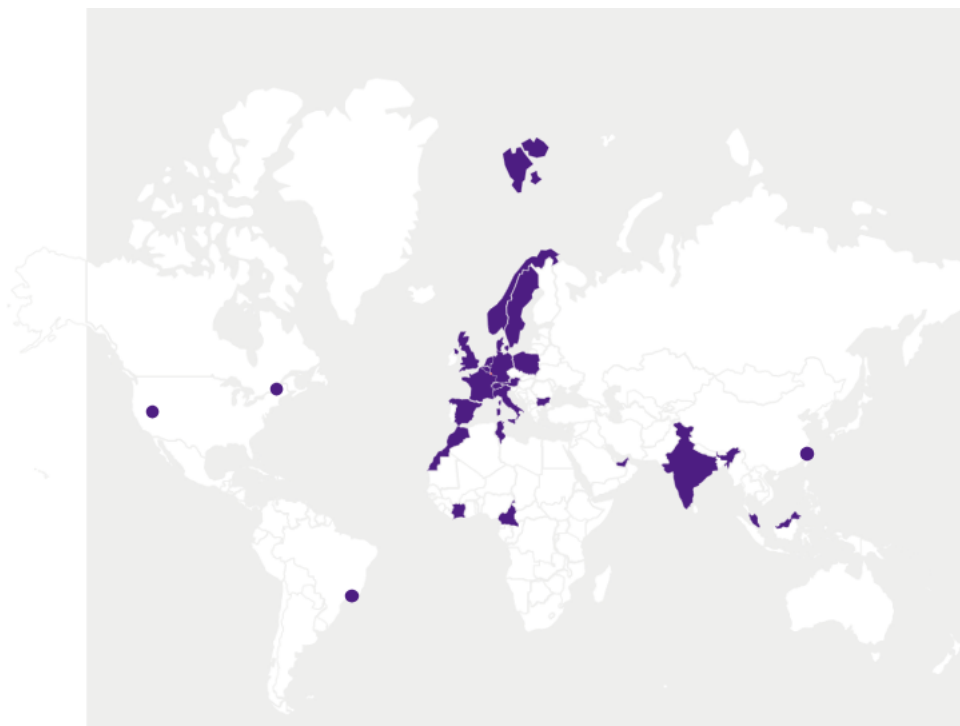
Top 5

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

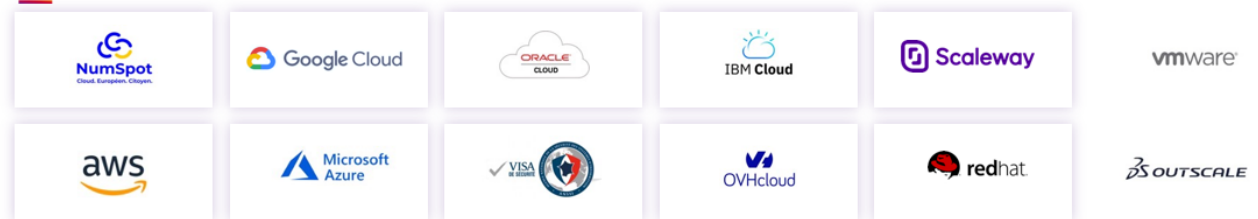
Capacity

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 to enhance employee learning when implementing new cloud-based software systems.

We equip customers with the necessary skills and expertise to support your training programmes by leveraging our industry experience and practice-based learning techniques. Our training solutions utilise innovative, AI-driven adaptive learning platforms to personalise the learning experience, ensuring targeted skill acquisition.

Our team can help you reach optimised training solutions through our blended multiple styles of delivery as outlined below in Figure 1: End User Training Delivery Packages.

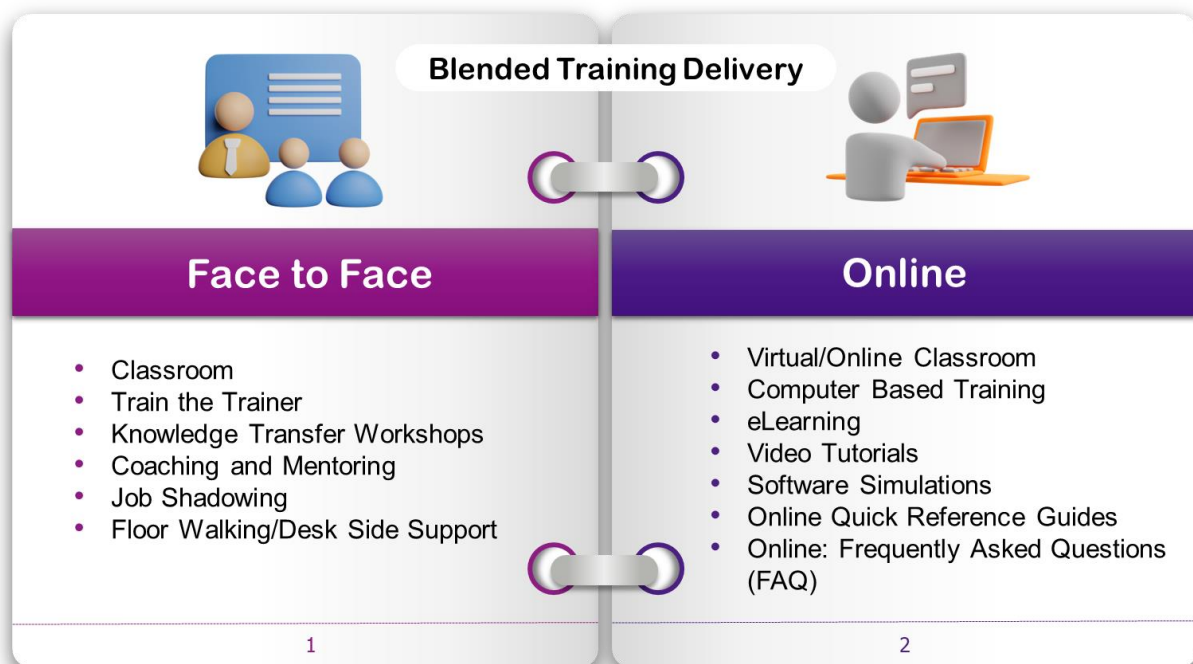


Figure 1: End User Training Delivery Packages

2.2 Features

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

Our key service offerings have been summarised and outlined in the below image Figure 2: Training Delivery, Online Learning and Management Service.



Figure 2: Training Delivery, Online Learning and Management Service

Key Service Offerings

- **Training Management:** Managing all training programme activity against agreed plan and budget
- **Training Needs Analysis (TNA):** Assess knowledge, skills, ability gaps to scope training requirement
- **Training Strategy and Planning:** Establishing best fit training solutions to meet your needs
- **Content Development:** Producing innovative and engaging blended learning packages for end users
- **Learning Management System/Technology Platform:** Upload and testing of new training content
- **Face to Face Delivery:** Classroom, train the trainer, floorwalking and deskside support
- **Online Delivery:** Virtual classroom, eLearning, video, software simulations, online reference guides
- **Training Administration:** Coordinating, scheduling, supporting end users with training
- **Handover Training:** Upskill 'business as usual' team into steady state
- **Continuous Improvement:** AI driven analytics to assess learner progress and suggest adjustments in real-time.

2.3 Benefits

Our service offers the following customised benefits, through training delivery, online learning, and management support:

- ✓ **Service First Mission:** User friendly approach that puts the customer at the heart of service
- ✓ **Holistic Approach:** Multiple service offerings providing 'one stop shop' capability, aligned with organisational change and user adoption focus
- ✓ **Cost-Efficiency:** Through improved training quality, digitalised content and streamlined processes
- ✓ **Improved Scalability:** Scaling resource and delivery methods to meet increased/expanding training demand
- ✓ **Tailored Training Solution:** Customised to meet your individual requirements
- ✓ **Leverage Expertise:** Access to professional resources, innovative training techniques and industry best practices
- ✓ **Access to Innovative Next Generation AI:** No upfront tooling investment required
- ✓ **Minimise Administrative Overhead:** Allowing more focus on meeting your organisations strategic objectives
- ✓ **Quality Assurance:** Supporting rigorous quality control processes including competency assessments
- ✓ **Risk Sharing:** Sharing the risks associated with training e.g. training delivery issues.

2.4 Our Approach

Our approach to planning, design, delivery, and assurance of the training element of the programme will be managed by our Training Project Manager. This is underpinned by our **Four-Stage Approach**.

Customers will benefit from our well-established and structured approach that caters for both large and small system training programmes. We have built in governance at each stage of our training approach as outlined below in Figure 3: Structured Training Approach.

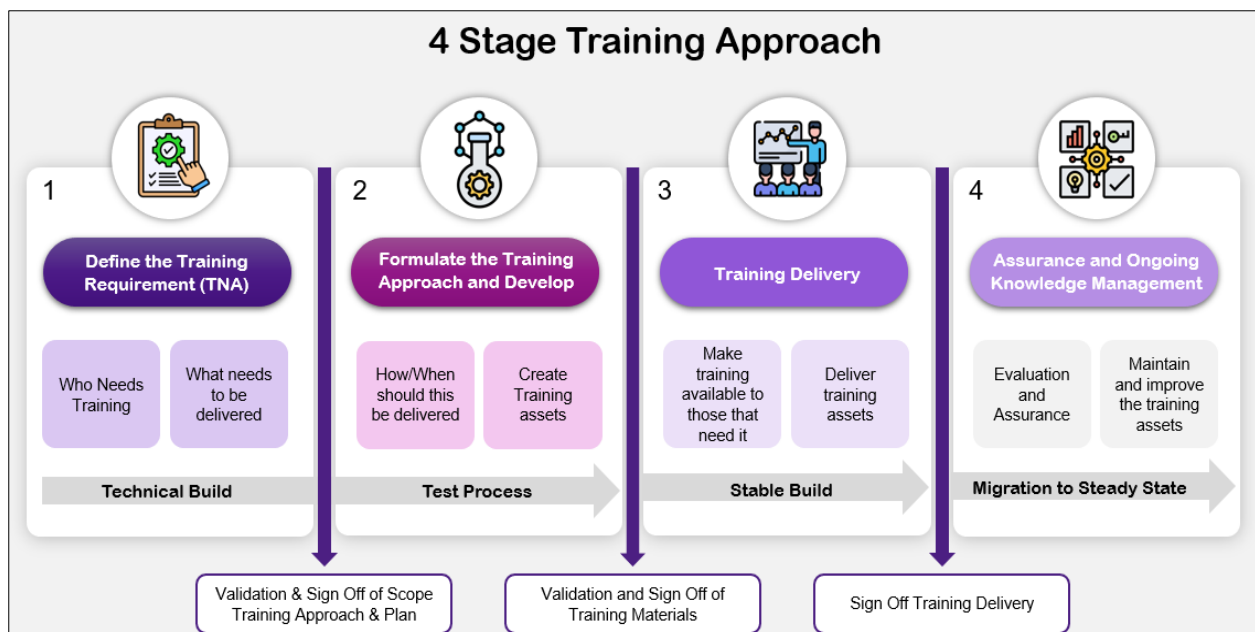


Figure 3: Structured Training Approach

Our key implementation activities are outlined below, with an example of typical training activities:

1) Analyse – Define Training Requirement

- Project kick-off, stakeholder roles, responsibilities, and timelines
- Conduct training needs analysis / scoping of training requirements
- Produce a training strategy and plan outlining best fit solution
- Approve training strategy and plan prior to content development commencement.

2) Develop Solution

- Develop blended learning packages including physical, or virtual classroom, eLearning, video and learning reference guides
- Upload and test all online learning packages: eLearning, video on learning platform
- Review and approve all physical, virtual, and online learning packages prior to delivery commencement.

3) Training Delivery

- Deliver blended training solutions, blending multiple styles, physical or virtual classroom, train the trainer, eLearning, video, learning reference guides and deskside support
- Provide training administration, coordinating scheduling, and supporting end user training
- Approve training delivery completion
- Deliver handover training including use of learning authoring tools to upskill 'business as usual' (BAU) team into steady state.

4) Assurance and Ongoing Knowledge Management

- Measure training effectiveness against agreed outcomes through post-training surveys and evaluations completions
- Manage knowledge through regular management information reporting, identifying trends, where skills and knowledge are lacking
- Continuous service improvement, through annual review of training and ongoing software release updates and training support
- Hypercare support to drive user adoption.

2.5 Inputs

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

Key Customer Inputs

Role	Input Requirement
Key/Senior Stakeholder	• Leadership and Direction • Agree and Sign High level Scope • Attend Monthly Service Meetings.
Training Stakeholder	• Attend training checkpoint meetings • Manage escalations, risks, and issues • Review progress against plan and deliverables • Agree training content scope • Attend pilot training delivery.
Business Process Subject Matter Expert (SME)	• Run through of 'as is' processes • Provide guidance on new ways of working recommendations.
Training Admin	• Run through 'as is,' training admin processes including reporting and training records managements.
Technical Subject Matter Expert (SME)	• IT, security, cyber policy adherence any General Data Protection Regulation (GDPR) and IT constraints with online training delivery method.
HR SME	• Training culture processes and induction elements.

Table 1 – Key Customer Inputs

This is high level list provided purely for guidance and consideration on the types of inputs that may be required. Our team are experienced in guiding organisation on their specific requirement and would discuss and agree these in advance of the kick-off.

2.6 Outputs and Deliverables

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

Key Outputs, and Deliverables

Outputs and Deliverables		Description?
Output	Training Needs Analysis (TNA)	Gap analysis, training matrix high level course descriptions.
Output	Training Strategy, Approach and Delivery Plan	Document including key learning outcomes, training delivery method and schedule, plan on a page, and training success criteria performance measures.
Deliverable	Training Materials and Packages	Training packages e.g., online, video, elearning, face to face, virtual classroom, and learning reference guides etc.
Deliverable	Delivery of End User Training	Delivered as per agreed training approach and plan.
Deliverable	Training Reporting	Completions: summarising training effectiveness against agreed outcomes through feedback and post-training evaluations surveys.
Deliverable	Knowledge Management	Identifying trends, though where skills and knowledge are lacking.
Deliverable	Continuous Improvement Service	Annual review of training and ongoing software release updates and training support.

Table 2 – Key outputs and Deliverables

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:

- **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 (Associated Member)
- **DIT:** Defence Instructional Techniques.

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

2.8 Case Study

Customer: **March 2021** Increasing the Workforce at Pace - Department for Work and Pensions (DWP).

The Ask: To support DWP with its largest workforce increase ever, to help mitigate the risks posed to employment by the Covid 19 pandemic, responding to economic and social pressures, helping the most vulnerable in society during an economic crisis.

The challenge: To increase the workforce to respond to increased DWP claimant volumes during unprecedented times of national restrictions by Recruiting, Onboarding, **Training** and Evaluating **13,000 DWP Work Coaches** remotely by March 2021.

What we delivered: Our team designed and developed a **digital first approach** to accelerate and enable successful delivery at scale. The key benefit of this approach is that it rapidly brings together proven technologies that enabled us to create a seamless end-to-end digital recruitment, onboarding, and training experience.

We collaborated with DWP to design and implement a fully customised microsite (mobile enabled website), applicant tracking system, an online test digital pre-screening tool, a pre-recorded interview accessible to candidates 24 hours a day, 7 days week - all achieved within 6 weeks of project kick-off.

Online training was delivered to new candidates via a virtual classroom method and was followed up by smaller tailored interactive team-based learning sessions where content and local issues were covered. New team members **were paired with 'Buddies,' to help build on their knowledge gained in training and achieve role confidence with supervised activities ensuring readiness for the role.**

Regular refresher training sessions were delivered throughout the contract to ensure required skill levels remained and continuous improvement was achieved.

Outcome:

We successfully delivered the most significant initiative in UK Government Recruitment to date. We supported the Department of Work and Pensions to recruit, onboard and **train more than 13,000 work coaches at scale and speed.**

In recognition of this achievement, in 2021, The work Coaches programme **won the best Digital Technology Initiative in Human Resources/ Learning Development category at CIPD People Management Awards.**

Highlights:

- **885 Work Coaches on-boarded in a single day**, with first hires achieved within 46 days from date of advert launch
- **Reduced time to hire by 40%** through our new digital process, enabling DWP to on-board 13,500 hires two weeks' ahead of schedule
- **156,472 hours** of DWP management resource and **40,000+ assessment hours** saved through new solution, enabling time to be reinvested in supporting customers
- **Successful attraction of target groups** with 14.8% between 18-24 years old - previously 3.6%; 30% of candidates were BAME Vs. 15.6%
- **High customer feedback scores**, with 97.8% of candidates reporting a positive experience with the application process, and 98.4% of candidates reporting a positive experience with the Microsite.

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](#).

