

Service Definition

Cloud Support Services – Training

We provide cloud training and enablement services that build the skills and confidence required for organisations to effectively use their cloud-based solutions. The service supports day-to-day operations, improves user experience, and enhances system performance through structured training for end users and super users, combined with guided troubleshooting and optimisation knowledge.

The service includes foundational and advanced cloud training, coaching on troubleshooting techniques (including guided diagnostics), and knowledge transfer on how to optimise cloud service functionality to improve efficiency, resilience, and cost-effectiveness. All activities focus on helping users recognise issues, understand root causes, and apply appropriate actions within their own operational responsibilities.

This service equips Buyer personnel with the capability to operate their cloud services day-to-day, including progressing from user to super-user proficiency, applying basic and advanced troubleshooting methods, and adopting optimisation practices through structured knowledge and skills transfer

Service scope and outcomes

We help buyers build the skills and confidence required to use, support, and optimise cloud-based services by delivering measurable training and enablement outcomes, including:

- Improved user competence and confidence in using cloud-based tools and services
- Increased organisational understanding of cloud fundamentals, architecture, and service concepts
- Reduced reliance on external support through effective troubleshooting skills
- Faster resolution of common and complex cloud service issues
- Enhanced security awareness and adoption of secure cloud usage practices
- Improved system performance through informed optimisation techniques
- Increased effectiveness of super users managing advanced configurations and permissions
- Better control of cloud usage and costs through user-level cost awareness and optimisation behaviours

Training design and preparation

We design role-based training and learning materials aligned to functional and non-functional concepts relevant to the buyer's cloud services. This includes explaining testing principles, performance concepts, and quality criteria;

demonstrating how tools and diagnostics are used; and preparing practical, scenario-based exercises with clear learning objectives and success measures. Where required, we provide guided walkthroughs of test environments or tooling to support learning and understanding, rather than execution.

Guided learning and practical exercises

We deliver training through coached walkthroughs, demonstrations, and hands-on exercises that help users understand how functional, performance, scalability, capacity, and accessibility considerations are assessed in practice. Activities focus on interpreting outcomes, recognising common patterns and issues, and understanding appropriate responses, enabling participants to apply these concepts within their own roles.

Learning review and feedback

We review learning outcomes with participants to reinforce understanding and identify areas for further development. Feedback is captured to tailor follow-up guidance, and participants are provided with reference materials and practical guidance to support ongoing learning. Outputs help users build confidence in applying quality, performance, and troubleshooting concepts when working with cloud services or engaging with specialist testing teams.

Deliverables

Depending on scope, deliverables may include:

- Training needs assessments
- Role-based training materials and guidance
- User and super-user training sessions
- Troubleshooting guides and reference materials
- Optimisation guidance and recommendations
- Supporting documentation and knowledge-transfer materials
- Train-the-trainer materials and super-user development guidance
- Super-user community of practice support materials and facilitation guidance
- Role-based learning paths and capability skills matrices
- Pre- and post-training assessment tools and performance measurement criteria
- Operational quick-reference guides and triage aids for common cloud service issues
- Optimisation awareness materials and user-focused performance/cost efficiency guidance
- Accessibility-ready training materials and inclusive learning resources
- Multi-modal learning content including micro-learning modules and self-service learning assets
- Security awareness learning materials for secure cloud usage practices

Service delivery approach

Discovery and training needs assessment

We begin by understanding the buyer's cloud environment, user groups, skill levels, and objectives. We identify training needs for basic users, super users, and support functions, and agree a statement of work defining scope, delivery methods, and outcomes.

Training design and preparation

We design training materials and sessions aligned to the buyer's cloud platforms, services, and ways of working. Content is tailored to user roles and includes practical, scenario-based learning where appropriate.

Training delivery and support

Training is delivered through a combination of workshops, sessions, and guided support. Delivery may include live demonstrations, hands-on exercises, and troubleshooting walkthroughs to reinforce learning.

Troubleshooting and optimisation support

We provide guidance and assistance to help users apply learnt skills in real scenarios, including troubleshooting common and advanced issues and identifying opportunities for performance and service optimisation.

Knowledge transfer and handover

We provide supporting materials and guidance to help internal teams retain knowledge, enabling continued capability development after the engagement.

Engaging with us

Once you have conducted your search on the digital marketplace and followed the appropriate process to identify us as a possible supplier, beginning your journey with us is simple. It starts with a conversation with one of our Partners to ensure that we can deliver to your needs; if we have any reservations about our ability to deliver then we commit to provide honest feedback without charge.

If both parties feel that we can establish a constructive working relationship, then we will move to support you as necessary with the completion of the G-cloud order form. We will complete any required paperwork in the timeliest manner possible to ensure that a call-off contract can be raised rapidly, along with the relevant terms and

conditions. Invoicing will be completed as set out in the Call-Off Contract and the Buyer's ordering processes.

Onboarding

Service onboarding will commence within a few days of the completion of paperwork. Service onboarding focuses on confirming training objectives, scope, schedules, and delivery arrangements to ensure a smooth start to the engagement.

Implementation

This service supports learning, enablement, and capability development only and does not include implementation, configuration, or operation of cloud platforms unless separately contracted.

Performance reporting

At the outset of the project and whilst confirming the statement of works, we will additionally confirm the service levels and reporting regularity to ensure that you have continued peace of mind. You will have access to a Partner throughout the duration of your project with escalation accessibility to a Managing Partner if required. We would suggest weekly performance reporting for month one of the project, moving to fortnightly for month two and monthly for month three onwards, subject to the agreed Statement of Work.

Milestone confirmation and efficiency analysis

At the half-way point of the project or following the third month, we will invite you to undertake a review meeting with the Managing Partner. At this point and via an open and honest dialogue, we will reconfirm the delivery objectives within the statement of works with the intention of reducing timelines and costs. This crucial engagement also provides an excellent opportunity to highlight any areas of outstanding performance or concerns and to reconfigure service delivery if required.

Service constraints

Where support or services are delivered remotely, delivery and troubleshooting activities may be impacted by the stability and availability of internet connectivity.

Security and assurance

Delivery is performed by experienced cloud and security professionals. Where projects involve sensitive environments (e.g., defence/justice), appropriately **security-cleared** personnel can be provided, operating within an agreed scope and timeframe

This service does not store, process, or transmit Buyer data. Training activities involve only instructional content and knowledge-transfer materials.

Offboarding

At completion of the engagement, we confirm delivery of agreed training materials and artefacts and provide access to outputs necessary to support continued learning and capability development.

Data Extraction and Removal

This service does not collect or retain consumer-generated data. Training outputs (such as learning materials, reference guides, and workshop content) do not contain Buyer data unless voluntarily supplied by the Buyer for contextualisation purposes. Where any Buyer-provided content is shared for learning use, it remains under the Buyer's control and is not stored by the Supplier beyond the duration of the engagement. Upon completion of the service, any such materials are returned or securely destroyed in accordance with the Buyer's requirements. As no data is stored by the Supplier, no formal data extraction process should be required.

Termination

Our standard termination period is 10 working days, however, subject to agreement and the operational practicalities of termination, we may accommodate shorter periods of notice where possible.

Customer contributions

We request the following of our clients:

- Prompt confirmation or approval of any deliverables, expenses or time and materials related documentation if applicable;
- Access to the required technology, systems, documentation, and team members to allow deliverables to be achieved;
- Holding or sponsoring any security clearances as may be required;
- Sufficient provision of time and/or data to allow deliverables to be completed.

Technical Requirements

The following technical requirements apply to the delivery of this Training service:

- Access to Buyer-provided systems, environments, or cloud services relevant to the training scope (read-only or demonstration access where appropriate).
- Suitable connectivity and bandwidth to support live virtual sessions, screen-sharing, and access to online learning materials.
- A modern web browser and standard productivity tools for engaging with digital content (e.g., slides, e-learning modules, or virtual labs).
- Any Buyer-specific access prerequisites (e.g., MFA, VPN access, cloud tenant access) required for demonstrations or walkthroughs.

Where specific tools or environments are required for scenario-based exercises, these will be agreed during onboarding.