



Service Definition Document

AI Training to Improve Citizen Services

G-Cloud 15, Lot 3 – Cloud Support Services (Additional Support)

1. Service Definition

Our **AI Training to improve Citizen Services** provides a comprehensive skills-transfer framework designed to ensure the public sector's operational autonomy over AI-driven cloud environments. We deliver customised curricula ranging from **Basic User** (AI literacy and prompt engineering) to **Super-User** (platform administration and performance tuning) levels.

The program focuses on three core pillars: **Operational Proficiency**, enabling staff to manage day-to-day AI interactions; **Technical Resilience**, providing the advanced troubleshooting skills necessary to identify and remediate hallucinations or connectivity issues; and **Continuous Optimisation**, teaching teams how to refine vector databases and RAG parameters to maintain high-fidelity outputs.

By leveraging our strong engineering workforce, we **train to translate complex AI concepts into actionable operational procedures**. All training is delivered through a blend of hands-on sandboxes and WCAG-compliant digital materials, ensuring that the Buyer can maintain, optimise, and scale their cloud-AI services **without long-term third-party dependency**.

2. Features

1. **Tiered Learning:** AI-training paths for Basic, Power, and Super-User levels.
2. **AI Operations:** Skills transfer for day-to-day management of cloud-AI services.
3. **Troubleshooting Mastery:** Advanced skills to identify and remediate AI-specific technical-issues.
4. **Performance Optimisation:** Training to maximise AI-service-functionality and cost-efficiency.
5. **Prompt Engineering:** Specialised modules on high-quality-prompt-design for accurate results.
6. **RAG Operations:** Training on managing Retrieval-Augmented-Generation and vector-data-sources.
7. **Hands-on Labs:** Practical sandbox-environments for testing AI-models and integrations.
8. **Data Readiness:** Training on preparing and auditing datasets for AI-ready-cloud.
9. **Chatbot Management:** Skills for maintaining and updating conversational AI-service-interfaces.
10. **Customised Curriculum:** Tailored content matching specific Buyer cloud-AI-architecture and goals,

3. Key Service Benefits & Outcomes

1. **Operational Autonomy:** Empower teams to manage AI-services without external-reliance.
2. **Reduced Downtime:** Faster incident-resolution through advanced AI-specific troubleshooting-skills.
3. **Optimised ROI:** Extract maximum-value through expert platform-optimisation and tuning.
4. **Enhanced Accuracy:** Improve AI-outputs via expert-led prompt and data-training.
5. **Capability Uplift:** Bridge the internal digital-skills-gap in the workforce.
6. **Informed Oversight:** Improve decision-making with deeper understanding of AI-service-outputs.
7. **Accelerated Adoption:** Shorten AI-implementation-timelines through rapid staff-enablement-programs.
8. **Strategic Alignment:** Ensure AI-usage aligns with departmental digital-transformation-goals.
9. **Future-Proofing:** Prepare the workforce for evolving cloud-AI-technologies and standards.
10. **Expert Partnership:** Access specialised-knowledge from our award-winning cloud-expert-workforce.

4. Pricing Model

Pricing is based on:

- Onepoint Rate Card attached under the Pricing section.
- All rates are fixed, pre-published and transparent, excluding VAT, with **no POA** and no variable charging outside unit agreement.

5. Onboarding

Onboarding is designed to integrate our training experts seamlessly into your project lifecycle:

Engagement Kick-off: we assign a Lead Training Consultant and establish a Project Steering Group.

Technical Integration: We secure access to the Buyer's cloud environment (or set up our own) to ensure training mirrors the actual tools staff will use.

Baseline Assessment: Every learner completes a pre-course assessment to ensure they are placed in the correct tier (Basic, Power, or Super-User).

6. Onepoint Implementation Approach

Our approach moves beyond theory to operational readiness using a four-stage delivery model:

Phase 1: Skills Gap Analysis: We conduct workshops with your stakeholders to audit current digital literacy. This ensures the curriculum is tailored to the specific cloud-AI tools (e.g., Snowflake Cortex, Azure OpenAI) your team will manage.

Phase 2: Curriculum Design & Sandbox Setup: We build bespoke training modules and provision secure "sandbox" cloud environments. These allow staff to practice troubleshooting and prompt engineering without risking production data.

Phase 3: Tiered Delivery: Training is delivered via a "Train-the-Trainer" or "Direct Delivery" model. We cover everything from **Basic User** (AI ethics and prompts) to **Super-User** (vector database management and error remediation).

Phase 4: Operational Handover: We transition from formal training to "Side-by-Side" coaching, ensuring your staff can handle real-world day-to-day operations independently.

7. Offboarding

Our goal is to ensure that when our contract ends, your team is fully self-sufficient.

Knowledge Asset Transfer: We hand over all customised training materials, session recordings, and "How-To" guides in open, reusable formats (e.g., .mp4, .pdf, .docx).

Final Competency Report: We provide the Buyer with a "Skills Matrix" showing the competency levels achieved by every staff member.

Final Review & Handover: A closing workshop to address any remaining "edge case" troubleshooting questions before the final service sign-off.

8. Shared Responsibility Model

Area	Supplier Responsibility (OnePoint)	Buyer Responsibility (Public Sector)
Curriculum & Pedagogy	Designing tailored AI modules (RAG, Prompt Engineering, Ethical AI) for citizen service use cases.	Providing internal policy guidelines and service-specific scenarios for training context.

Skills Gap Analysis	Conducting baseline assessments to identify current digital literacy and AI competency levels.	Ensuring availability of relevant staff (End-Users, Managers, and Architects) for assessment.
Data for Training	Providing anonymised, "safe" datasets and sandbox environments for hands-on AI practice.	Ensuring no "Live" citizen PII (Personally Identifiable Information) is used during training sessions.
Accessibility (WCAG)	Ensuring all digital training materials and platforms meet WCAG 2.1/2.2 standards.	Providing staff with necessary assistive technologies to access the Supplier's training.
Knowledge Transfer	Delivering "Train-the-Trainer" sessions and providing reusable "How-To" guides.	Integrating AI competencies into internal performance frameworks and long-term HR strategy.
Post-Training Support	Providing 30 days of "Hypercare" for technical queries related to the training content.	Monitoring the day-to-day application of AI skills in live public service delivery.

9. Service Boundaries

- Excludes bespoke software development
- Excludes standalone penetration testing
- Excludes end-user helpdesk/ticketing support

10. Accessibility & Compliance

- In line with the **UK GDPR & NCSC** guidelines and principles
- **ISO certified** data best practices ensuring confidentiality, integrity and availability with strong, standardised end-to-end Encryption, enforced at rest and in transit where appropriate
- **Zero Trust** role provisioning

This service is delivered under the terms of the G-Cloud 15 Framework Agreement and the Call-Off Contract.