



Service Definition Document

Boomi Training

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

1. Service Definition

As a **Boomi Gold Partner** and the **2023 EMEA Integrator of the Year**, Onepoint delivers a high-impact **Boomi Training & Enablement** service. Our mission is to move your team from "Day-to-Day Operations" to "Architectural Autonomy," ensuring that your staff can not only manage integrations but also optimise them for performance and resilience.

Our training is meticulously aligned with G-Cloud 15 requirements, providing role-based paths from **Basic Users** to **Platform Architects** and **Super Users**. Onepoint provides comprehensive, expert-led training designed to empower your team in the day-to-day management and advanced orchestration of the Boomi Enterprise Platform.

We offer role-based **curriculum covering Integration, API Management, MDH, and Flow**, ranging from foundational basics to super-user levels. Our training emphasises real-world "Agentic" workflows, advanced troubleshooting, and proactive performance optimisation. By combining instructor-led sessions with hands-on labs and Onepoint's **two-decade architectural pedigree**, we ensure a deep skills transfer that minimises long-term vendor dependency and maximises your cloud investment's ROI.

2. Features

1. **Role-Based Paths:** Tailored training for Basic, Power, and Super-User levels.
2. **Troubleshooting Mastery:** Advanced modules for identifying and remediating platform-errors.
3. **Knowledge Transfer:** Structured sessions ensuring long-term operational-autonomy for Buyers.
4. **Platform Optimisation:** Training on best-practices to maximise system-performance.
5. **Certified Instructors:** Delivered by award-winning Boomi-EMEA-Integrator-2023 experts.
6. **Hands-on Labs:** Practical sandbox-environments for real-world integration-scenarios.
7. **API Governance:** Specialised training in secure-API-design and lifecycle.
8. **Proactive Maintenance:** Skills for health-checks, updates, and Atom-management.
9. **Customised Curriculum:** Bespoke content aligned with specific Buyer business-goals.
10. **Post-Training Support:** Access to materials and follow-up for continuous-learning.

3. Key Service Benefits & Outcomes

1. **Operational Autonomy:** Empower internal-teams to manage environments without external-reliance.
2. **Reduced Downtime:** Faster incident-resolution via advanced, in-house troubleshooting-capabilities.
3. **Optimised ROI:** Maximise platform-value using Boomi-certified optimisation-techniques.
4. **Enhanced Security:** Drive compliance through secure integration and data-handling-training.
5. **Workforce Upskilling:** Bridge the digital-skills-gap within the public-sector.
6. **Accelerated Value:** Shorten time-to-value for integrations via rapid staff-enablement.
7. **Informed Governance:** Improve oversight with deeper understanding of logs, reporting.
8. **Scalable Capability:** Build a sustainable internal Centre-of-Excellence for integration.
9. **Increased Engagement:** Drive platform adoption via structured, engaging training-plans
10. **Award-Winning Insight:** Learn from the specialised-expertise of a Gold-Partner.

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

Typical Onboarding Component includes:

Skills Gap Analysis: We assess your team's current technical levels (SQL, XML, Java) to tailor the curriculum.

Training Account Provisioning: Setup of dedicated sandbox environments for risk-free hands-on practice.

Curriculum Customisation: Aligning training modules with your specific G-Cloud service requirements.

6. Onepoint Implementation Approach

Our training approach is grounded in **Practical Application**, not just theoretical slides. We utilise your own "As-Is" environment metadata (where possible) to make the learning immediate and relevant:

Foundation Phase: Basic navigation, document flow, and core connector configuration (Disk, FTP, HTTP, Database).

Intermediate Phase: Advanced logic (Decision, Route, Try/Catch), Document Caching, and Business Rules.

Super-User Phase: Groovy scripting for custom logic, API design, Atom Management (JVM tuning), and Environment Extensions.

Troubleshooting & Remediation: We teach the "**Triaging Framework**"—using Process Reporting, Execution Logs, and Atom logs to isolate bottlenecks and apply permanent fixes

7. Offboarding

Skills Transfer Certification: A final report detailing the competencies achieved by each staff member.

Asset Handover: Provision of custom training manuals, "Cheat Sheets," and recorded session videos for internal reuse.

Final Knowledge Audit: A closing workshop to ensure your "Super Users" are ready for day-to-day autonomy.

8. Shared Responsibility Model

Area	Supplier Responsibility (OnePoint)	Buyer Responsibility (Public Sector)
Curriculum & Materials	Providing up-to-date, Boomi-certified training content, labs, and student workbooks.	Reviewing and approving the curriculum to ensure it meets departmental learning objectives.
Sandbox Environment	Provisioning and maintaining secure "Sandbox" Boomi RunTimes/Environments for hands-on practice.	Ensuring staff have the necessary hardware and network access to connect to the training tools.

Participant Readiness	Delivering pre-course requirements and conducting baseline skills assessments where needed.	Selecting appropriate staff (Developers/Architects) and ensuring they meet pre-requisite knowledge levels.
Delivery & Instruction	Providing instructors to lead sessions and manage troubleshooting labs.	Protecting the time of the trainees by ensuring they are released from daily duties for the duration.
Knowledge Retention	Providing post-course assessments and reusable reference guides for long-term operational use.	Integrating new Boomi competencies into internal peer-review and operational support workflows.

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.