

TITUS



Totara Learn Service Definition Document

By Titus Learning

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1.0 Totara Learn LMS and LXP platform overview

Totara Learn LMS and LXP platform overview

Totara Learn is a core leader in the learning technology space: an industry-leading, flexible enterprise learning management system (LMS) and learning experience platform (LXP) that gives organisations the freedom to create personalised learning experiences for every learner at scale, while intelligent automation quietly takes care of repetitive administration. This allows teams to stay focused on outcomes, engagement, and business performance rather than platform management.

Totara Learn is an adaptable and extendable enterprise learning platform used by 21 million learners worldwide and trusted by more than 1,500 organisations globally. Designed to meet the unique needs of your business, Totara Learn combines structured learning, social learning, collaboration and personalised content discovery in one unified system.

Totara Learn empowers your organisation to:

Learn: Quickly scale up your learning programmes and reach learners whenever and wherever needed, with flexible delivery of formal, social, and on-the-job learning.

Upskill: Upskill and engage your people through powerful blended learning, collaborative workspaces, user-generated content, curated playlists and personalised recommendations that support continuous development and knowledge sharing.

Transform: Align and integrate your learning ecosystem with your organisational strategy, breaking down knowledge silos, strengthening workforce cohesion and enabling the innovations you need to thrive.

Safeguard: Deliver learning with confidence through WCAG-aligned accessibility design, GDPR-compliant data handling, and enterprise-grade security features including role-based permissions, audit trails, and multi-factor authentication.

Key features

Totara Learn is a flexible, extensible enterprise-level LMS and LXP with all the features you need to support and manage learning and collaboration for organisations of all shapes and sizes.

Content

- Deliver engaging, mobile-optimised content
- Support blended learning programmes that include both formal and informal activities
- Set up virtual (VILT) and face-to-face (ILT) learning sessions
- Upload pre-recorded content to allow on-demand video-based content
- Automatically tag and categorise content using Totara's AI-powered content tagging to improve search, discovery, and recommendations
- Upload SCORM and AICC-compliant e-learning courses and multimedia assets
- Create interactive, media-rich learning content using H5P, including quizzes, branching scenarios, and microlearning activities
- Add your own resources (links, documents, files)
- Generate, refine, and summarise learning content directly within the platform using an AI writing assistant
- Create custom, relevant images for courses and dashboards using AI image generation
- Encourage social learning and collaboration (wikis, forums, workspaces, and user-generated resources and playlists)
- Create gamified courses and learning activities
- Build a customised learning catalogue, and feature courses of interest
- Recommendations engine for personalised learning suggestions
- Integrate with existing content marketplaces such as GO1 and LinkedIn Learning

Learning management

- Provide every learner with a personalised dashboard that highlights relevant content, progress, and next steps
- Automatically assign new courses, programs and certifications to learners
- Automate certification and recertification learning to ensure continuous compliance of your users, with flexible recertification pathways
- Approval workflows for course enrolment
- Schedule and manage instructor-led training (ILT) and virtual instructor-led training (VILT) sessions with built-in calendars, capacity and waitlist controls, automated enrolment and reminders, self-service rebooking, and attendance tracking for accurate compliance and reporting
- Set personal learning objectives, priorities and deadlines
- Build and track personalised learning plans and pathways to engage learners
- Set and grade assessments and assignments
- Create adaptive learning pathways
- Automatically track activity and course completion
- Award certificates and badges to motivate learners
- Control visibility of different learning content to specific groups with positional and organisational hierarchies
- Keep track of your organisation's learning needs by allowing users to request training that is not in your learning catalogue
- Support multiple independent organisations, known as tenants, within a single instance, allowing each tenant to have its own customised learning environment
- Offline learning via the Totara Mobile app

Informal learning and collaboration

- User-created learning resources for informal learning and knowledge sharing
- User-created playlists of learning resources
- Collaborative workspaces with dedicated resource libraries and discussion forums
- Libraries of content for individual users
- AI knowledge check-in that automatically generates low-stakes quizzes from existing content to help learners review and consolidate knowledge

Configuration

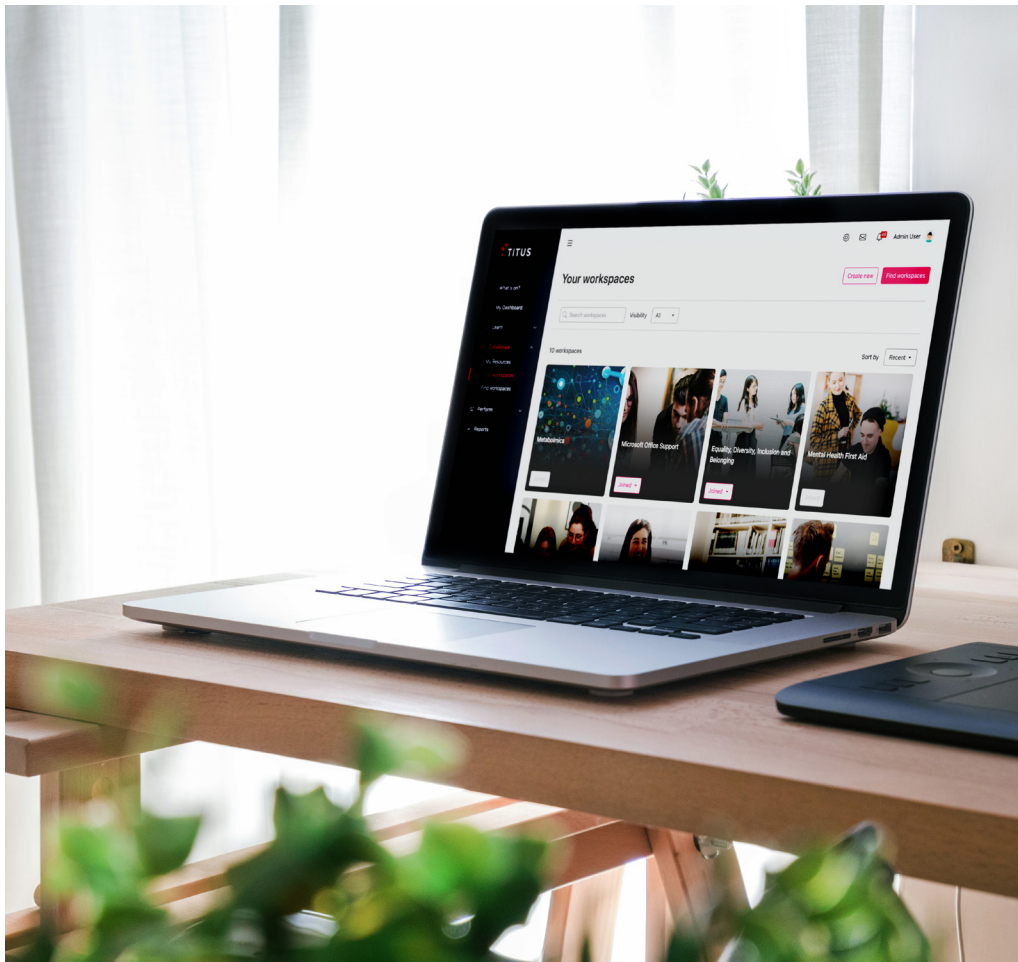
- Customise the look and feel to match your branding
- Allow learners to complete learning anywhere, any time with our fully responsive platform
- Model linear or highly matrixed organisational hierarchies to intelligently assign learning by role, team, department, or business unit
- Add your own menus and navigation items
- Integrate seamlessly with HR and ERP systems
- Enable access to learning from within Microsoft Teams
- Assign and customise system roles and permissions for administrators, tutors, learners and managers
- Engage learners around the world with 37 supported languages
- Improve the learner experience with single sign-on (SSO)
- Support an extended enterprise solution
- Protect your users and their data with GDPR compliance
- Webhooks for pushing data to external systems
- Support for the Excimer debugging tool
- Improve account security with multi-factor authentication
- Set up individual tenants with separate branding and content

Powerful reporting

- Use a wide range of predefined embedded reports
- Gain detailed insights with custom-built reports
- Ensure managers and learning administrators stay in the know about learners' progress
- Track completion of your essential compliance training
- Export reports and analytics
- Provide managers with user-friendly report dashboards to see key stats and insight at a glance
- Schedule reports to be sent directly to your inbox

Totara Mobile App

- Extend learning beyond the desktop to reach frontline, remote, and deskless workers
- Deliver learning anywhere, anytime with a fully branded mobile app for iOS and Android
- Enable offline learning so users can download content and complete training without connectivity
- Support push notifications to remind learners of upcoming training, deadlines, and events
- Allow learners to access ILT and VILT session details, calendars, and joining links on the go
- Track progress and synchronise completions automatically when users reconnect



Key benefits

Totara's learning suite provides a host of intuitive tools to deliver transformational learning within your organisation.

Support multiple groups and organisations with multitenancy

Cater to multiple groups or customers from a single instance of your GDPR-compliant LMS, combining a streamlined admin experience with distinctly branded and isolated user environments.

Scalable and resilient enterprise delivery

Proven at scale across global and public-sector deployments, delivering reliable performance for small teams through to multi-organisation, multi-tenant environments.

Build comprehensive custom reports

Pinpoint LMS reporting and data that matters to you to increase compliance and track learner performance. Send automatic email notifications to relevant stakeholders to keep everyone in the loop.

Target learners outside of your organisation with potential of creating a revenue stream

Extended enterprise LMS delivery allows you to target external groups, such as customers, partners, contingent workers, or the general public, to expand your audience and boost the reach of your training. Integrate a payment gateway for courses to establish a revenue stream and expand your offerings, fostering further growth.

Deliver blended and collaborative learning on the go

Totara's customisable LMS and mobile learning app allow employees to stay on top of their current learning, wherever they are, for improved completion rates and more convenient training.

Beautifully branded learning

Custom theming, design and navigation give employees a seamless, instantly recognisable and engaging user experience across your corporate learning platform.

Right people, right learning, right time

LMS admin-friendly course management gives you maximum flexibility over the course setup process, allowing you to target learners with relevant content just in time.

Prove compliance and course completion

Assessments and certifications prove the timely completion of LMS-based compliance training, and automatically remind learners to get certified via flexible recertification pathways.

Easy access to learning

Single sign-on (SSO) supports easy access to learning with users' Microsoft, Google or Facebook credentials, helping to boost login and engagement rates, enhance blended or social learning and lower barriers to learning.

Personalise learning with intelligent recommendations

Totara's recommendation engine suggests relevant content based on learner interests, activity and behaviour, helping individuals discover new learning opportunities and stay engaged.

Enable user-generated learning content and curation

Empower learners to create and share their own learning resources and curate playlists of content to support a culture of continuous learning and knowledge exchange.

Drive engagement with social learning tools

Discussions, comments, and peer-to-peer content creation and curation help learners engage more deeply with content, reinforce understanding and build stronger learning communities.

Support collaborative learning through workspaces

Workspaces allow teams, departments or communities of practice to collaborate, share insights, discuss topics and co-create knowledge in a structured, social environment.

AI tools and enhancements

Totara's AI features help teams work faster by generating and improving learning content, recommending personalised learning pathways, and making it easier for users to find what they need. It boosts both learner engagement and admin productivity by automating routine tasks and enhancing the overall learning experience.

Works seamlessly with your existing systems

Easily connects with HR, finance, identity management and collaboration platforms, ensuring learning fits smoothly into your established digital environment.

Accessible and inclusive learning

Support diverse and distributed workforces with WCAG-aligned accessibility, multilingual interfaces, mobile-friendly design, and offline learning capability.

Totara Suite

The Totara Suite brings together Totara Learn and Totara Perform to deliver a unified, end-to-end talent experience platform. With Totara Engage now fully integrated into Totara LMS, all social learning, collaboration and user-generated content capabilities are included as standard within the core learning platform.

You can choose to implement the full Totara Suite or adopt just one component depending on your organisational needs.

Together, Totara Learn and Totara Perform unlock the full potential of your people, ensuring that they learn, collaborate and perform where it matters most.

Combined, they create a single, cohesive talent experience platform that brings together all the essential tools and processes required to thrive in the modern world of work: learning, employee engagement, collaboration, performance management and, ultimately, organisational productivity.

Our Totara services

With our fully managed Totara service, you can concentrate on learning and development, while we handle the technology. From the initial designs, through to the platform configuration and launch, we'll create a bespoke LMS which meets your precise needs.

Post-launch, we'll monitor performance, track learner activity, apply any required upgrades, provide reactive helpdesk support and enhanced early-life support, all with proactive account management. You'll know exactly how your Totara platform is being used, and understand how it can be developed and improved.

Hosting

We offer a range of hosting options for your Totara platform, including on-premise and cloud-based configurations. We design infrastructure packages to meet your current requirements while ensuring the flexibility to scale capacity and performance as your user base, content and learning needs grow, delivering consistently high levels of reliability and availability. Our managed service includes performance monitoring, upgrades and patches, backups and disaster recovery, data security and real-time reporting. We handle the technology, leaving you free to concentrate on your learning and development strategy.

Migration

Titus supports efficient data transfers into Totara Learn by using Totara's standard backup and restore capabilities, along with structured import and export processes for external systems. For migrations from non-Totara platforms, the first step is to extract and prepare the source data in an agreed-upon format/structure.

Our migration methodology is built around automation. During the discovery phase, Titus conducts a detailed assessment of the existing system and produces a technical design specification. This specification informs the development of custom scripts and tooling that automate data extraction, transformation and import into Totara, ensuring a smooth, reliable and repeatable migration process.

Ecommerce

If you need to extend Totara's learning library with paid access, we can integrate seamless ecommerce capabilities that let users purchase courses, programs, and face-to-face sessions directly within the platform. With intuitive shopping, secure payments, automated enrolments, and clear reporting on orders, event bookings, and team purchases, commercial learning becomes straightforward to manage and effortless for users.

Userway accessibility and translation toolkit

Enhance inclusivity and reach with integrated accessibility and translation tools for Totara. We can implement the UserWay accessibility widget, giving learners instant control over text size, contrast, and navigation, alongside predefined accessibility profiles for colour blindness, ADHD, dyslexia, and visual impairment, helping to ensure that your platform is inclusive and compliant for all users.

To support global audiences, we can also embed AI-powered translation directly into Totara, enabling learners to instantly translate content and interface elements without duplicating course materials. Both toolkits are available to purchase separately, offering flexible options to meet your organisation's needs.

Totara training

To make the most of your Totara Learn platform, it's vital that all users are confident and comfortable in their use of the platform. Titus provides bespoke training packages for effective and efficient onboarding for administrators and course creators, as well as individual learners. Adopting a blended learning approach, we combine face-to-face sessions with remote training supported by a suite of resources, activities and assessments available through Totara.

Custom Totara development

We're always seeking to push the boundaries of what's possible with Totara and stay ahead of the latest e-learning trends. Starting with the Totara core as a base, our Totara development team can create innovative add-ons to extend the functionality of the platform.

In collaboration with you, we'll draw up a solution design which incorporates each individual requirement of your brief and lays out how the final product might look. With the final concept agreed, we'll combine all the necessary elements into a specification document which outlines each detail of the build.

Integrations via API, Workato and webhooks

Totara provides a flexible integration framework that allows organisations to connect their learning platform with existing business systems and streamline data flows. Through its external GraphQL API, REST services and native webhooks, Totara enables secure, real-time data exchange and event-driven automation with external applications, ensuring learning platforms operate seamlessly within wider digital ecosystems.

Webhooks allow Totara to send instant notifications when key events occur, such as enrolments, completions or certification updates. This enables external systems to react immediately, supporting real-time reporting, compliance tracking and automated workflows without manual intervention.

Workato offers an additional low-code integration pathway, providing access to thousands of pre-built connectors for common enterprise systems. Using Workato, Titus can rapidly and cost-effectively integrate Totara with HR, CRM, identity, communication and analytics tools, reducing manual administration and improving data accuracy across platforms.

Together, Totara's native APIs, webhooks and Workato integrations enable organisations to automate routine processes, eliminate duplicated data entry and improve operational efficiency. Single sign-on (SSO) further enhances user experience by allowing learners to access Totara securely using existing organisational credentials.

Content design and production

Titus provides high-quality learning content and media production services designed to support successful platform adoption, learner engagement, and measurable outcomes. Our content services are tightly integrated with our learning platform expertise, ensuring that learning materials are not only well designed, but technically optimised for effective delivery at scale.

We support organisations that need both ready-to-use learning content and bespoke materials tailored to their users, priorities, and operating context. This enables public sector teams to deploy learning quickly where appropriate, while also creating targeted content that reflects their policies, processes, and audiences.

Off-the-shelf and bespoke learning content

We combine deep in-house learning design expertise with carefully selected third-party specialist providers to ensure customers receive the most effective solution for their needs. This approach allows us to advise objectively, move quickly where appropriate, and design tailored learning where it delivers the greatest impact.

Through established partners such as Me Learning, we provide access to high-quality off-the-shelf learning content, enabling customers to deploy compliant modules rapidly across a wide range of subjects. This significantly reduces time to delivery while maintaining consistency, quality, and regulatory confidence. Content can also be fully white-labelled to align with your brand.

Where off-the-shelf content is not sufficient, we design and deliver bespoke learning solutions in-house, including courses, resources, and structured learning pathways. Bespoke content is developed collaboratively with stakeholders to ensure accuracy, relevance, and alignment with organisational objectives, resulting in learning that is practical, engaging, and directly applicable for end users.

In-house video and media production

Our in-house team provides video and multimedia production to support learning, onboarding, and communications. This includes scripting, storyboarding, filming, animation, and post-production, ensuring content is clear, accessible, and engaging.

By delivering content production in-house, we reduce reliance on third parties, maintain quality control, and ensure that media assets are fully compatible with learning platforms and accessibility requirements. This approach supports consistent learner experiences and improves long-term reusability of content.

Joined-up approach to learning platforms and content

Our content services are designed to work seamlessly with learning platforms, supporting adoption, engagement, and ongoing value rather than content existing in isolation. This integrated approach helps public sector organisations maximise return on investment in digital learning, improve learner outcomes, and maintain high standards of service delivery over time.

A key strength of our approach is that content design, media production, and platform implementation are delivered within a single, integrated team. Our content specialists work closely with our platform implementation and technical teams, ensuring that learning materials are designed with both user experience and system capability in mind.

This joined-up model reduces the risk of misalignment between content and technology, accelerates delivery timelines, and ensures that learning content is fully optimised for the platform from the outset. This means fewer dependencies on external suppliers, clearer accountability, and more reliable outcomes across the end-to-end learning journey.

Totara Mobile App

Online learning is increasingly accessed via mobile devices, and many organisations now look for a branded app experience that aligns with their identity.

Titus supports this by configuring and delivering the Totara Mobile app for customer organisations. Learners can access content, resources, activities and assessments directly from their smartphone or tablet, with all progress and data syncing seamlessly to your Totara platform. Titus applies your organisation's branding to the app and manages the setup required for named placement in both the Apple App Store and Google Play Store.

Titus Marketing Support

Titus Marketing Support offers strategic marketing support specifically designed to amplify the impact and ROI of your Totara platform. With our dedicated Customer Marketing Manager, you gain access to expert guidance and execution of impactful strategies aimed at increasing awareness, driving engagement, and optimising platform performance.

Our services include:

Expert guidance: Our Customer Marketing Manager will work closely with you to understand your unique goals and challenges, crafting customised strategies to address your specific needs.

Increased awareness: Leverage our expertise to effectively communicate the value proposition of your LMS platform, ensuring maximum visibility among your target audience.

Enhanced engagement: Through targeted marketing initiatives, we'll help you captivate and inspire users, Improving your branding and driving increased adoption and utilisation of your LMS platform.

Optimised performance: Our strategic approach aims to optimise the performance of your Titus LMS platform, delivering measurable results and driving long-term success.



2.0 Hosting infrastructure

Hosting infrastructure

Our Totara solutions are hosted as a managed service in Titus Amazon Web Services (AWS), which provides automated elastic capability to meet varying demand, state of the art security, and best-in-class logging and reporting features, as well as scheduled automated backups and redundancy for disaster recovery.

Solutions are built offline and migrated across and tested before going live. Migration of data from customer legacy Totara sites, if required, follows the same path. Any integrations with existing services are set up and tested against test versions of these services, and then switched to the live version when testing is complete and signed off.

The solution can run in parallel with legacy systems for a transition period if required. As the solution is web-based, there are no major infrastructure changes required by the client. At the application level the solution has the ability to add existing or new plugins to extend its functionality and API integration capabilities where required.

At an infrastructure level as the solution is hosted in AWS, multiple AWS services and APIs can be used to integrate with on-premise and other cloud services for things such as remote monitoring, logging and backups etc. AWS has certification for compliance with ISO/IEC 27001:2013, 27017:2015, and 27018:2014.

Hosting locations

Multiple locations are available, and we can offer UK only, UK+EU only, or other combinations as required.

Scalability

Totara has no inherent limitations in terms of size or user bases. The only real constraint on total or concurrent users is the underlying server infrastructure. Our hosting approach removes this risk by using AWS, which automatically adjusts capacity to handle spikes in demand. This ensures stable performance and eliminates the possibility of server overload during normal operation.

3.0 Onboarding & offboarding

Onboarding

Totara is designed to offer an intuitive interface with minimal onboarding time, allow self service for basic user tasks such as password resets, and provide contextual links to help topics including FAQs or forums.

Automated user tours are included within Totara, which results in a lower training overhead as your users are able to navigate the platform features without extra support, something which is not available in many LMS offerings.

Our training programmes are bespoke, usually consisting of a blend of face-to-face sessions and online training delivered via Totara, available to all users but tailored to their specific role. Our online programmes are multifaceted, including activities, training resources, webinars and instructional video. Detailed documentation is available online, via the Titus Academy site, and via the Totara Help site and Totara Community.

Offboarding

At the end of the contract, Titus will extract and securely transfer to you a full backup of the Totara database and any associated user data in a format which allows you to transfer the platform to a new supplier or deploy and manage it in-house.

4.0 Security

Security

Physical security

Our solution is hosted on Amazon Web Services (AWS). Extensive perimeter security measures are provided by AWS, including 24/7 security personnel who are in turn monitored by security supervisors, physical infrastructure including fencing, intrusion detection systems, video feeds and visitor and staff access controls. Equivalent structures are in place at the Titus Learning HQ. Additionally, all Titus personnel are DBS checked and verified prior to induction.

Information Security Management

Titus operate an Information Security Management System (ISMS) and have achieved ISO27001 Certification.

The directors and management have committed to the development and continual improvement of Information Security and Data Protection by implementing our ISMS, in order to provide:

- Compliance with legal, regulatory and contractual obligations
- Reputation management
- Protection of critical assets
- Compliance with contractual requirements
- Protection of personal data as defined by the Data Protection Act, 2018, and the General Data Protection Regulation, 2016
- Continual improvement of the information security management systems

Titus have also demonstrated robust cyber security controls and procedures, and following audit and testing we have been Cyber Essentials and Cyber Essentials Plus certified.

Secure data management

Titus Learning maintains a consistent level of data protection and security across the organisation, and is fully GDPR compliant. All static data (both the database and the Totara data) is encrypted using GDPR-compliant encryption algorithms which provide effective protection against unauthorised or unlawful processing of personal data. All data in transit between clients and the AWS web server or API endpoints are encrypted by SSL certificates (forcing HTTPS), which provides effective protection against interception by a third party.

The solution also includes functionality to assist the client in meeting their responsibilities under GDPR, including versioning of privacy policies and the tracking of user consents; as well as handling of subject access requests and erasure requests, and maintaining a data registry.

5.0 Support, maintenance and SLAs

Support, maintenance and SLAs

Service provision

We understand the importance of prompt and reliable service, which is why we're proud to offer our customers 24x7x365 support for any severity 1 incident. Our commitment to excellence means that we're always available to assist you, no matter when you need us.

During normal business hours (8am-6pm on business days), our service levels apply to all incidents. For any severity 1 incident outside of these hours, our on-call service is available via our out-of-hours helpline at 01133 200 346 (or such other number we notify you of from time to time).

We pride ourselves on our ability to quickly determine the severity of any issue reported to us through our support services. In the rare event that you utilise our out-of-hours service and we later determine that the issue does not constitute a severity 1 incident, we reserve the right to charge an additional fee based on our standard support rates. However, we strive to provide the highest level of service at all times and will do everything in our power to resolve your issue promptly and efficiently.

Service desk expertise

At Titus, our dedicated second-line technical team provides targeted support across all key functions of our e-learning platforms, responding appropriately to the nature of each request or incident. The team also manages our relationships with third-line partner vendors, ensuring we can draw on the latest technologies and specialist expertise whenever required.

Our technical team has a wealth of expertise in infrastructure, including AWS Cloud, Linux, MySQL Database, Nginx, and PHP, all of which are essential to our AWS-hosted platforms and cloud capabilities. Additionally, we have application experts who specialise in supporting specific Totara application functionalities. Our development experts provide custom code and support for existing integrations, and our architect experts enable design support for second-line engineering teams. We also work closely with our vendors, including Amazon Web Services support and Totara Learning.

Ticket types

At Titus, we believe in transparency and clear communication, which is why we want to ensure that our customers fully understand the terminology used in our service-level agreement (SLA).

An incident refers to any unplanned interruption or reduction in the quality of our solution. We know that your time is valuable, and we take any disruption to our service very seriously. Rest assured, our team is fully equipped to handle any incidents that may arise and will work tirelessly to resolve them as quickly as possible.

Change requests involve the addition, modification, or removal of any function, capability, or component of our solution. We're always looking for ways to improve and innovate, and we welcome your feedback on how we can better serve your needs. Our team will carefully review and consider any change requests to ensure that they align with our high standards of quality and reliability.

A question is a formal request for information. We're committed to being transparent and accessible, and our team is always here to answer any questions you may have. Whether you need assistance with a technical issue or just want to learn more about our solution, we're happy to help in any way we can.

Definitions, examples and targets

		Standard		Enhanced	
Type & severity	Definitions and examples	Response	Resolution	Response	Resolution
Incident severity 1 (High)	An incident resulting in a total loss of service, or sufficient reduction in functionality resulting in significant financial or reputational damage to the customer. Examples include AWS being offline or a security breach.	30 minutes	3 hours	15 minutes	1 hour
Incident severity 2 (Medium)	A non-critical incident which has an adverse impact on the customer's activities following the loss of key functionality or multiple features, and no workaround available. Examples include: Content unavailable or reporting functionality being down.	4 business hours	2 business days	2 business hours	1 business day
Incident severity 3 (Low)	An incident resulting in a minor impact on one or more users, resulting in loss of some functionality or features where workarounds are available. Examples include where a user cannot log in to the platform or course progress not saving.	1 business day	4 business days	4 business hours	2 business days

Out-of-scope incidents

We're committed to providing our customers with the highest quality service, but there are some incidents that fall outside of the scope of our support.

For example, incidents resulting from improper use of our service, system, or product, such as user error, are considered out of scope. While we're always happy to assist with any technical issues you may be experiencing, incidents caused by improper use are the responsibility of the user.

Similarly, events outside of the scope of our service or events beyond our control are considered out of scope. These could include customer network failures, or Force Majeure events, such as natural disasters or other unforeseeable circumstances. While we understand that these incidents can be frustrating, we're committed to being transparent about the limits of our support. Our team will do everything we can to provide guidance and assistance in these situations, but we may not be able to resolve the issue directly.

		Standard		Enhanced	
Type & severity	Definitions and examples	Response	Resolution	Response	Resolution
Change request	The addition, modification or removal of any function, capability or component of the Titus solution. Examples include the installation or upgrade of a plugin or an increase in server capacity.	16 business hours	10 business days	8 business hours	5 business days
Question	A formal request for information to be provided (e.g. when a user requests a help article or when there is a query around an invoice)	16 business hours	10 business days	8 business hours	5 business days

*Resolutions requiring customer engagement and changes only possible during specific customer-defined windows will have the associated ticket(s), and by extension, the SLA clock, placed on hold.

Tooling

Our support services are managed using Titus Learning's ITSM tool and aligned to ITIL v4 processes, specifically Incident Management, Change Management and Request Fulfilment (Question). Users will have access to a dedicated portal to raise tickets and receive status/progress updates.

Business continuity and disaster recovery

The AWS architecture will be designed to be disaster resistant by using a multiple-AZ (multiple AWS data centres within the UK) and if agreed a multi-region setup (AWS data centres in other Regions). Multi-AZ setup (London Region) is the standard and most cost effective way to set up an AWS architecture, which will give an AWS SLA of 99.9% or 99.99% (subject to price) availability when we combine the SLAs for each service we will be using.

Data backup and restore

Database read replicas will be implemented, which provide backup copies of the database in the event of the master failing. AWS Snapshot Manager will be used to take snapshots of the web file system and database automatically and to retain an agreed number of snapshots e.g. for the previous seven days.

The Totara data will be stored on AWS EFS (Elastic File Storage), which is automatically backed up by AWS. Additional manual or scripted backups can be implemented for the database and Totara data as required.

The backup policy will also facilitate disaster recovery in the event that all servers were compromised by recovering from server and database snapshots. Restoration can be completed as per the Titus Support SLA - for the most critical events this would be within four hours.

6.0 Training

Training

We provide a fully tailored training programme that blends face-to-face sessions where feasible, online workshops, and webinars supported by curated learning materials. Training is delivered through Totara Learn, giving your team hands-on experience with the platform from the very beginning.

Our blended approach includes a wide range of formats such as webinars, seminars, video resources, and interactive quizzes and assessments. For larger rollouts, we can also organise and host user conferences to support wider engagement and promote effective use of the platform. Training continues throughout the duration of the contract, allowing for refresher sessions, onboarding for new staff, and guidance on new features as they are released.

Before go-live, we work with you to create a training schedule that fits your availability. You choose who attends and when, and we take care of the rest. Pricing is based on the number of training days required rather than the number of participants, giving you the flexibility to involve as many team members as needed. A standard training pathway is available, and we can expand or streamline the programme to suit your specific requirements.

Training is available throughout the duration of the contract, based on the number of training days purchased with Titus. If Totara is upgraded and you want to understand the new features, your Account Manager can arrange a session for your team. They can also organise refresher training at any point if you need it.

We offer the following training as standard for all Totara platforms:

System administration

- User creation
- HR Import
- User profile fields
- User policies
- Tenants and users
- Audiences

Courses/programs/certifications:

- Course/category structure
- Course creation
- Program creation and management
- Understanding relationships of users
- Certifications creation and management

Report builder:

- Report creation
- Setting a report audience
- Scheduling reports

Theme management:

- Login page
- Homepage
- Modifying navigation menus
- Dashboard blocks
- Modifying theme settings

Workspaces:

- Creating a workspace
- Adding content
- Adding users and audiences

Hierarchies:

- Departments
- Positions
- Jobs
- Understanding relationships of users
- Manager dashboard view

Multitenancy:

- Building tenants
- Tenant management

Certificates:

- Certificate construction
- Issuing certificates

Learning content:

- Activities and resources
- Activity completion and restrict access
- Course gradebook

Advanced/misc:

- Competencies and learning plans
- Badges
- Managing plugins
- Site-wide reports

Overview/intro:

- General navigation
- Frontpage settings
- Notifications and messages
- Dashboard
- User menu items

7.0 Project management

Project management

Each of our LMS delivery projects is managed in alignment with the Titus Delivery Framework, a tried and tested methodology specific to our industry and our clients. No two projects are the same and our flexible approach to the process we follow allows us to tailor each project specifically to that client.

We adapt our approach to suit your needs. Our project management methodology is multifaceted and we combine PRINCE2, Waterfall and Agile methodologies dependent on your requirements.

As standard, you will be assigned an Implementation Lead at project initiation who will act as the main point of contact and who will be responsible for the successful delivery of the project and ensure it meets all of the stated requirements.

Our project team ensures that you are up to date with the progress of the implementation and provide full visibility of the development process. We do this by splitting our projects into measurable, milestone deliverables which require sign-off from the designated point of contact within your organisation. Also, through monthly/weekly progress meetings dependent on your requirements.

Wrike is Titus's chosen Project Management tool. It provides Titus with a central source of truth that eliminates information silos and streamlines project delivery through automation tools and cleanly designed dashboard. By implementing automation, Titus can standardise project intake, ensuring that all initiatives are launched with complete data and automatically assigned to the correct internal team members.

Wrike enables a range of visualisation tools, including interactive Gantt charts and workload charts, enabling Implementation Consultants to balance team capacity effectively while maintaining a clear view of dependencies and tasks. With customer-facing dashboards to maintain transparency on project workflows and deadlines, Titus can accelerate feedback loops and maintain high-quality standards across all deliverables, ensuring every project remains aligned with broader strategic objectives.

This framework enables us to deliver even large scale builds within an average timeframe of 8-12 weeks, assuming timely input from the customer at key review and feedback points. We understand that different organisations have different internal priorities, so while this is a best-case scenario, individual projects may take longer depending on availability on the client side.

Account management

We offer dedicated account management throughout the lifecycle of the contract. Your Account Manager will be responsible for acting as your strategic partner, and will work alongside you to help you meet your aims and goals, whilst also getting the most out of the platform's capabilities. Your Account Manager also represents your voice within Titus to drive forward your product requirements and needs, providing the following:

Monthly check-ins: A monthly check-in to provide you with reports on our service-level agreement (SLAs) and platform usage statistics, ensuring that your platform is working as intended. Within this session, we'll also share best practices and review progress against work streams we are collaborating on.

Quarterly (or bi-annual) strategic business reviews: Depending on your needs and requirements, you will have a quarterly or bi-annual business review with your dedicated Account Manager - this is your opportunity to share with us your upcoming goals so we can help you to achieve them.

Personalised success plan: As part of the strategic review, we'll work with you to create a personalised success plan. This is where you tell us your ambitions and goals with your platform. We'll review these annually to ensure that we're on track to meet each of them.

Our Account Management team is not just a support service; we've founded it on a principle of a true partnership. We understand that every organisation is unique, and we tailor our support to suit your specific needs and objectives. With our team by your side, you can confidently navigate the complexities of managing your learning hub, knowing that you have a trusted partner committed to your success.

8.0 Commercial and operational requirements

Ordering and invoicing process

Buyers can raise an order with Titus by telephone and email with our designated G-Cloud Supplier Framework Manager. You can contact us between 8am-6pm via telephone or email. Once a contract is signed, we will send an invoice to your specified contact within 24 hours with a purchase order number (if provided) in PDF format. Invoices are provided with 28-day payment terms.

Customer responsibilities

We require our customers to allocate a main point of contact with the following role and responsibilities:

- Liaise between Titus and all departments participating in the project.
- Provide applicable information, data, decisions etc.
- Provide overall work direction and management.
- Help resolve project issues and escalate issues within their organisation as necessary.
- Verify that all responsibilities assigned to their internal stakeholders are performed according to schedule.
- Authorise tasks that impact Titus resource utilisation in a timely manner.

Further responsibilities and obligations include:

- The customer will provide all required information in a timely manner to ensure the swift and expedient delivery of the service.
- The customer will effect and maintain adequate security measures to safeguard the Software and the Customer's Data.
- The customer will comply with Titus Learning's reasonable advice and instructions on operating the Product.
- The customer will ensure that its employees and other independent contractors co-operate reasonably with Titus Learning.
- The customer will permit Titus Learning to use the name and any trademark or logo used by the Customer for the purpose only of identifying the Customer as a customer of Titus Learning and the reasonable promotion and marketing of Titus Learning and its products.

Technical requirements

The basic technical requirements for Totara Learn are:

Internet access: The solution is fully hosted, accessed, and managed through Amazon Web Services (AWS) and requires that the users have access to an internet browser.

Browser: Our solution will support Google Chrome, Mozilla Firefox, Apple Safari and Microsoft Edge on desktop, as well as Mobile Safari and Google Chrome on mobile devices.

Accessibility: Totara and the Totara Mobile app aim for compliance with WCAG 2.1 Level AA.

Demonstration sites

To see how our solution could work for your organisation, we offer a free demonstration of the solution. On the demonstration site you will get to see key functionality of the LMS, including the homepage, dashboard, tenants, user management, courses, and much more.

Get in touch with our team to find out more information and book your free demonstration.

9.0 Why Titus?

Why Titus?

Titus is an award-winning e-learning services company, founded in 2013 and headquartered in Saltaire, West Yorkshire. As a startup, agility was a major strength for us. As we've grown, we've maintained an agile approach to everything we do, even as the company has scaled up to support major clients such as the NHS, CNN, and Dermalogica. Today, our client base covers 30+ countries and a range of sectors, including education, corporate, training organisations, public sector bodies and charities.

Our credentials

To ensure accountability and measurable progress, Titus Learning is a certified B Corp organisation and holds ISO9001, ISO27001 and Cyber Essentials Plus certifications. These accreditations demonstrate our commitment to sustainability, ethical business practices and operational excellence:

B Corp accreditation affirms our commitment to high standards of social impact, transparency, and corporate responsibility

ISO 9001 reflects our focus on continuous improvement, driving streamlined operations and enhanced efficiency across our processes

ISO27001 certification demonstrates our adherence to best practices in information security, ensuring effective data protection and risk management

Cyber Essentials Plus certification highlights our secure and responsible use of technology

Certified



ISO 9001
Certificate Number
11304-QMS-001



ISO27001
Certificate Number
11304-ISMS-001



Totara partnership

With Titus, you gain a trusted partner with deep experience in designing, delivering and supporting learning and development platforms. As a Totara Platinum Partner (Totara's highest partner tier), we work closely with the Totara product team and global partner community, giving our clients early visibility of platform developments, direct access to specialist expertise, and assurance that solutions are delivered to Totara's recommended best-practice standards.

We have successfully delivered Totara solutions across a range of organisational contexts. Our team brings expertise across platform configuration, integrations, data migration, user experience design and ongoing managed service support ensuring reliable, scalable and secure deployments.

Rather than offering a one-size-fits-all implementation, we work collaboratively with each organisation to design Totara solutions that align with operational requirements, digital ecosystems and long-term learning strategy. This partnership approach reduces delivery risk, accelerates adoption and ensures platforms continue to evolve as organisational needs change.

Contact information

For more information on the services and platforms we offer please contact us via email, website, or telephone.

Email address: sales@tituslearning.com

Website: www.tituslearning.com

Telephone: 01133 200 346

You can also follow us on:

Twitter: @TitusLearning

Facebook: Titus Learning

Instagram: titus_hq

Youtube: Titus

