



Microsoft 365 Evergreen Guidance Management (Add-on Service)

Supplier: PWM Training (UK) Limited

1) Service Summary

PWM Training provides ongoing Microsoft 365 evergreen content updates, end-user learning pathway management and communications support to keep staff aligned with Microsoft changes.

2) Detailed Service Description

This service maintains and updates Microsoft 365 end-user learning materials, guides, screenshots, pathways and transformation communications. PWM monitors the Microsoft 365 roadmap, identifies user-impacting changes, drafts new or revised guidance, updates Learn Hub/SharePoint content and provides monthly reporting of relevant updates.

3) Scope & Deliverables

- Monthly Microsoft 365 end-user change review
- Updated end-user guides and screenshots
- Refresh of role-based learning pathways
- Updated Learn Hub/SharePoint learning pages
- User-focused communications/news items
- Monthly change log and impact summary
- Optional review workshops

4) Features

- Monthly Microsoft 365 end-user guidance updates
- Updated screenshots for everyday user tasks
- Refreshed end-user learning pathways
- Updated Learn Hub/SharePoint content
- New or revised end-user quick guides
- User-focused communications explaining changes
- Monthly summaries of user updates
- Scenario updates for real work tasks
- Adoption messaging for everyday usage
- Content audits focused on user needs

5) Benefits

- Always-current guidance for everyday Microsoft 365 use
- Reduced user confusion from Microsoft changes
- Higher user confidence across all teams
- Consistent learning experience for staff

- Lower support demand through clearer guidance
- Faster onboarding for new starters
- Improved productivity via accurate instructions
- Better understanding of new features
- Stronger digital habits among users
- Clear communication of updates users need

6) Service Levels

- Monthly update cycle
- Priority updates within 10 business days

7) Onboarding & Offboarding

- Onboarding: discovery, content inventory, cadence setup.
- Offboarding: full content export and documentation.

8) Technical Requirements

- Microsoft 365 tenant
- SharePoint editing permissions
- Access to existing content

9) Social Value & KPIs

- Accessibility (WCAG 2.1 AA)
- Digital inclusion support
- Reduction in user support queries
- Accuracy and consistency KPIs

10) Delivery Model & Support

Delivered remotely. No ongoing helpdesk/email/phone/web-chat/ticketing support included.

11) Technical Requirements & Dependencies

- Permissions for site editing
- SME availability
- Buyer-provided content samples

12) Constraints

Remote delivery; onsite work by agreement. Buyer retains responsibility for platform configuration.