



Learn Hub – Microsoft 365 Learning Portal (SharePoint-based)

Supplier: PWM Training (UK) Limited

1) Service Summary

Learn Hub is a SharePoint-based blended learning portal that centralises M365 guidance, videos, training bookings and transformation comms, kept evergreen to reflect Microsoft changes.

2) Detailed Service Description

- SharePoint site build and branding
- Consolidation of Microsoft and PWM custom content
- Learning pathways by role/persona
- Video library and recordings
- News/comms posts and homepage banners
- Monthly evergreen updates (optional managed service)

3) Scope & Deliverables

- Deployed, branded Learn Hub site
- Content library (guides, videos, FAQs)
- Learning pathways
- Evergreen updates (optional)
- Administrator orientation
- Monthly change log and engagement report (where contracted)

4) Features

- Custom SharePoint design aligned to customer style
- Role-based navigation and pathways
- Evergreen content lifecycle with audits
- Video library
- Comms pages
- Searchable content hub
- Champion/Community area (optional)

5) Benefits

- Single source of truth for M365 learning

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- Reduced helpdesk pressure
- Higher digital confidence
- Faster onboarding
- Better M365 adoption
- Improved communication
- Up-to-date materials following Microsoft releases

6) Service Levels (SLA)

- Monthly update window
- Priority changes within 10 business days following Microsoft release

7) Onboarding & Offboarding

Onboarding:

- Discovery and content inventory
- Navigation and branding design
- Pilot and UAT

Offboarding:

- Handover of ownership and documentation

8) Technical Requirements

- Microsoft 365 tenant with SharePoint Online
- Permissions for site creation and media storage

9) Social Value & KPIs

- Accessibility (WCAG 2.1 AA)
- Digital skills uplift
- Reduced support demand

10) Delivery Model & Support

- Primarily remote via Teams. No ongoing helpdesk/email/phone/ticketing support.

11) Technical Requirements & Dependencies

- Teams/SharePoint access
- Permissions and governance readiness
- Buyer-provided sample documents

12) Constraints

- Remote-first delivery; onsite events by agreement. Platform configuration remains buyer responsibility.