



Service Definition

End User Training Services

Supplier: A&A Digital Tech Ltd

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

A&A Digital Tech End User Training Services support organisations to design, coordinate and deliver effective training for end users of cloud-based products and services. The service ensures users have the knowledge, skills and confidence required to adopt and use live services effectively, supporting smooth transition to business-as-usual operations.

2. Scope of the service

The service covers end user training planning, coordination and delivery support for cloud-hosted applications and services. It includes training needs assessment, training delivery coordination and user adoption support. Training can be delivered remotely, on-site or using a hybrid approach, depending on buyer requirements.

3. Features

- End user training needs assessment and analysis
- Training strategy and delivery planning
- Coordination and delivery of end user training sessions
- Support for remote, on-site and hybrid training models
- Development and coordination of training materials and guides
- Role-based and user-group specific training approaches
- Scheduling and management of training sessions
- Tracking of attendance and completion
- Collection of user feedback and training evaluation
- Support for user adoption and transition to live services

4. Benefits

- Improved end user confidence and capability
- Faster adoption of cloud-based services
- Reduced resistance to change
- Improved productivity and service usage
- Consistent understanding across user groups
- Reduced post go-live support requests
- Better return on digital investment
- Improved user satisfaction
- Smoother transition to live service operation
- Sustained effective use of cloud services

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends

on timely access to users, training requirements, service documentation and schedules provided by the buyer. The service focuses on end user training and adoption activities and does not include long-term learning platform management unless explicitly agreed. Availability of users and third-party tools may impact delivery timelines.

6. Onboarding and implementation

Onboarding includes confirmation of training objectives, target user groups, delivery approach and timelines. Training activities are planned to align with service rollout and operational readiness milestones.

7. Service management and support

Support is provided in line with agreed support levels. A named training lead or coordinator can be provided to manage training delivery, communications and reporting throughout the engagement.

8. Offboarding and exit management

At the end of the engagement, A&A Digital Tech provides agreed training materials, attendance records and handover documentation. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

A&A Digital Tech follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Any buyer data accessed during training activities is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. Training materials and delivery methods can be adapted to support accessibility needs, including alternative formats and reasonable adjustments where required.

11. Pricing

Pricing is agreed at call-off and depends on scope, number of users, delivery model and duration. All pricing is transparent and documented in the call-off contract.