

# WordPress Website Onboarding and Enablement

## Service Definition

### 1. Service overview

WordPress Website Onboarding and Enablement is a structured onboarding service for managing WordPress websites. It supports public sector organisations that need platform management support, keeping the platform maintained and secure and providing governance confidently following website onboarding.

### 2. How the service works

The service is delivered through planned onboarding and enablement sessions aligned to the buyer's WordPress configuration and team roles.

Typical delivery activities include:

- Onboarding to confirm objectives, scope and attendees
- Review of the WordPress site structure, and configuration
- Guidance on page templates, blocks and content structures
- Media and asset management training
- Overview of user roles, permissions and access controls
- Workflow, approvals and version control guidance
- Content governance, standards and maintenance practices
- Configuring the buyer's WordPress environments
- Provision of supporting documentation and materials

Sessions are typically delivered remotely and scheduled to suit buyer availability.

### 3. Skills and experience

The service is delivered by practitioners with experience in WordPress CMS delivery, content management, platform onboarding, maintenance and support.

Roles typically involved include:

- Delivery or training lead
- WordPress CMS specialist
- Content or UX specialist
- Support Engineer
- Solutions Architect
- Quality Control

The team applies established onboarding and training approaches suitable for public sector teams and operational environments.

#### 4. Relevant experience

The supplier has the ability to deliver WordPress onboarding and enablement for public sector and regulated organisations.

Typical examples include:

- CMS onboarding following new WordPress website launches
- Enablement for teams migrating from legacy or alternative platforms
- Governance-focused training to support consistent publishing

These engagements will support stronger governance, more reliable publishing processes and improved platform stability.

#### 5. Onboarding and offboarding

##### *Onboarding*

The service begins with mobilisation to confirm objectives, scope, attendees and scheduling. The buyer provides access to the WordPress CMS environments and details of roles, permissions, and hosting details.

## *Offboarding*

At completion, all training and agreed outputs are provided to the buyer. A close-out session may be held to review learning outcomes and confirm any follow-up actions.

## 6. Service constraints

The service provides onboarding only and does not include website build. Development or ongoing support will require clarification based on requirements. Effectiveness depends on attendee participation and familiarity with CMS. Sessions are time-boxed and typically delivered remotely. Content reflects the agreed WordPress configuration and may need updating if themes, plugins or workflows change.

## 7. Service management and support

Delivery is managed by a named delivery lead responsible for coordination, scheduling and communication. Progress is reviewed during delivery to ensure enablement objectives are met. Ongoing support after onboarding delivery is provided.

## 8. Technical and operational requirements (if applicable)

Buyer involvement may include providing access to the WordPress CMS environment, relevant documentation and collaboration tools for remote sessions. No specialist buyer-provided technical infrastructure is required.

## 9. Hosting, data and security

The service may not include hosting unless otherwise specified. Any buyer-provided information or CMS access is handled in line with agreed confidentiality and security requirements.

## 10. Exit, data return and deletion

At the end of the service, all buyer-owned materials and training outputs are returned. Any copies held for delivery purposes are deleted in line with agreed confidentiality arrangements. No ongoing access or transition support is provided beyond close-out activities.



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