

Sustainable Website and Digital Carbon Reduction Training

Service Definition

1. Service overview

Sustainable Website and Digital Carbon Reduction Training is a structured training and knowledge transfer service designed to build capability in sustainable digital delivery. It supports public sector organisations that need practical understanding of website environmental impact, digital carbon measurement and actions to reduce carbon in day-to-day delivery.

2. How the service works

The service is delivered through planned training sessions aligned to agreed objectives and team roles.

Typical delivery activities include:

- Onboarding to confirm training scope, objectives and attendees
- Review of current team knowledge and responsibilities
- Design of role-appropriate training sessions
- Delivery of digital sustainability and carbon reduction fundamentals
- Explanation of website carbon and environmental impact drivers
- Overview of measurement tools and estimation methodologies
- Discussion of performance, efficiency and sustainability relationships
- Guidance on content, asset and delivery efficiency
- Overview of hosting, infrastructure and delivery considerations
- Governance, reporting and accountability discussion
- Practical exercises and examples
- Provision of supporting training materials



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Training is typically delivered remotely and scheduled to suit buyer availability.

3. Skills and experience

The service is delivered by practitioners with experience in sustainable digital delivery, performance optimisation and digital measurement.

Roles typically involved include:

- Delivery or training lead
- Digital sustainability or performance specialist
- Technical or digital analyst

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

4. Relevant experience

The supplier has the ability to deliver sustainability-focused training and knowledge transfer for public sector and regulated organisations.

Typical examples include:

- Training programmes focused on reducing digital carbon impact
- Workshops linking performance optimisation to sustainability outcomes
- Measurement and reporting training to support environmental decision-making

These engagements result in improved understanding of digital sustainability considerations and practical actions.

5. Onboarding and offboarding

Onboarding

The service begins with mobilisation to confirm training objectives, scope, attendees and scheduling. The buyer provides information on team roles, responsibilities and current knowledge levels.

Offboarding

At completion, all training materials 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 training and knowledge transfer only and does not include implementation or optimisation. Training effectiveness depends on attendee participation and existing skill levels. Sessions are time-boxed and typically delivered remotely. Content reflects current measurement approaches, standards and guidance and may require updating as tools, policies or methodologies 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 training objectives are met. Ongoing support after training delivery is not included.

8. Technical and operational requirements (if applicable)

Buyer involvement may include providing access to collaboration tools for remote training and any relevant documentation or examples. No specialist buyer-provided technical infrastructure is required.

9. Hosting, data and security

The service does not include hosting or operation of systems. Any buyer-provided information is used solely for training purposes and handled in line with agreed confidentiality requirements. No long-term data storage is required.



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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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