

Website Performance and Site Speed Training

Service Definition

1. Service overview

Website Performance and Site Speed Training is a structured training and knowledge transfer service designed to build capability within teams responsible for managing website performance. It supports public sector organisations that need practical understanding of performance principles, diagnostics and measurement to manage and improve site speed in-house.

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-levant training sessions
- Delivery of web performance fundamentals
- Overview of PageSpeed and Core Web Vitals
- Guidance on performance measurement tools and metrics
- Introduction to front-end performance principles
- Overview of asset optimisation and delivery considerations
- Discussion of hosting and infrastructure factors affecting speed
- Practical exercises, examples and discussion
- Provision of supporting training materials

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



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3. Skills and experience

The service is delivered by practitioners with experience in website performance, front-end optimisation and performance measurement.

Roles typically involved include:

- Delivery or training lead
- Web performance or front-end specialist
- Digital analyst or technical consultant

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

4. Relevant experience

The supplier has the ability to deliver website performance and site speed training for public sector and regulated organisations.

Typical examples include:

- Training programmes to build in-house performance capability
- Workshops explaining PageSpeed and Core Web Vitals requirements
- Measurement and monitoring training to support ongoing improvement

These engagements result in improved confidence and consistency in diagnosing and managing performance issues.

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.



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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 performance implementation or optimisation. Training effectiveness depends on attendee participation and existing skill levels. Sessions are time-boxed and typically delivered remotely. Content reflects current standards, tools and guidance and may require updating as technologies and best practice 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.

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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