



Service Definition

Cloud End User Training Services

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited Cloud End User Training Services support organisations to build user capability and confidence in using cloud-based services. The service provides structured training for basic users and super users, covering service usage, troubleshooting and optimisation skills to support effective adoption and ongoing use of cloud services.

2. Scope of the service

The service covers end user training for cloud-based applications and services. It includes training needs assessment, delivery of role-based training and support for user adoption. Training can be delivered remotely, on-site or using a hybrid approach. The service does not include long-term learning management platform operation unless explicitly agreed at call-off.

3. Features

- Basic user training for cloud-based services
- Super user training for advanced service usage
- Role-based training aligned to user responsibilities
- Basic troubleshooting skills training
- Advanced troubleshooting and diagnostic skills
- Function and service optimisation training
- Training delivery via remote, on-site or hybrid models
- Practical, scenario-based training sessions
- Training materials and user guides
- Training feedback and effectiveness review

4. Benefits

- Improved end user confidence and capability
- Faster adoption of cloud-based services
- Reduced reliance on support teams
- Improved service usage and productivity
- Enhanced super user capability within teams
- Faster issue identification and resolution
- Better optimisation of cloud service features
- Improved return on cloud investment
- Consistent understanding across user groups
- 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 training and capability development and does not include ongoing operational support 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, service scope and delivery approach. 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 trainer can be provided to manage training delivery, coordination and reporting throughout the engagement.

8. Offboarding and exit management

At the end of the engagement, Shivom Consultancy Limited 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

Shivom Consultancy Limited 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, training levels and delivery model. All pricing is transparent and documented in the call-off contract.