

SERVICE
DEFINITION

CROWN COMMERCIAL SERVICE
G-CLOUD 15
LOT 3 - CLOUD SUPPORT

CLOUD TRAINING AND KNOWLEDGE TRANSFER

TRANSFORMCX
LIMITED

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CONTACT: GOV@TRANSFORMCX.COM
WWW.TRANSFORMCX.COM

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SERVICE OVERVIEW

The **Cloud Training and Knowledge Transfer** service supports organisations to build internal capability and confidence in the use, management, and governance of cloud services. The service focuses on structured knowledge transfer and practical training aligned to organisational roles, responsibilities, and delivery models.

The service is typically used to support cloud adoption, migration, or ongoing operations by enabling teams to understand cloud concepts, platforms, and ways of working relevant to their roles.

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WHAT THE SERVICE INCLUDES

The service includes a defined set of training and knowledge transfer activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Assessment of cloud capability and training needs
- Design of role-based cloud training and knowledge transfer plans
- Delivery of cloud training sessions and workshops
- Knowledge transfer on cloud platforms, services, and practices
- Handover of documentation, runbooks, and operational guidance
- Support for embedding cloud ways of working
- Review and validation of knowledge transfer outcomes

Key outputs and deliverables

Outputs are documented and provided to the buyer and typically include:

- Training plans and materials
- Delivered training sessions and workshops

- Knowledge transfer documentation and artefacts
- Updated runbooks and operational guidance
- Recommendations for ongoing capability development

Deliverables are designed to support sustainable internal cloud capability.

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WHAT THE SERVICE DOES NOT INCLUDE

Unless explicitly agreed as part of the call-off, the service does not include:

- Formal certification or examination services
- Long-term training programmes or academies
- Organisation-wide change management delivery
- Procurement or resale of third-party training licences

These activities can be provided through related services procured separately where required.

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HOW THE SERVICE IS DELIVERED

The service is delivered using a structured training and knowledge transfer approach aligned to public-sector delivery and learning expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Needs assessment and planning**
 - Identify training objectives and audiences

- Define training scope and format
- 2. **Training and knowledge transfer delivery**
 - Deliver workshops, sessions, and briefings
 - Provide supporting materials and documentation
- 3. **Validation and reinforcement**
 - Review understanding and feedback
 - Address gaps and clarify key concepts
- 4. **Handover and close**
 - Finalise documentation and guidance
 - Agree next steps for capability development

Engagements typically run from **2 to 8 weeks**, depending on scope and audience size.

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SERVICE LEVELS AND SUPPORT OPTIONS

This service is delivered as a time-bound training and knowledge transfer engagement. It does not include ongoing support services as standard.

Where required, follow-on training or capability support can be agreed separately in line with standard service offerings.

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SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are addressed within testing activities where relevant, including:

- validation of access controls and data handling
- support for compliance and assurance evidence
- alignment with organisational security and quality standards

Assurance is supported through documented testing outcomes and quality assessments.

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ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- training objectives and audiences are confirmed
- delivery format and schedule are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- training materials and documentation are handed over
- knowledge transfer outcomes are reviewed
- recommendations for ongoing development are provided

This supports continued capability growth following delivery.

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COMMERCIAL MODEL

The service is typically delivered on a **fixed-scope** or **time-and-materials** basis, agreed at call-off.

Scope, deliverables, and timelines are confirmed prior to delivery. Any changes to scope are managed through agreed change control.

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WHY CHOOSE THIS SERVICE

This service provides:

- improved internal cloud capability
- reduced reliance on external suppliers
- better understanding of cloud governance and operations
- more confident and effective cloud delivery teams

The focus is on practical, role-relevant knowledge transfer.

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NEXT STEPS

To engage this service:

1. Confirm training objectives and target audiences
2. Agree delivery approach and commercial model
3. Schedule training and knowledge transfer activities

The service will be tailored to reflect organisational context and capability priorities.