

Service Definition: LiveLearningCo Human-Led AI & Software Adoption

1. What the Service Is

LiveLearningCo is a B2B Enterprise learning platform that believes **humanity is the key to unlocking technology**. We move government departments past impersonal, "check-the-box" training to achieve genuine "AHA" moments and software ROI. Unlike generic AI training providers, our service is 100% human-focused—we use real trainers and real-world experts to drive adoption. We don't just sell access; we ensure your technology investment actually works for your people.

Beyond live interaction, we provide High-Fidelity E-Learning & SCORM Hosting. We transform human expertise into 'Digital AHA Assets'—interactive, SCORM-compliant modules that scale your training across the entire enterprise. Our platform serves as a unified hub for both live expert-led sessions and bespoke digital content, ensuring a consistent, human-centric learning experience at any scale.

2. Onboarding & Implementation

We believe onboarding is the foundation of trust. Our process is designed to move your team from technological friction to "AHA" moments with zero wasted motion.

- **The Pre-Kickoff Audit:** Every engagement begins with our signature **30-Minute AI Readiness Audit**. This provides the data-driven "Why" behind your deployment.
- **The Project Kick-Off:** We convene a strategy session covering branding, technical integration, and communication. We align the platform to your mission.
- **Frictionless Entry:** Access is secured via **Single Sign-On (SSO)** via the Docebo platform, which is fully compliant with **WCAG 2.2 AA accessibility standards**.
- **Branded Trust (DKIM/SPF):** We authorise your domain to ensure every invitation and calendar appointment appears authentically from your organisation.
- **The Launch:** A customer is "Launched" when learners receive their branded invites and begin authenticating to join their first live sessions.

3. Service Levels & Support: The "No-Bot" Guarantee



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Commercial
Service
Supplier

- **Support Hours:** 9:00 AM – 5:30 PM GMT, Monday to Friday.
- **Human Response:** We guarantee a response from a real human within **4 business hours** (Standard) or **1 hour** (Priority). We never use generative AI bots for support.
- **Performance:** We provide a **99.9% availability** target for the platform.
- **Technical Success Manager (TSM):** Enterprise tiers include a dedicated TSM who acts as a strategic partner, attending stakeholder meetings and running quarterly audits.

4. Outage & Maintenance Management

- **Human-Friendly Maintenance:** Routine maintenance is performed outside of standard UK business hours (evenings/weekends) to ensure zero disruption.
- **Communication:** Users are notified 48 hours in advance of any planned updates via our "Success Alerts."

Digital Content Design & Technical Specs

- **Inclusivity by Design:** All e-learning assets are built to **WCAG 2.2 AA** standards, featuring closed captioning, screen-reader compatibility, and keyboard navigation.
- **Interactive Methodology:** We utilise branching scenarios and real-world simulations to move beyond passive video watching.
- **Hosting Reliability:** Our SCORM hosting environment utilises global CDN (Content Delivery Network) technology to ensure zero-latency playback of high-definition video assets for all UK public sector users.

5. Customisation & Constraints

- **Customisation:** We offer full white-labeling and bespoke learning paths tailored to your Audit results. We can wrap your internal policies into our human-led sessions.
- **Constraints:** To protect the "AHA" moment, we do **not** provide "generic, bot-led content" or "unmonitored seat-only licenses." If it's not real, it's not ours.
- **Bespoke Digital Journeys:** We design custom e-learning paths based on your **Readiness Audit**. This includes high-fidelity video, interactive scenarios, and branded interfaces.
- **SCORM Hosting:** Our platform supports the hosting and tracking of SCORM 1.2, 2004, and xAPI assets. We ensure these digital assets meet the same **WCAG 2.2 AA** standards as our live sessions.
- **Constraint:** To maintain our 'If it's not real, it's not ours' mandate, we do not host or design generic, AI-generated 'slide-turner' content. All hosted assets must meet our quality standards for human engagement.



6. Technical Requirements

- **Browser-Based:** No local software installation is required. Compatible with all modern browsers (Chrome, Edge, Firefox, Safari).
- **Network:** Standard broadband connectivity.
- **Integration:** SAML 2.0/SSO for secure authentication and DKIM/SPF for secure email delivery.

7. Security & Data Integrity

- **Hosting:** All primary data is hosted in Tier 1 data centres, ensuring UK-sovereign data standards.
- **Encryption:** All data is encrypted using AES-256 (at rest) and TLS 1.2+ (in transit).
- **Backup & Disaster Recovery:** Data is backed up hourly. Our Disaster Recovery plan ensures a **Recovery Time Objective (RTO) of 4 hours** and a **Recovery Point Objective (RPO) of 24 hours**.

8. Offboarding & Access to Data

- **Knowledge Sovereignty:** Upon service exit, all customer-specific content is provided in a standard **SCORM package format**.
- **Final Impact Report:** We provide a closing dossier detailing attendance, engagement, and a final **ROI Assessment** of the value delivered.
- **Secure Decommissioning:** Following data export, all instances are securely wiped in line with G-Cloud standards.
- **Asset Transfer:** Upon service exit, all bespoke e-learning content created for the Buyer is provided in a standard **SCORM package format**.
- **Data Export:** You receive a full export of all learner progress data, including completion rates and assessment scores from hosted modules. We ensure your 'Digital AHA Assets' remain your property, transferable to any compatible LMS environment.

