Training – Cloud, AI & Data Platforms

Service overview

We train public sector teams in AI, cloud, data and web development, using your own systems and data. Courses cover using AI safely and effectively, AWS and Azure, Terraform, data engineering and data cleaning, dashboards in Tableau, QuickSight and Power BI, and building web applications. Training is hands-on and in plain English, and can be delivered on site, remotely or as a mix.

What is included

- Practical AI training, including safe use of generative AI
- AWS and Azure cloud training
- Terraform and infrastructure as code training
- Data engineering and data cleaning training
- Dashboard training in Tableau, QuickSight and Power BI
- Web application development training
- Property and estates data analysis training
- Training tailored to your own systems and data
- Hands-on workshops, coaching and pairing
- Knowledge transfer at the end of projects

How we work

Stage	What happens
Assess	We understand your team's skills, roles and goals.
Design	We shape course content around your own systems and data.
Deliver	We run hands-on workshops, coaching and pairing sessions.
Embed	We follow up with guides, support and checks that new skills are being used.

What you get

- Skills assessment
- Tailored course plan
- Workshops and course materials
- Guides and reference materials to keep

- Follow-up coaching
- Short report on outcomes and next steps

What is not included

- Vendor certification exams
- Licences for training platforms or tools
- Accredited qualifications

Examples of our work

Cabinet Office Digital – GRID. Alongside building GRID, we designed easy-to-use dashboards and trained HR and policy teams to interpret analytics, helping them make data-led decisions with confidence.

About Four Seals Digital

Four Seals Digital Limited is a UK digital agency that works with the public sector. Our team of around 25 people includes solution architects, engineers, data analysts, AI engineers, business analysts, and product and delivery managers.

We have long experience of working with UK central government. We build and support web applications, data platforms and AI services on AWS and Azure.

We are certified to ISO 27001. All our staff and operations are in the UK, and we have staff with Security Check (SC) clearance.

Standards we follow

- GDS Service Standard and Technology Code of Practice
- NCSC Cloud Security Principles and Cyber Assessment Framework
- ISO 27001 information security management
- UK GDPR and the Data Protection Act 2018
- WCAG 2.2 AA for anything users see

Security and your data

We work inside your own cloud accounts wherever possible, and ask for the least access we need (read-only where that is enough). Your data stays in the UK and is handled only by UK-based staff. We do not share your data with anyone else, and we return or securely delete it when the work ends.

Starting the service

- Kick-off meeting to confirm goals, scope, contacts and ways of working
- Agree access, security clearance needs and any data sharing terms
- Agree service levels, reporting and how we raise and escalate issues

- Short discovery to confirm the plan before main delivery starts

Ending the service

- Hand over all code, documents, dashboards and configuration
- Knowledge transfer sessions with your team or new supplier
- Return or securely delete your data, and confirm this in writing
- Remove our access to your systems and accounts

Support and service levels

We offer working-hours support (9am to 5pm), extended support on working days, or 24 hours a day, 7 days a week. We agree the right level with you. Typical response times are below; resolution targets are agreed in the order.

Severity	What it means	We respond
Service down	A core service is unavailable	Immediately
Critical	Business outage or major impact on users	Within 1 hour
Urgent	Service works but is badly affected, or a time-sensitive issue	Within 2 hours
Important	Issue with little current impact on users	Within 4 hours
Monitor	No action needed beyond monitoring	Within 1 working day
Information	Request for information only	Within 1 working day

Who does what

You will:

- Give us access to the systems, data and people we need
- Name the people who can raise and approve requests
- Raise issues through the agreed route and set their priority

We will:

- Deliver the agreed work to the agreed standards
- Track every issue through to resolution and keep you updated
- Escalate problems early, through the agreed route

Contact us

Four Seals Digital Limited, Office 2, Tweed House, Park Lane, Swanley, BR8 8DT. Contact us through the Digital Marketplace to discuss your needs.