

Service Definition: Training Services

1. Overview – What the Service Is

Training Services provide structured learning and knowledge transfer to ensure organisations can confidently and effectively use, manage, and optimise cloud-based software, infrastructure, and security controls. The service is designed to build internal capability, reduce reliance on external support, and enable teams to operate cloud environments safely and efficiently.

Training Services support both technical and non-technical audiences, including IT operations teams, developers, security teams, service managers, and business users. Training content is tailored to the organisation's cloud maturity, roles, and responsibilities, ensuring relevance and practical value.

2. Scope of the Service

Training Services typically include:

- Cloud platform fundamentals and architecture
- Cloud operations and service management
- Security and identity management in cloud environments
- Backup, recovery, and disaster recovery processes
- Cost management and optimisation practices
- Application deployment and lifecycle management
- Governance, compliance, and risk management
- Role-based and hands-on technical training

Training can be delivered as one-off sessions, structured programmes, or ongoing enablement aligned with cloud adoption initiatives.

3. Backup, Restore, and Disaster Recovery Training

Training includes guidance on backup and recovery concepts and operational procedures relevant to the customer's cloud environment. This covers understanding backup policies, restore workflows, recovery testing, and roles during incident response.

Where applicable, disaster recovery scenarios are discussed to ensure participants understand failover processes, recovery priorities, and communication responsibilities. The goal is to ensure that teams are prepared to respond effectively during real incidents.

4. Onboarding and Offboarding Support

Onboarding

Onboarding to Training Services begins with a training needs assessment to understand existing skills, target competencies, and organisational priorities. Training objectives, formats, and schedules are agreed in advance.

Participants are provided with access to learning materials, training environments, and supporting documentation where required.

Offboarding

Offboarding includes the provision of training materials, recordings, and reference documentation. This ensures that knowledge remains accessible beyond the training engagement. Access to training environments is removed where applicable.

5. Service Constraints

Training is typically delivered remotely using online platforms. In-person training can be arranged by agreement.

Hands-on labs may require dedicated training environments and may be subject to availability or platform constraints. Training focuses on supported and agreed cloud platforms and services.

6. Service Levels and Delivery Management

Training delivery is managed through agreed schedules and session plans. This includes:

- Defined learning objectives
- Session agendas and materials
- Attendance tracking
- Feedback and evaluation

Adjustments to content or pacing can be made based on participant feedback.

7. After-Sales and Ongoing Enablement Support

After initial training delivery, ongoing support may include refresher sessions, advanced modules, or ad hoc advisory support. Training Services can also be aligned with ongoing cloud support engagements to reinforce learning through real-world application.

This approach helps organisations maintain skills as platforms and services evolve.

8. Technical Requirements

Training participants typically require:

- Access to cloud platforms or training environments
 - Appropriate permissions for hands-on exercises
 - Reliable internet connectivity
 - Devices capable of accessing training platforms
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Training environments are isolated from production systems unless otherwise agreed.

9. Outage and Maintenance Considerations

Training activities do not impact production services unless explicitly designed as hands-on operational exercises. Any such activities are planned carefully to avoid disruption.

10. Hosting Options and Locations

Training content supports cloud platforms hosted in approved regions. Training environments can be provisioned in specific regions to align with data residency or organisational policies.

11. Access to Data Upon Exit

Training materials and documentation are provided to the customer for continued use. Any participant data collected during training is handled in line with data protection requirements and removed upon request.

12. Security and Data Protection

Training Services follow secure data handling practices. This includes protecting participant information, securing training platforms, and ensuring that training environments do not expose sensitive data.



Security awareness and best practices are embedded into training content to reinforce secure behaviours across teams.

