

Service Definition Document

Managed Cloud Training Services

Rosebud Cloud Solutions

G-Cloud 15 – Lot 3: Cloud Support

1. Overview

Rosebud Cloud Solutions' *Managed Cloud Training Services* provide structured, role-specific training designed to build confidence, capability, and operational resilience across public sector teams adopting or optimising cloud platforms. The service covers foundational and advanced user skills, troubleshooting, service optimisation, and scenario-based learning. Training is practical, hands-on, and aligned to organisational transformation goals, ensuring secure and effective cloud usage across all roles.

2. Service Summary

Service Name

Managed Cloud Training Services

Service Type

Lot 3 – Cloud Support

Service Description

Rosebud's Cloud Services: Training equips public sector teams with the skills required to confidently use, manage, and optimise cloud platforms. The programme includes basic and advanced user training, troubleshooting, service optimisation, and role-specific learning paths. Through hands-on exercises and scenario-based problem solving, users gain the practical knowledge needed to support secure, efficient cloud adoption.

Service Categories

- Cloud Support Services
- Training
- Basic User – Cloud-Based Services
- Super User – Cloud-Based Services
- Basic Troubleshooting Skills
- Advanced Troubleshooting Skills

- Function/Service Optimisation Skills

3. Service Features and Benefits

3.1 Features

- Basic cloud service user training
- Super-user capability development
- Troubleshooting fundamentals
- Advanced troubleshooting techniques
- Service optimisation skills
- Role-specific learning paths
- Hands-on cloud platform exercises
- Scenario-based problem solving
- Customisable training modules
- Post-training support resources

3.2 Benefits

- Builds user confidence with cloud tools
- Reduces dependency on support teams
- Improves issue resolution speed
- Enhances platform efficiency
- Supports secure cloud usage
- Tailors learning to user roles
- Encourages proactive problem solving
- Strengthens operational resilience
- Boosts adoption across teams
- Aligns skills with transformation goals

4. Service Scope

4.1 Included

- Delivery of structured cloud training modules

- Role-specific learning paths (basic user, super user, troubleshooting, optimisation)
- Hands-on exercises using relevant cloud platforms
- Scenario-based problem-solving sessions
- Access to post-training resources and reference materials
- Standard onboarding and training needs assessment

4.2 Not Included

- Formal certification (available separately if required)
- Custom development of training platforms or tools
- Onsite delivery (available at extra cost)
- Extended support packages (quoted separately)

5. Service Constraints

- Requires access to relevant cloud platforms and user roles to tailor content effectively.
- Training sessions are advisory and do not include certification unless separately arranged.
- Training outcomes depend on participant engagement and baseline skill levels.
- Scheduling may be affected by team availability and organisational priorities.
- Buyer-led changes to scope or attendance may impact delivery timelines.

6. Reselling Information

Supplier Type

Reseller providing additional features and support not available from the original supplier.

Original Supplier

Microsoft

7. User Support

7.1 Support Channels

- Email or online ticketing: **Yes, at extra cost**
- Phone support: **No**
- Web chat support: **No**
- Onsite support: **Yes, at extra cost**

7.2 Support Response Times

- 1-hour initial response
- 2-day fix target
- 12-hour weekend response time (unless otherwise agreed)

7.3 Support Levels

- Standard support level (cost provided at discovery/quote stage)
- Dedicated technical account manager (qualified cloud engineer)

7.4 Support for Third Parties

Yes – support available to authorised third-party partners or managed service providers.

7.5 Accessibility

Compliant with EN 301 549.

8. How Users Access the Service

- Web browser interface: **No**
- Application installation: **No**
- Mobile-optimised interface: **No**
- Service interface: **No**
- API availability: **No**
- Customisation: **No**

9. Pricing

Pricing is provided during discovery and quotation, based on:

- Number of participants
- Training modules selected

- Delivery method (remote or onsite)
- Required post-training support
- Any bespoke tailoring of content

10. Onboarding and Offboarding

10.1 Onboarding

- Training needs assessment
- Role-based learning path definition
- Scheduling and session planning
- Access setup for training environments
- Pre-training materials and guidance

10.2 Offboarding

- Removal of temporary training access (if applicable)
- Delivery of post-training resources
- Optional follow-up sessions
- Feedback and evaluation reporting

11. Security and Compliance

- Training delivered using secure, approved cloud environments
- Supports secure user behaviour and governance practices
- Aligns with public sector compliance and cloud adoption frameworks

12. Service Management

Rosebud provides structured service management for training delivery, including:

- Session planning and coordination
- Attendance tracking
- Feedback collection and analysis
- Continuous improvement of training content

13. Technical Roadmap

Rosebud continues to enhance the training service through:

- Updated modules aligned with cloud platform evolution
- Expanded troubleshooting and optimisation scenarios
- Additional role-specific learning paths
- Enhanced post-training digital resources