



Service Definition

G-Cloud 15
LMS Implementation Consultancy
(Project Management and Integration Support)

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We Are Jumping Bean Training

Jumping Bean Training is an independent learning consultancy based in Scotland, now in our 20th year. We support organisations across a wide range of sectors, delivering learning strategy, content, and learning technology services. We combine deep learning design expertise with practical, vendor-agnostic technology delivery to create solutions that are secure, scalable, and fit real ways of working. The result is learning that is easy to find at the point of need, quick to consume, and designed to help people perform at their best.

What Do We Do?

Jumping Bean Training provides independent learning consultancy services across strategy, learning technology, content, and managed learning operations. We help organisations design and run learning ecosystems that are secure, scalable, and easy to use - enabling learners to access what they need at the point of need.

We work across a wide range of sectors, including global organisations with complex operating models and high expectations around governance, security, and delivery quality

Our services include:

Learning Strategy and Consultancy

We work with clients to align learning with business objectives and performance needs. We assess learning maturity and culture, agree appropriate learning operating models (governance, ownership, processes, and measures), and create pragmatic roadmaps covering technology, content, and adoption.

LMS Selection

We guide organisations through a structured, vendor-agnostic LMS selection process. This includes requirements definition, market review and shortlisting, vendor demos, evaluation and scoring, stakeholder alignment, and commercial validation to support a confident final decision.

Learning Technology Implementation and Integration

We support the delivery of learning platforms and connected tools, working with client IT teams and vendors to ensure solutions are configured correctly and operate reliably. This includes configuration design and oversight, roles and permissions design, reporting requirements definition, identity and access alignment, and integration coordination with wider enterprise systems such as HR, collaboration tools, content libraries, data / BI platforms, and other business applications - creating a seamless learner experience and giving L&D leaders the management information they need to drive performance and adoption. We can also act as your project manager, coordinating delivery with the vendor to keep the implementation on track, on time, and within budget.

Learning Content Design and Development

We design and develop world-class blended learning experiences - classroom, virtual and digital - built around learning by doing, so people stay engaged, build confidence fast, and perform in the real world.

Outsourced Managed Learning Services

We provide end-to-end managed learning services, acting as an extension of your organisation - or fully outsourcing learning operations where required. We take care of the day-to-day running of learning platforms and services, alongside continuous improvement, so clients can deliver a consistently high-quality learning experience without building or managing large internal teams.

Who We Work With

Jumping Bean Training supports organisations that take capability seriously - typically leaders in their sectors with complex operating environments and high expectations of quality, governance, and delivery. Our clients range from global brands to fast-growing businesses, often operating across multiple regions, systems, and stakeholder groups.

We work with learning, HR and business leaders who need an independent partner to help shape learning strategy, deliver learning technology, and run learning services end-to-end - ensuring learning is effective, scalable, and adopted.



Service Overview

This service provides vendor-agnostic LMS implementation consultancy and delivery support for public sector organisations. Jumping Bean Training works alongside the contracting authority, LMS vendors and internal technical teams to plan and deliver learning platform change, ensuring solutions are configured correctly, integrated with required enterprise systems, and ready for successful adoption.

We provide practical project management and subject matter expertise across implementation planning, configuration oversight, identity and access alignment (e.g., SSO), integration coordination (e.g., HR systems, collaboration tools, content libraries and analytics platforms), reporting requirements, testing support and go-live readiness. We help clients manage delivery risks, maintain governance and stakeholder alignment, and ensure delivery remains on track, on time and fit for real ways of working.

Delivery is provided on a time and materials basis using published SFIA-aligned day rates. The contracting authority retains ownership of supplier contracts and final acceptance decisions.

Service Approach

Delivery is structured around short, clearly defined work packages aligned to agreed objectives and priorities. Work is planned and reviewed regularly with the contracting authority to confirm progress, emerging risks, and next steps.

This approach provides flexibility while maintaining transparency, cost control, and alignment with governance and delivery expectations.

Service Features

- Implementation discovery workshops with L&D, IT and stakeholders
- Project mobilisation, plan, RAID log and governance setup
- Vendor coordination and delivery oversight (client-side assurance)
- Requirements validation and configuration design support
- Roles, permissions and access model design (RBAC)
- Identity and access alignment (SSO / MFA / provisioning)
- Integration coordination (HRIS, IdP, content, collaboration, BI)
- Data migration planning and cutover support
- Reporting and analytics requirements definition and validation
- Testing support (SIT/UAT planning, scripts, defect triage)
- Go-live readiness planning and hypercare support
- Stakeholder communications and adoption support planning
- Handover into BAU operations and continuous improvement backlog

Service Benefits

- Faster mobilisation and delivery using proven implementation methods
- Reduced delivery risk through experienced client-side assurance
- Clear governance, reporting and decision-making throughout delivery
- Better alignment between business needs and technical configuration
- Improved integration outcomes across identity, HR and data ecosystems
- More predictable timelines through structured planning and dependency management
- Higher quality go-live readiness through robust testing and cutover support
- Stronger stakeholder confidence through transparent progress and issue control
- Smoother handover into BAU operations and continuous improvement
- Increased adoption through practical support for communications and rollout

Typical Duration

Implementation timescales vary depending on organisational complexity, integration requirements, data migration needs, stakeholder availability, governance approvals and vendor delivery approach. Jumping Bean Training provides consultancy and delivery support on a time and materials basis, with a detailed plan confirmed during mobilisation.

Typical elapsed (calendar) implementation durations are:

- **Low complexity:** 8 - 12 weeks
- **Medium complexity:** 12 - 20 weeks
- **High complexity:** 20 - 36+ weeks

Delivery is typically structured across mobilisation, design, configuration, integration, testing, go-live and handover. Timescales are dependent on client governance, supplier schedules and the availability of technical environments and resources.

Timescales may extend where supplier delivery, environments, approvals or dependencies are delayed.

Service Prerequisites

To help ensure project success we will require the following:

- A named service owner and day-to-day project lead with authority to make decisions
- Access to key stakeholders for workshops, design decisions, testing and approvals
- Confirmed scope and priorities (including key use cases and success criteria)
- Access to the LMS vendor implementation team and delivery plan (where applicable)
- Access to required environments and tools (e.g., LMS admin access, test environment, documentation repositories)
- Availability of technical resources to support integrations and identity configuration (e.g., IT / Architecture, Identity / SSO, Security)
- Required technical information and approvals (e.g., IdP details, SSO approach, network / security constraints, data residency requirements)
- Access to source system owners for integrations (e.g., HR system, content platforms, reporting / BI)
- Test users and test data to support SIT/UAT and validation activities
- Agreed governance approach, meeting cadence and sign-off checkpoints
- A communications and rollout owner (or nominated contact) for go-live readiness and adoption activities
- Named senior approvers for key sign-offs (design, testing, go-live readiness)

Where some of the above information is not yet available (for example SSO approach, integration requirements or reporting needs), Jumping Bean Training can work with client teams to help identify and document these requirements during mobilisation and discovery.

Deliverables

Jumping Bean Training provides practical implementation consultancy, project management and integration support to help clients deliver a successful LMS implementation. Deliverables are tailored to the client's scope and delivery approach, and typically include:

Project Mobilisation and Control

- Mobilisation workshop and implementation approach confirmation
- Implementation plan and milestone schedule (aligned to vendor plan where applicable)
- Governance and delivery cadence (meetings, reporting and escalation routes)
- RAID log (risks, assumptions, issues and dependencies) and action tracking
- Weekly status reporting (progress, blockers, decisions required)

Requirements and Solution Design Support

- Requirements validation and scope clarification (including prioritisation)
- Configuration design support (workflows, catalogue structure, enrolment rules)
- Roles, permissions and access model definition (RBAC)
- Non-functional requirements confirmation (security, accessibility, reporting, performance)

Integration and Technical Assurance

- Integration requirements definition and coordination (e.g., HR, IdP / SSO, content, BI)
- Technical design review and assurance support (vendor and client teams)
- Support for identity and access alignment (SSO / MFA / provisioning where applicable)
- Integration testing coordination and defect triage support

Data, Reporting and Validation

- Data migration planning support (scope, approach, cutover considerations)
- Reporting requirements definition and validation support
- Test approach support including SIT / UAT planning, scripts and sign-off checkpoints

Go-Live and Handover

- Go-live readiness checklist and cutover planning support
- Hypercare support planning and coordination (initial stabilisation period)
- Handover into BAU operations, including documentation review and knowledge transfer
- Continuous improvement backlog and next-phase recommendations

The contracting authority retains ownership of supplier contracts and final acceptance decisions.

What's Not Included

To keep the service focused on implementation consultancy, project management and integration support, the following activities are not included unless agreed separately:

- Acting as the contracting authority or making acceptance decisions on behalf of the client
- Running any procurement process, issuing tenders, or managing an e-tendering portal
- Providing LMS software licences or third-party products
- Vendor professional services (where delivered directly by the LMS supplier)
- Custom software development (e.g., building bespoke applications, extensive coding)
- Hosting, infrastructure provision, or ongoing platform operations (unless commissioned separately)
- Ongoing BAU LMS administration and managed service delivery after handover
- Creation of new learning content (classroom, virtual or digital)
- Large-scale data cleansing or ownership of data quality issues in source systems
- Execution of data migration activities (unless agreed separately)
- Legal review, contract negotiation, or commercial negotiations with suppliers

Jumping Bean Training can provide additional support by agreement where required, including extended delivery support, hands-on platform configuration, enhanced technical assurance, or transition into ongoing operational managed services

Support

Support for this service is provided through the assigned Jumping Bean Training consultant(s) and is focused on ensuring implementation delivery stays on track and stakeholders have timely access to expertise.

Support includes:

- A named consultant and clear points of contact
- Regular check-ins (weekly by default, or as agreed)
- Email and Microsoft Teams support during UK business hours
- Workshop facilitation and meeting attendance as required
- Review of vendor implementation plans, designs and delivery materials
- Support for client decision-making on configuration, integrations and rollout approach
- Coordination with the LMS vendor and client technical teams to triage issues and remove blockers
- Clear documentation of actions, decisions, risks and outputs

We support successful delivery by applying consistent project controls, maintaining clear documentation, and ensuring configuration and integration decisions are aligned to agreed requirements and operating context. The contracting authority retains ownership of supplier contracts and final acceptance decisions.

Service Hours

Support is available Monday to Friday, 09:00–17:00 (UK time), excluding public holidays.

Issue and Risk Management

We manage delivery using standard project controls, including:

- A RAID log (Risks, Assumptions, Issues, Dependencies)
- Clear ownership of actions and next steps
- Escalation routes agreed at project kick-off
- Progress tracking against milestones and deliverables
- Dependency tracking (e.g., stakeholder availability, vendor schedules, access to environments, integration readiness, security approvals, data availability)
- Support for managing testing outcomes (e.g., defect triage and prioritisation) and go-live readiness

Service Dependencies

Delivery outcomes and timelines are dependent on timely access to stakeholders, availability of technical environments, and the responsiveness of third-party suppliers and internal teams. Integrations and identity configuration (e.g., SSO and provisioning) are dependent on client identity providers, source system owners, data quality, security approvals and vendor capability.

Where dependencies introduce delays or require additional activity beyond the agreed scope, Jumping Bean Training will highlight impacts through the RAID log and agree next steps with the contracting authority.

Offshore delivery is not offered for this service.

Data Handling

We may process limited business information and stakeholder input (e.g., implementation requirements, integration details, test outcomes, and platform configuration information) for the purposes of delivering the service. Information is stored securely with access restricted to the project team and retained only for the duration required to deliver the engagement, unless otherwise agreed.