

Service Definition – PivotingToAI Microsoft 365 Copilot Training & Adoption

Lot: G-Cloud 15 Lot 3 – Cloud Support

Version: 1.1

Date: 13 January 2026

1. Service Overview

This service provides instructor-led Microsoft 365 Copilot training and adoption support for UK public sector organisations. The aim is to help teams use Copilot safely and consistently for everyday work tasks, through practical exercises, reusable prompt patterns, and structured follow-through. [\[Document | Word\]](#)

2. Target Audience

- Teams using Microsoft 365 Copilot who require confident, safe, day-to-day use
 - Organisations in regulated environments (e.g., NHS, councils, utilities, banking)
 - Buyers seeking adoption support rather than generic 'AI awareness' sessions
- [\[Document | Word\]](#)

3. Service Inclusions

- Planning call to confirm roles, use-cases, and constraints
 - Tailored agenda aligned to the buyer's policies and context
 - Delivery: remote or onsite training for cohorts or teams
 - Hands-on exercises based on agreed work tasks (sanitised examples where needed)
 - Reusable prompt patterns and templates for ongoing use
 - Safe-use guidance: what not to share and how to check outputs
 - Optional follow-up clinics and Q&A sessions (if contracted) [\[Document | Word\]](#)
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4. Typical Outcomes

- Faster drafting, summarising, and analysis with less rework
 - Higher adoption rates due to increased user confidence and capability
 - Reduced risk from unsafe information handling
 - More consistent outputs across teams using shared patterns [\[Document | Word\]](#)
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5. Technical Prerequisites

- Buyer is responsible for licensing and access
 - Delegates must have an active Microsoft 365 Copilot licence assigned in the buyer's tenant
 - Delegates must have any prerequisite Microsoft 365 base licences as required by Microsoft
 - Access to Microsoft 365 apps used in training (e.g., Word, Outlook, Teams)
 - If using organisation data sources (SharePoint/OneDrive), permissions must be in place
 - Training cannot proceed if licences are not active and tested before the session
 - Licences, subscriptions, or tenant access are not supplied by the provider [\[Document | Word\]](#)
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6. Security and Information Governance

- The provider does not host the buyer's systems or require access to live sensitive data
 - Training uses buyer-approved, sanitised examples where sensitive information exists
 - Training aligns with the buyer's information governance and acceptable-use policies
 - Practical checks for accuracy are explained (e.g., verifying sources and outputs)
 - Staff can be provided up to UK Security Check (SC) if required, subject to buyer onboarding
 - Tenant security configuration or security testing is not provided unless separately contracted [\[Document | Word\]](#)
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7. Support Levels

- **Standard (included):** Email/ticketing support for training clarification questions, Mon–Fri 09:00–17:00 UK; target response within 2 working days

- **Enhanced (optional):** Standard plus scheduled clinics/Q&A; target response within 1 working day; priced per session/day (see pricing document)
 - **Adoption retainer (optional):** Monthly package for ongoing reinforcement; scope, cadence, and targets agreed in the statement of work (see pricing document)
 - No technical account manager (TAM) or cloud support engineer is provided as standard [\[Document | Word\]](#)
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8. Business Continuity and Disaster Recovery

- The provider does not host critical software infrastructure or customer production data; business continuity focuses on delivery continuity
 - Trainer availability: if illness prevents delivery, sessions will be rescheduled at no penalty or an alternative qualified instructor will be provided (subject to buyer approval)
 - Training materials and templates are stored in redundant cloud storage and can be restored quickly
 - Where feasible, onsite sessions can switch to remote delivery (or vice versa) by agreement [\[Document | Word\]](#)
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9. Onboarding and Offboarding

- **Onboarding:** Planning call, confirm prerequisites, agree agenda and examples, confirm delivery method and logistics
 - **Offboarding:** Provide final materials/templates; if follow-up support is contracted, agree schedule and contact route
 - Buyer data is not retained at contract end beyond operational administration [\[Document | Word\]](#)
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10. Service Constraints

- Buyer provides Microsoft 365 Copilot licences and appropriate access
- The provider does not create or approve organisational policy; they align to it
- Remote delivery requires stable internet and a buyer-approved platform
- Onsite delivery requires a suitable room, screen, and audio
- Outcomes depend on licensing readiness, governance readiness, and participation [\[Document | Word\]](#)

11. Locations and Working Hours

- **Delivery:** Remote (UK time) or onsite across the UK by agreement
- **Working hours:** Mon–Fri 09:00–17:00 UK time (excluding bank holidays) [[Document | Word](#)]

12. Pricing

- Pricing is provided in the separate pricing document/rate card. This service definition does not include pricing.