

Cloud Academy

G-Cloud 15





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1 Service Overview

The Cloud Academy service helps organisations increase the cloud fluency and skills within the Buyer workforce to help accelerate cloud transformation.

The service targets all parts of the organisation across leadership, business, and IT stakeholders.

- It enables the leadership to understand how to effect business transformation through cloud.
- It enables businesses to adapt and improve their ways of working using the cloud.
- It enables IT to understand how to plan, design and deliver technology services on the cloud (and using the cloud).

The Cloud Academy will build awareness of the cloud within the organisation, initiate the change dialogue, encourage cloud adoption acceleration by communicating the value of cloud. It will enable cloud skilling based on personalised needs, customised learning and change pathways and communities of practice. The service takes a metrics-based approach (including KPIs) to track the progress and efficacy of targeted training.

The service adopts a persona-led approach to personalise the training and upskilling using role archetypes such as IT Project Managers, Procurement Leads, and Product Owners. Each persona receives a tailored learning journey aligned to their responsibilities, maturity level, and cloud impact. Capgemini will partner with the hyperscaler(s) used by the Buyer organisation to tailor the learning pathways based on their training catalogue while also leveraging any existing skills initiative they already provide to their customers (such as Microsoft Enterprise Skills Initiative).

2 Business Need

Cloud transformations are a lot more than technology transformations – they are the enablers of the eco-digital organisations. The impact they can have on the workforce is far reaching and often requires both business and IT to adapt their ways of working and even their roles to the cloud. The fear of this impact and a lack of understanding of how to operate in a cloud transformed organisation is often a major barrier for organisations to adopt a cloud-first approach and accelerate their move to the cloud.

This includes –

- A procurement manager to understand how to procure IaaS, PaaS and SaaS services.
- Project managers to understand how to manage cloud native projects using agile methods.
- Architects to understand how to architect applications for the cloud.
- Product owners to understand cloud unit economics to measure feature ROIs.

The gap in both hard skills and soft skills, including cultural readiness, psychological safety, and agile mindsets must be addressed. The Cloud Academy embeds behavioural change strategies and cultural transformation levers to support sustainable cloud adoption.

The skills gap cannot be bridged by simply asking the workforce to undergo training provided through the cloud provider's (hyperscaler) training catalogues. These trainings are not tailored to roles and quite often do not specifically help the workforce understand how to adapt the approach to their jobs for the cloud.

The approach an organisation should take needs to address this in a way that builds confidence within the workforce, removes their resistance to change and enables organisations to realise and maximise the value of their cloud investments.

This can only be done through a service that provides personalised and role-based approach that assesses the current role, understands how the role will change due to a cloud transformation and then provide a learning pathway that can bridge the gap.



3 Our Approach

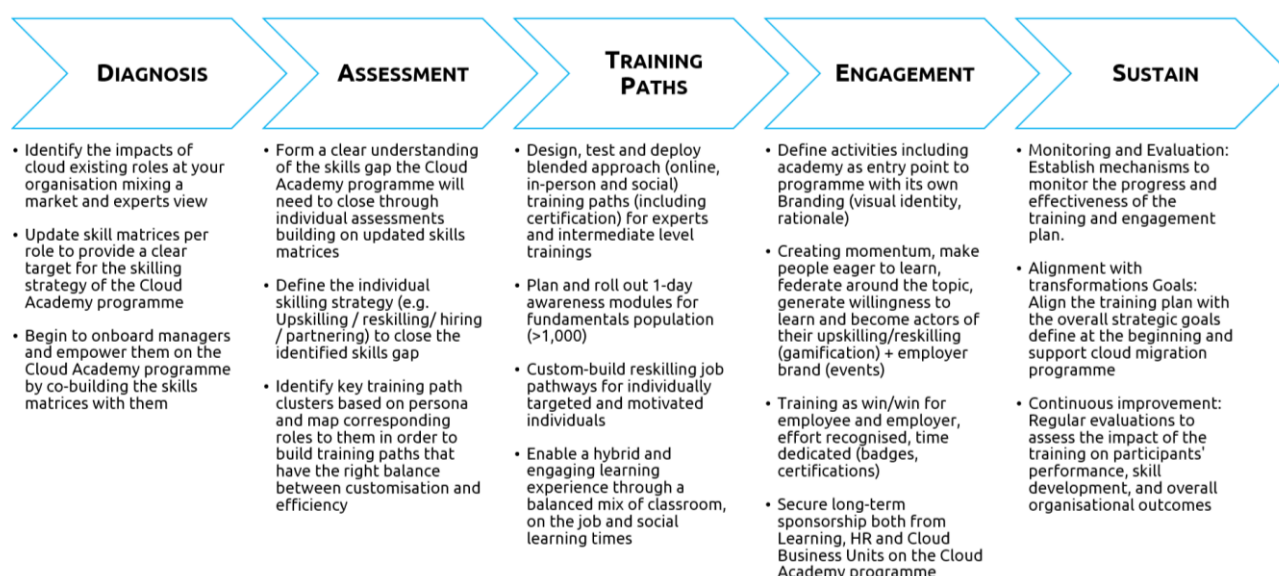
3.1 Cloud Academy Methodology

Capgemini's Cloud Academy framework and methodology will enable organisations to transform into a cloud skills powerhouse by:

- Centralising Cloud training resources, accessible and adapted to different personae.
- Proposing clear career paths for your workforce across the IT and business organisation.
- Address all populations through tailored and multichannel educational experience.

The Cloud Academy will assist cloud adoption with an ambitious upskilling/reskilling program that includes experiential learning formats such as Gamedays, Hackathons, Office Hours, and Cloud Labs. These formats simulate real-world scenarios and foster hands-on engagement, accelerating practical cloud fluency.

In the current climate, where organisations particularly in the public sector struggle with cloud skills, the Cloud Academy will help you attract and retain cloud talent.



3.2 Cloud Academy principles

Cloud academy focusses on human skills development, helping employees to become conversant with cloud practices, technology, and ways of working. Public sector organisations globally are increasingly moving citizen services online to improve access and create more sustainable cities and communities. But building these services does not automatically mean citizens can or will use them.

At Capgemini, we partner with public sector organisations globally to design, test, iterate, and run digital services that put citizens at the center. Organisations can meet the needs of users today while preparing for tomorrow; services organised around the important events in citizens' lives.

This helps to build competencies at scale across the organisation, which can accelerate the adoption of technologies that unlock business transformation.

Six principles lay the foundation for success of people in the cloud transformation journey.

Principle	Description
A user-centric approach	▪ Centralise cloud resources with a unique entry point. ▪ Adapt the training to address all populations with hybrid training.



	- Use the best method to accelerate learning and reach all users by gamification, self-service training, replay. - Foster communities of practices through an approach of skill fields of competencies.
Build Buyer organisation as a showcase	- Boost people attractivity and retention by communicating internally and externally to your business and technology ecosystem. - Communicate through key recruitment channels such as LinkedIn on behalf of your organisation.
Customised to your organisation	- Tailor trainings to have operational trainees by using as many elements as possible from the hyperscalers with specifics of your organisation. - Focus on ways of working, culture, FinOps etc to effectively train people from the ecosystem.
Work in partnership with cloud providers	- Leverage the training catalogues, initiatives and pathways already provided by the hyperscalers (such as the Microsoft Skills Initiative, AWS Certifications). - Work with the cloud providers in the development of training pathways and delivery - Use the training to integrate them into the training path as foundation and Cloud fluency combine with your organisation's way of implementation and process.
Generate Buy-In	- Get the Cloud Academy the required sponsorship and visibility from the beginning. - Make people understand the importance of Cloud at your organisation and share this vision.
Multiply the engagement with ambassadors	- Accelerate the ramp up relying on your employees with "Train the trainer" approach. - Create a network of ambassadors to embody the Cloud Academy and generate engagement. - Transfer of Academy methods and tools is carried out properly to reap benefits of training.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

5 Service Management

This service can be delivered as a defined project or on a day rate basis. In either case it will be a clearly defined project with agreed processes, outputs, and deliverables.

Capgemini will establish the required multi-level project governance and delivery assurance including regular reporting at the beginning of the project.

6 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss.



7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form (including as a minimum an exit plan in line with the Call-Off Contract terms) which will be charged for in accordance with the Pricing section for this service.

8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer is a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

9 Partnerships/Alliances

Capgemini will leverage its global partnerships with hyperscalers – Microsoft, AWS and Google to deliver this service. The choice of the specific partner will depend on the cloud platform provider(s) used by the organisation.

	OUR PARTNERSHIP	ACCREDITATIONS	RECENT AWARDS
	Global Premier Partner, Top Tier GSI Premier Partnership since 2015, with a dedicated partner team & executive sponsorship	Specialisations for – • Cloud Migration • Infrastructure • Data Analytics • SAP • Work Transformation Enterprise	• Industry Solution Services Partner of the Year – Government • Global Partner of the Year – Breakthrough • Google Cloud Industry Solution Services Partner of the Year
	25+ YEARS of solid partnership – Microsoft's technology together with Capgemini's industry expertise has helped thousands of clients in their cloud transformation journey.	Solutions Partner for Microsoft Cloud • Infrastructure (Azure) • Data & AI (Azure) • Digital & App Innovation (Azure) • Modern Work • Security • Business Applications	• Global System Integrator (GSI) Award, Western Europe • GSI Growth Champion (Global) • SAP on Azure (Global) • Leader in 2023 ISG Microsoft Cloud Ecosystem 2023
	Premier Consulting Partner , strategic partnership, dedicated to Capgemini AWS team of 60+ FTE globally, CEO 1:1 cadence, Access to best AWS funding programs	• AWS Public Sector Partner • AWS Solution Provider Program • AWS Public Sector Solution Provider • Government Consulting Competency • Migration Consulting Competency • Authorized Training Partner	• AWS GSI AI/ML Partner of the Year – Global • AWS GSI Partner of the Year – EMEA • AWS Innovation Partner of the Year – Global • AWS Sustainability Partner of the Year – GCR

10 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.



ISO 9001 Quality Management for Management Consultancy and IT Implementation and services to the Public Sector



ISO 27001:2013 - Provision (Delivery) of IT services including business applications development, maintenance and Data, Digital and Cloud technologies.



NelsonHall has identified Capgemini as a Leader in its 2022 NEAT Vendor Evaluation for Learning Services due to its ability to meet future client requirements as well as its capability to deliver immediate learning benefits to them.



2023 Ecovadis Platinum Rating: We maintained a platinum rating, recognising us as a responsible and sustainable business in the top 1% of companies assessed.



Better Society Awards: Our collaboration with Code Your Future to offer digital skills training won a Better Society Award in 2022. The awards celebrate efforts by commercial organisations to create a better society.



Inclusive Top 50 UK Employers List: We achieved second place in the Inclusive Top 50 UK Employers List 2022/23 – a list that assesses companies for best practice on diversity, equality and inclusion



UK Best Workplaces for Women: We were listed as a Best Workplace for Women by Great Place to Work®. This listing is based on responses from our team to an anonymous survey about their employee experience.



UK Best Workplaces for Wellbeing: We are listed by Great Place to Work® as a Best Workplace for Wellbeing



Great Place to Work: We were certified as a Great Place to Work® in 2023, reflecting our employees' experience of working at Capgemini in the UK.

11 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

12 Business Continuity and Disaster Recovery



No disaster recovery plan is provided as part of these Services.

13 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

14 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

15 Termination Terms

Please refer to the Supplier Terms for this service.

16 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

Email: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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