



G-Cloud 15

Service Definition Document

Cornerstone for Public Sector

Cornerstone for Public Sector

Trusted by over 100 Public Sector Organisations

Cornerstone helps public sector organisations unlock, develop, and optimise their workforce by uniting human potential with AI-powered innovation. Our platform is designed to attract, nurture, and retain top talent, supporting organisations in effective skills management and continuous professional development.

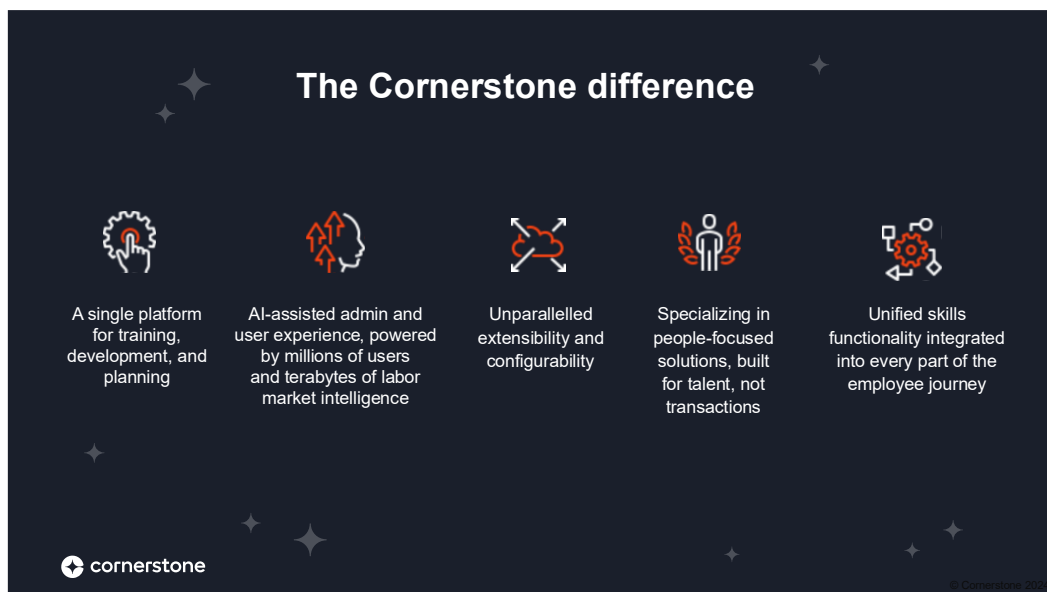
By blending intelligent AI-driven recommendations with human expertise, Cornerstone transforms workforce performance and productivity, ensuring teams have the up-to-date skills required to adapt to changing public service needs. This integrated approach not only streamlines talent and skills management but also empowers employees to deliver more responsive and impactful services across government, healthcare, higher education and beyond. With Cornerstone, the future of public sector workforces is agile, capable, and ready for tomorrow's challenges.

Over 100 public sector organisations are currently using Cornerstone products to help manage their talent including:



Overview of Cornerstone

Cornerstone is a global leader in workforce agility. We believe when people are at their best, organisations are at their best. Since 1999, Cornerstone has pioneered solutions to help organisations realise the potential of the modern workforce. Cornerstone was founded with a passion for empowering people through learning and a conviction that people should be your organisation's greatest competitive advantage. Cornerstone is a global HCM leader with a core belief that companies thrive when they help their employees to realise their potential.

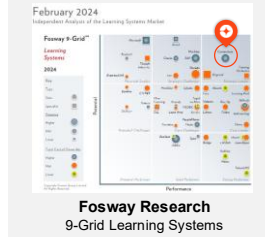


The undisputed leader in learning & talent



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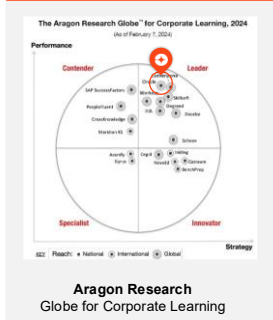
Fosway Research
9-Grid Learning Systems

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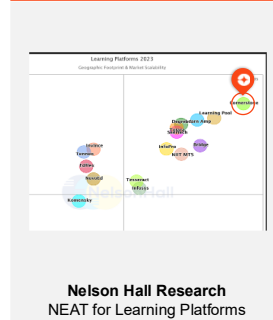
Forrester Research
Wave for LMS and LXPs

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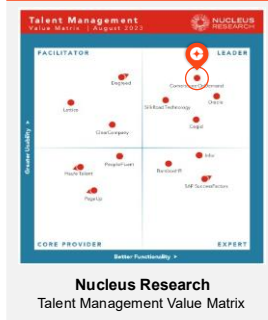
Aragon Research
Globe for Corporate Learning

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Nelson Hall Research
NEAT for Learning Platforms

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Nucleus Research
Talent Management Value Matrix

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Fosway Research
9-Grid Talent & People Success

Cornerstone Solutions

Cornerstone Galaxy: Unified Skills, Talent Management & Experience Suite for Public Sector

Cornerstone Galaxy is an AI-powered, unified talent and skills platform for UK public sector organisations. It connects employees to learning, career pathways, and growth opportunities matched to their aspirations. With integrated recruitment, performance, succession, and planning, leaders gain insights to address workforce gaps. Embedded compliance and automation empower agile teams and exceptional public service.

Cornerstone Learn: Complete Employee Learning Suite for Public Sector

The Cornerstone Learn Bundle offers a configurable LMS for all organisation sizes, delivering rapid implementation and a modern Public Sector learning experience. AI powers skill tagging, content recommendations, and efficient admin. Features include an LXP, Guided Tool, best-in-

class content, VR learning, strong compliance, robust analytics, mobile access, and seamless integration for smarter decisions.

Cornerstone Content Anytime - On Demand Learning Content for Public Sector

Cornerstone Content Subscriptions provide a curated library of off-the-shelf learning from top global providers, tailored for the Public Sector. Covering thousands of skills, content spans compliance, management, digital skills, and more. Features include AI-driven curation, skill tagging, playlists, editing tools, and multilingual, mobile-ready access. Instantly deploy content across Cornerstone Learning products.

Cornerstone Learning - Learning Management, LMS, Compliance, Development for Public Sector

Cornerstone Learning Management System (LMS) is a configurable SaaS solution for Public Sector organisations, enabling rapid deployment and easy admin. It supports blended learning, strong compliance, and audit trails. AI powers learning in the flow of work. Features include robust analytics, mobile access, role-based permissions, SCORM/xAPI/AICC support, and seamless HRIS, ERP, and Teams integration.

Cornerstone Elevate: Full Employee Development, Performance Careers & Internal Mobility Suite

Cornerstone Elevate is a configurable bundle that unifies performance, skills, and career mobility with curated content and guidance to accelerate workforce capability and compliance. AI-powered personalization, role-based pathways, skills mapping, and analytics integrate seamlessly with Cornerstone solutions, leading HRIS platforms, and identity tools.

Cornerstone Performance - Performance & Goal Management for Public Sector

Build a culture of dialogue with frequent, structured check-ins to keep goals active, surface blockers and turn feedback into action. Cornerstone enables focussed 1:1s across web and mobile, with shared agendas and configurable appraisals. Artificial Intelligence (AI)powered summaries increase productivity, while succession planning links skills and performance.

Cornerstone Talent Marketplace for Public Sector

Cornerstone Talent Marketplace is a skills-based internal mobility platform matching employees to career paths, gigs, projects, and mentoring. AI-powered profiles and intelligent matching surface personalised opportunities. Managers publish roles with configurable workflows for compliance. Analytics track participation, skills gaps, and diversity. The marketplace integrates with Cornerstone LMS/LXP, recommending learning for future talent readiness.

Cornerstone Recruit - Recruiting, Applicant Tracking ATS & Onboarding for Public Sector

Cornerstone Recruit is a configurable SaaS applicant tracking and onboarding solution for Public Sector organisations. It streamlines hiring with requisition management, job posting, talent pools, interviews, assessments, offers, and preboarding. Features include accessible career sites, robust analytics, role-based workflows, and GDPR compliance. Easily integrates with Cornerstone HR, HRIS/ERP, background checks, and e-signature tools.

TalentLink - ATS, Recruitment & Onboarding for Public Sector

TalentLink is a configurable Applicant Tracking System supporting end-to-end recruitment: job approvals, posting, social integration, career sites, and AI-driven, unbiased job matching. Design custom applications, anonymise candidates, manage shortlisting, assessments, interviews, offers, contracts, and onboarding. Out-of-the-box integrations include Broadbean, Enboarder, and DocuSign for job distribution, AI onboarding, compliance, and document signing.

Additional modules and functionality is also available as per the Cornerstone G-Cloud 15 Pricing Document

Helping you scope what you need, meeting you where you need to be.

Every organisation is different and therefore the needs and requirements of the workforce need to be tailored. Our modules are structured to provide best value to Public Sector organisations, minimising cost and risk. To fully scope your project we will:

- 1) Have an initial discovery call where we will bring public sector consultants who have worked within the public sector, working through your needs and wants for your talent software, connecting to your workforce strategy and overarching organisational objectives and service delivery. We will understand both functional and non functional requirements including areas such as single sign on and integrations.
- 2) As part of the discovery conversation, we will agree on key outcomes and metrics which will demonstrate meaningful success.
- 3) A full demonstration tailored to the requirements and metrics from the discovery call.
- 4) We can help provide advice and support in building out a business case or case for investment including jointly agreed metrics
- 5) We will provide full, transparent quotation including licensing, implementation and any other costs inline with the G-Cloud 15 pricing document. All projects & pricing are subject to scoping

Let's build a plan to close your workforce readiness gap



Our Implementation Approach

We deploy our solution in significantly less time than required for similar deployments of legacy software. Our SaaS model eliminates the need for complex customisation, equipment deployment, and unique delivery models technical requirements such as code.

We offer different delivery models to better suit our clients' needs, capabilities and available resources.

The Cornerstone product has been successfully deployed to thousands of clients from all regions of the globe. All implementations follow a proven methodology designed to be flexible for your specific needs based on a comprehensive evaluation of your organisation's processes. Cornerstone provides Delivery Assurance to all customer deployments to ensure the proper methodology and best practices are adhered to by our strategic partners.

Cornerstone is deployed through a documented process of discovery, design, and execution, providing templates for deliverables and project plans throughout all phases.

Implementation projects can be carried out by Cornerstone directly employed consultants or our highly trusted network of certified suppliers.

Integrations with other platforms

Cornerstone has a policy of Open APIs meaning Cornerstone can integrate to any of your other HR applications include ERPs, Finance or the rest of your HR technology stack. Implementation and licensing may apply and will be scoped during discovery and demonstration.

Post Implementation

Customers will get a full handover to business as usual processes which include access to the 'Cornerstone University' which enables continuous learning, communities and guidance on Cornerstone configuration. Access to our customer success team (features subject to chosen customer success levels).

Customers also get a named Account Manager who is a day to day contact ensuring your overall success.

Customer Support

Cornerstone is committed to providing clients unparalleled support to maximise our solutions. We provide an SLA for all clients that guarantees initial response and resolution regarding defined priority and severity levels. Cornerstone's SLA also guarantees 99.5% uptime (excluding reasonable and scheduled maintenance periods) per month.

Our Customer Success Philosophy is focused on self-sufficiency and value realisation. We are focused on value, impact, and outcomes, not just satisfaction. We offer a variety of Customer Success Packages depending on are your specific business needs. All clients receive a variety of core services to help ensure initial and continued success. These include:

Launch Support - Proactive guidance to address any immediate needs as you launch Cornerstone to your employees or users

Cornerstone Help - Inline and online resources including troubleshooting videos, training videos, links to relevant documentation, and step by step instructions within the admin experience

Ask an Expert - Client Community Experts answer peer questions through our online community in the Cornerstone Success Centre

Office Hours - Live, interactive sessions offered daily and hosted by Client Success Managers, clients can have their best practice and application-specific questions answered by one another and Cornerstone experts

Expert Webinars - Led by Client Success Managers, these daily sessions focus on portal-based best practices and how to apply them in an ever-changing business environment

Training - Cornerstone University provides short functionality tutorials which can be accessed at anytime

Access to the Trust Centre – Where customers can access up to date information on infrastructure, performance, security and more.

Certifications – For configuration admins who want to become experts, we offer Certifications in Cornerstone products.

Client administrators have 24x7 access to self-service resources in the Cornerstone Success Centre, an online knowledge base and customer community. This includes our online case management system and interface that provides the ability to submit, update, track, and manage issues. 24/7 phone support Monday-Friday is also available for certified client administrators.

Maintenance & New releases

Cornerstone release three major upgrades a year. In addition, we perform patches fixes every two weeks. System upgrades are deployed instantaneously – no patches or lagging versions – and at no additional cost. The Cornerstone University includes access to the ‘Release centre’ with clear and transparent release notes, release videos and long term feature road map.

One of the core advantages of the multi-tenant Software-as-a-Service model is that the product is essentially “version-less” – that is, all clients are on the same, current version of the product. All specific configuration settings and custom content is stored separately for each client, but the core software is the most current, most advanced version and all updates are attributed automatically.

Clients will also be invited to participate in User Acceptance Testing. This is only required if the client has requested functionality in the new release. Every client is welcomed to join the testing process, however.

Cornerstone uses three different portal environments: Live, Pilot, and Stage. All configuration occurs in the client’s Live portal and is then “copied down” to the Pilot and Stage portals.

Configuration testing, user acceptance testing, and administrator training is then conducted in the Pilot Portal. Any configuration changes required based on testing are made in the Live portal and once again “copied down” for testing within the client’s Pilot portal.

This approach allows for a rapid UAT-to-Go Live timeline, as once the configuration has passed UAT, the Live system is completely configured and ready for deployment. The Stage portal is utilised for UAT during our standard code release cycle and for configuration testing and administrator training post Go Live.

As a Software-as-a-Service, Cornerstone handles all backup and recovery processes. There is no downtime necessary for the backup process.

For those clients who have complex, business-specific requirements that require more comprehensive support for a globally distributed workforce, we also offer a Premier and Premier Plus support package (at an additional cost). These packages include, among other advantages, enhanced service levels and longer live support hours including the option for 24x7x365.

Technical & Security Information

SaaS

SaaS is a cloud model where the vendor centrally hosts a service and delivers its application to clients online. Instead of installing and maintaining software, clients can access Cornerstone via the internet - freeing you from complex software and hardware management. Cornerstone manages the infrastructure including security, availability, and performance.

Benefits of SaaS include:

- No software to install or maintain, flexibility in configuration and self-customisation

- Feature enhancements and security patches are seamlessly rolled out worldwide
- Reduced implementation time and cost compared to on-premises software
- Built to scale for companies of all sizes
- Easily leverage web services and application programming interfaces (APIs)

State of the art Infrastructure

Cornerstone fully manages the technical infrastructure supporting the application: including security, availability, scalability, and performance. This includes:

- Customer selection on Data hosting Location including the UK (London, AWS)
- 24 x 7 Support and active monitoring
- No single point of failure with redundancy built into every level.
- Web acceleration and content delivery
- Comprehensive disaster recovery (Multiple DR sites with 24-hours RTO and 1 hour or less)
- Microservices Architecture (leveraging AWS)
- Highly Secure

Security Certifications

Cornerstone have the following certifications

- Our security certification / compliance includes:
- Cyber Essentials Plus
- ISO/IEC 27001
- ISO/IEC 27017, 27018, 27701, 42201:2003
- SOC2 Type 2
- UK extension to EU-US DPF
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System Requirements

As a SaaS application, there are no hardware requirements. Clients do not maintain the software or provide network administration. In the on-demand delivery model, there are no requirements for server-side resources and minimal requirements for end users.

Minimum Desktop Requirements

- Computer: Minimum 1GB of RAM, 1 GHz processor. Soundcard required only for online courses or videos containing audio tracks.

- Browser Versions Supported: Microsoft Edge for Windows 10, Microsoft Internet Explorer 11 and above, Apple Safari 10 and above, latest Mozilla Firefox, and latest Google Chrome.
- Browsers must be installed in vendor supported environments.
- Browser Compatibility Settings and Security Requirements: Cornerstone does NOT require any specific compatibility settings aside from:
- Support for Transport Layer Security (TLS 1.1 or 1.2) (Must support 256- or 128-bit TLS encryption).
- Cookies and JavaScript are required to be enabled.
- Popup blocker must be disabled for the Cornerstone application.
- Display Resolution: A resolution of 1024x768 or higher is recommended.
- *Display Colour*: Minimum colour quality requirement is 16 bit; optimal is 32 bit.
- *Network*: Minimum is 128 kbps per desktop; 256 kbps or higher is recommended.

Plug-ins: The Performance and Succession Platforms require Adobe Acrobat Reader to view reports that export to PDF. Adobe Acrobat Reader is required to view training completion certificates. Additional plug-ins may need to be enabled for users to access e-learning hosted on Cornerstone, such as Shockwave, Java, etc.

Mobile Device Support: Native mobile applications are available on devices running iOS 10 and above and Android 6 and above.

Accessibility: The Cornerstone system is compliant with Web Content Accessibility Guidelines (WCAG) 2.2 Level AA. This ensures that all user features are accessible to people with disabilities. Cornerstone maintains support for the latest version of JAWS screen reading software

Datacentres, Backups & Business Continuity

The Cornerstone production environment is hosted by Equinix and AWS in London, Paris and Frankfurt. In the UK, the recovery centre is the Equinix data centre of Manchester, and Paris and Frankfurt are recovery centres of each other. All Cornerstone servers and infrastructure at Equinix are installed in racks within a secured cage area, controlled by a biometric hand scan. In the UK, all backups are encrypted before they are written to tape and reside in an encrypted mode on the tapes (AES-256), and Iron Mountain collects tapes each week and transports them in locked boxes to a secure vault at their Cowley facility in Oxford, UK. In France and Germany, backups are stored in the each other's data centre on disk.

Cornerstone performs daily client portal backups and hourly transactional backups to separate hot disks. Seven days of hot backups are stored on a local SAN disk for immediate recovery. Full database backups are written onto tape or to FIPS 140-2 encrypted storage archive in each DR site. Daily backups are stored for one-week, weekly backups for five weeks, and monthly backups for six months. All backups are encrypted as they are written to tape or storage and reside in an encrypted mode (AES-256).

Backups of portal content are performed daily via SAN snapshot. One (1) set of daily, weekly, and monthly snapshots are stored on local disk for immediate recovery. These snapshots are replicated off-site to our DR data centres and archived per the following schedule. Daily snapshots are stored for one (1) week, weekly snapshots for four (4) weeks, and monthly snapshots for six (6) months. All backups are stored on FIPS 140-2 compliant self-encrypting storage.

Cornerstone's Disaster Recovery/Business Continuity Plan defines plans, procedures, and guidelines for the Company in the event of disaster. Specifically, the plan establishes procedures for recovering business operations, internal data, systems, and critical internal functions to maintain Cornerstone as an on-going concern in the face of unexpected events.

The plan has the following primary objectives:

- Identify critical systems, services, and staff necessary to maintain and/or restore Cornerstone business operations and internal functions.
- Provide guidelines for the communication of activities and status to both Cornerstone staff and client personnel during the recovery period.
- Present an orderly course of action for restoring critical computing capability to Cornerstone and for maintaining and/or restoring client service and support.
- Cornerstone performs site-to-site replication of data to protect client data in the event of a disaster. There are two dedicated disaster recovery sites distant from each of the production data centers. In addition, the Frankfurt and Paris data centres provide mutual disaster recovery options for each other. Disaster recovery testing is performed every year at each DR site.

Data is safeguarded with real-time replication and/or log shipped databases. This provides for low latency (1-hour recovery point objective) of client transaction data. Database and file servers receive a constant real-time stream of updated information from the production data centres either by using software and/or storage hardware-based data replication. All other servers required for operation have been built, configured, and tested in advance to ensure they are ready at TOD (Time of Disaster). Client data within the AWS regions are safeguarded with real-time replication of data for both database and file systems.

Security policies and tools

We designed our solution to meet rigorous industry security standards and to assure clients that their sensitive data is protected across the system. We ensure high levels of security by segregating each client's data from the data of other clients and by enforcing a consistent approach to roles and rights within the system. We also employ multiple standard technologies, protocols and processes to monitor, test and certify the security of our infrastructure continuously, through the implementation of multiple policies. Due to the sensitive nature of these policies, Cornerstone OnDemand does not email these documents to clients or prospects. However, we have set up a secure online account where our clients can access and view these documents. To setup access, we require the email addresses of those who need to review.

With regards to monitoring, Cornerstone has a variety of systems to monitor the health of the production data centres. These systems monitor all aspects of all systems and send alerts in a consistent fashion using the DEFCON system to ensure that all alerts are handled appropriately. The Company uses Splunk, LogicMonitor, Upguard, Prometheus to monitor the system, SolarWinds Orion, ThousandEyes to monitor the network, among others. Performance monitoring is performed by staff and by our automated performance monitoring tool. In terms of physical security, the Equinix hosting facilities are engineered for optimal management and operation of comprehensive information technology solutions. They feature industrial grade environmental systems to minimise risks from electrical power failure, fire, water damage, acts of nature, and unauthorised access.

The following physical security controls are featured:

- Security personnel onsite 24 x 7 x 365.
- Visitor screening upon entry for verification of identity.
- Keyless security with biometric hand geometry readers with required additional pass code for access to enter the security tunnel from the welcome area, leave the security tunnel to enter the main centre, enter the co-location area, and enter a customer cage.
- CCTV digital camera and recorder coverage of the IBX Centre.
- Cages separating tenants and racks within a secured cage area that can only be accessed by biometric hand scan.
- Alarm system with motion detection.

All Cornerstone servers and infrastructure are installed in racks within a secured cage area, controlled by a biometric hand scan.

All AWS cloud hosted services meet or exceed Cornerstone's security controls including firewalls and/or inspection points using IDS technologies. All current methods of connectivity and levels of security will continue to be met in the AWS cloud. Cornerstone datacenters and their associated AWS cloud extensions have been paired to ensure they are geographically

close and do not impact data privacy regulations. Cornerstone's data centres and AWS cloud regions are directly connected via redundant encrypted private circuits to ensure the internal management and transmission of data between both environments are fully secure and complies with security best practices. All persistent client data in the cloud is fully encrypted to FIPS 140-2 standards using client managed KMS encryption keys with yearly rotation policies.

For further information please contact:

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