

1.1 Service name

Service name

Trustmarque Cloud Adoption Workshop

1.2 About your service

Service description

No matter the customer's reason for making the move, we understand migration can be complex. We want to help alleviate the customer's risks and help them get started on their migration with confidence. The Cloud Adoption Framework Workshops are here to help simplify and accelerate the journey to Azure.

Service categories

Cloud Support Services

Training

Basic user - cloud based services

- Basic user - cloud based services

Super user - Cloud Based Services

- Super user - Cloud Based Services

Basic troubleshooting skills

- Basic troubleshooting skills

Advanced troubleshooting skills

- Advanced troubleshooting skills

Function/service optimisation skills

- Function/service optimisation skills

Other

- Other

1.3 Service features and benefits

Service features and benefits

Service features

- Three day, comprehensive workshop
- Covers all areas of Adoption - People, Process and Technology
- Brings together key players across governance, compliance, IT, and business
- Microsoft Gold Partner

Service benefits

- Plan cloud adoption in terms of people, process and technology
- Plan business adoption of cloud technologies and staff training
- Plan what you really want from a cloud business perspective
- We help customers to build a cloud journey roadmap
- Full documentation is provided

1.4 Service scope

Service constraints

Cloud Adoption Framework is an engagement pertaining specifically to Microsoft cloud adoption in Azure

1.5 Reselling

Supplier type

Supplier type

I'm not a reseller

1.6 User support

Email or ticketing support

Email or online ticketing support

Yes, at extra cost

Support response times

Subject to an agreed SLA.

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

WCAG 2.2 AA

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

For professional services engagements, Trustmarque does not typically provide support. For any resultant managed service that may be needed subsequent to the professional services engagement, support levels will be discussed whilst scoping said service.

1.7 Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

1.8 Pricing

Discount for educational organisations

Yes