

Service Definition Document

End User Training Coordination Services





End User Training Coordination Services

Opencast offers End User Training Coordination services under G-Cloud Lot 3: Cloud Support Services, ensuring organisations can effectively utilise cloud services. This involves planning, scheduling, and delivering tailored training sessions, managing resources, and tracking progress.

Our consultants help drive adoption, reduce errors, and empower users to leverage cloud tools efficiently, driving productivity and operational excellence across organisations.

Service Features:

- Develop customised training plans aligned with organisational cloud needs.
- Schedule sessions to accommodate diverse user requirements and availability.
- Provide multi-format training: virtual, in-person, and self-paced modules.
- Coordinate trainers, resources, and technical environments for delivery.
- Track user progress and completion through learning management systems.
- Offer role-specific content for targeted skill development.
- Integrate feedback mechanisms for continuous improvement.
- Ensure compliance with organisational and regulatory training standards where applicable.
- Support onboarding for new users and cloud service updates.
- Deliver clear documentation and reference materials post-training.

Service Benefits:

- Accelerates adoption of cloud services across the organisation.
- Reduces operational errors through improved user competence.
- Enhances productivity by enabling efficient use of cloud tools.
- Supports compliance with security and governance requirements.
- Improves user confidence and satisfaction with cloud technologies.
- Facilitates smooth onboarding for new employees and teams.
- Minimises support requests through proactive knowledge transfer.
- Strengthens organisational resilience with well-trained personnel.
- Promotes continuous learning and skill development culture.
- Aligns workforce capabilities with evolving cloud strategies.

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Opencast's End User Training Coordination services provide organisations with the planning, delivery, and support needed to ensure successful cloud adoption and ongoing user empowerment. By combining structured training with continuous improvement, we help organisations deliver better services while reducing risk and supporting operational excellence.

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About Opencast

Who we are

Opencast is an independently owned full-service UK technology consultancy specialising in designing, building, and running human-focused digital and technology solutions.

Opencast works at the heart of UK government, healthcare and innovative business to develop solutions that include support for critical systems and services and help for millions of people. Opencast delivers improved digital experiences, better operational performance, responsible emerging tech and innovation, and enhanced insights through data.

Opencast believes in making life better through the power of people and technology. Its vision is to make a positive impact on society through solutions that are simpler, more sustainable and fairer for all.

Who we work with

Opencast specialises in developing end-to-end enterprise solutions for government, healthcare and innovative business. Our public sector experience includes working with:

- Advisory, Conciliation and Arbitration Service (ACAS)
- Department for Education (DFE)
- Department of Health and Social Care (DHSC)
- Department for Work and Pensions (DWP)
- Government Digital Service (GDS)
- Her Majesty's Revenue and Customs (HMRC)
- Home Office (HO)
- Marine Management Organisation (MMO)
- Ministry of Justice (MOJ)
- Ministry of Defence (MOD)
- NHS Business Services Authority (NHSBSA)
- NHS England (NHSE)

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Our team

Our teams have an excellent delivery track record, bringing years of technology and digital experience to our clients. Our people display qualities and behaviours that underpin our values.

Our values:

- We build trust
- We enable people
- We work together
- We do the right thing
- We make a difference

In practice that means our people are hard-working, smart self-starters who think independently and use their intuition to deliver for our clients with confidence and transparency.

Our people also have a strong sense of team and always treat each other with respect. Our people have experience working in both full Opencast teams, as well as mixed client and supplier teams.

Our culture empowers independent-minded people in our mission to do the right thing for our clients, our team and wider society: good teamwork to make life better.

Client Partnership

Opencast appoints a Client Relationship Director (CRD) at the start of our engagements to manage the partnership between the client and Opencast. The named CRD will be available to attend calls or visits on-site and will act as a point of collaboration and escalation where required.

The CRD will be tasked with creating a true partnership with the client and to ensure that maximum value is gained by the client from the partnership.

Typically, we also involve our senior consultancy team including our Directors of Capability and Practice Leads. Drawing on decades of experience, they bring other viewpoints and ideas for consideration, not just within the project space, but also in other technologies, services, or business.

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People Management

Opencast takes its people care very seriously. Our aim is to provide committed people who care about the success of both Opencast and our clients.

In addition to the CRD, our consultants benefit from dedicated People Experience Partners (PEEPs) that provide pastoral care, as well as close links in with our Practice Leads that lead our capability development. These roles are supported by our wider People Experience Team, ensuring that our people are supported from all sides.

In the unlikely event that a personnel change is required, Opencast work closely with the client to ensure a smooth transition and an effective handover.

People Vetting

Our consultants provide references and background checks to meet the requirements of the client. We clear all employees to BPSS level as a minimum, and many of our consultants have or are eligible for SC clearance. Opencast typically cover the costs of obtaining standard checks and references and will inform the client if there are any issues or delays to the vetting process prior to consultants starting work with the client.

Pricing & Quality of People

Opencast is proud of its reputation for quality and delivery and take great care in selecting the right people for the right assignments.

We have a rigorous interview process, conducting both competency-based and values-based interviews and assessments as part of the recruitment process. Our employees are often people who are already known to us or have been passed on by personal recommendations and the vast majority are permanent employees.

We can provide our services on either a Time & Materials (T&M) or Fixed Price basis to match your needs. For T&M services, please refer to our SFIA Rate Card.

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Value Adding Activities

Opencast recognise the strategic importance of our clients' projects, and to ensure the ongoing success of their services. We treat knowledge transfer and handover activities as first-class deliverables, setting up our clients for success.

Opencast work closely with its clients to:

- Provide additional ad-hoc project/delivery status updates as required
- Be available for advice and guidance for strategic or tactical next steps
- Provide information and collateral to facilitate stakeholder presentations
- Attend calls or assist directly with stakeholder meetings
- Provide guidance and opinions upon best practice
- Facilitate workshops or "brown bag" sessions to share experiences and knowledge and become active members of communities of practice
- Encourage networking between client sponsors and project staff to other trusted clients of Opencast for industry or technology sharing (i.e. other Government departments or health and social care organisations)

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