



GENERAL GUIDANCE ON G-CLOUD SERVICE DEFINITIONS

1 Preamble

This Document provides an overview service definition for Panlogic's best practice cloud training and capacity building services included within G-Cloud. This document should be read in conjunction with the pricing, and/or terms and conditions and/or service level information for the specific service, or services required.

2 Who we are

Panlogic provides public, private and hybrid cloud hosting, support and implementation. We are a Public Sector and Public Sector Solution Provider partner helping the public sector embrace the cloud as part of their digital transformation strategies and deploy Digital First public services in line with Government strategy.

Our teams of certified Solution Architects, DevOps Engineers, SysOps Administrators, Certified Developers and Cloud Practitioners work with customers to find the optimum balance of availability, security and affordability for AWS, Azure and other cloud hosted applications.

Our expertise in AWS and Azure and other cloud hosting, along with associated pricing and service models underpins our ability to make recommendations ranging from strategic advice to tactical delivery that both improve performance and improve efficiency whilst saving cost. Whether you are looking to begin your cloud journey or take it to the next level our unrivalled insight and experience will help you innovate and evolve cloud hosting delivery and support.

3 Portfolio

Our portfolio of training and capacity building services includes:

- Basic user - training and capacity building services
- Super user - ng and capacity building services
- Basic troubleshooting skills
- Advanced troubleshooting skills
- Function/service optimisation skills
- Other related services



4 Service definitions

Panlogic offers comprehensive cloud security training services designed to upskill and build capacity within your organisation. Our programmes provide broad cloud skills support for all users, from basic to super user levels. We focus on strengthening client cloud security knowledge, developing practical troubleshooting skills, and enabling advanced optimisation techniques to ensure your team can manage a secure and efficient cloud environment with confidence.

4.1 Comprehensive Training Offered

We provide a wide range of training options to support all users, regardless of their existing skill level. Our training programmes are designed to be comprehensive, covering all aspects of cloud security from fundamental principles to advanced, specialised topics. This ensures that every member of your team has the knowledge they need to contribute to a secure cloud environment.

4.2 Upskilling and Capacity Building

Our primary goal is to strengthen your organisation's internal cloud security capabilities. We work with you to identify knowledge gaps and build a tailored training plan that enhances the skills of your team. This focus on upskilling and capacity building ensures a lasting legacy of security expertise within your organisation.

4.3 Basic Cloud User Training

For those new to the cloud, we offer essential courses that cover the foundational knowledge required to operate securely. These courses are designed for new cloud learners and provide a solid understanding of core security concepts, common threats, and best practices for protecting data and systems in the cloud.

4.4 Super User Training

For more experienced professionals, we provide advanced guidance to deepen their expertise. This training is aimed at those who manage complex cloud environments and covers sophisticated security techniques, advanced threat detection, and strategic security planning. Our super user training empowers your key personnel to lead your organisation's cloud security efforts.

4.5 Troubleshooting Skills Development

We believe in learning by doing. Our practical, hands-on training is designed to equip your team with the skills to diagnose and fix common cloud security issues. This focus on practical application ensures

that your team can respond effectively to security incidents and minimise their impact.

4.6 Advanced Optimisation Skills

Beyond just security, we help your team to improve cloud performance through targeted enhancements. Our training covers advanced optimisation techniques that allow you to fine-tune your cloud services for better performance, cost-efficiency, and security. This ensures you are getting the most out of your cloud investment.

4.7 Ensuring User Proficiency

Our aim is to help all cloud users become highly competent and confident in their roles. We use a variety of teaching methods and assessments to ensure that knowledge is not just acquired, but also retained and applied. We measure success by the proficiency of your team.

4.8 Training Materials Provided

All our training is supported by extensive resources, including documentation, best practice guides, and hands-on labs. These materials are designed to support all cloud learning paths and provide a valuable reference for your team long after the training is complete.

4.9 Building User Confidence

We empower users to manage their cloud environments independently and with confidence. Our supportive and engaging training environment encourages questions and experimentation, helping users to build the confidence they need to take ownership of cloud security.

4.10 Checkpoint Training Intervals

To ensure continuous skill growth, we conduct regular assessments and checkpoint training sessions. These intervals of training and review help to reinforce learning, introduce new topics, and ensure that your team's skills remain current in the fast-evolving world of cloud security.

4.11 Service Features

- **Training materials provided:** Comprehensive resources supporting all cloud security training
- **Upskilling and capacity building:** Enhancing client cloud security capabilities and knowledge
- **Comprehensive training provided:** Wide-ranging training for all cloud skill levels
- **Training for basic cloud users:** Foundational courses for new cloud users
- **Training for super cloud users:** Advanced programmes for experienced cloud managers
- **Essential troubleshooting skills development:** Practical training to resolve common cloud

issues

- **Advanced optimisation skills:** Fine-tuning cloud functions for peak performance
- **Ensuring user proficiency:** Making all cloud users highly skilled and competent
- **Building user confidence:** Empowering users to manage cloud environments effectively
- **Checkpoint training at intervals:** Regular assessments to ensure continuous skill development

4.12 Service Benefits

- Enhanced cloud security knowledge and skills
- Improved troubleshooting capabilities for users
- Optimised cloud service performance
- Increased user confidence and proficiency
- Reduced cloud-related operational risks
- Continuous skill development through regular checks
- Tailored training meets diverse user needs
- Efficient management of cloud environments
- Access to comprehensive training resources
- Stronger overall cloud security posture