

Fast Lane Consulting & Education Services

Service Definition

G-Cloud 13

Lot 3 Cloud Support



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Introduction

Company Overview

Fast Lane has been in operation for 30+ years and for the last 14 years listed as a Top 20 IT Training Company latest award 2021 as named by TrainingIndustry.com. Our services help upskill and reskill people within the public sector, not for profit and corporate organisations. We use advisory services, organisational consultancy, vendor accredited and vendor neutral training focused on required customer outcomes. The organisation was built from the ground to support on-premise technologies and as advancements have taken place transitioned to support skilling on cloud with specific expertise on AWS, Microsoft & Google and many more.

Value Proposition

Fast Lane differentiates itself by focusing on practical attainment of skills and expertise. The rapid acceleration into the cloud for most public organisations has generated new ways of working and opportunities. However, associated with the transition is a reliance on consultants and partners and a lack of cloud optimisation. This often leads to an increase in costs and limits progress. Fast Lanes services draw down on vendor accredited training and are complemented with unique hack style learning that allows people to practice using scenarios relevant to the work.

What the Service Provides

Fast Lane service provides wrap around support to deliver against the learning needs of public sector organisations covered in the headings below we have specific solution areas and associated services that support these solution areas with pre bundled programmes that can be delivered via multiple modality options

Solutions Areas

- » Strategic Advisory
- » Deployment & Adoption
- » Awareness & Demand Generation
- » Managed Enablement
- » Learning Services
- » Next-Generation Talent Academies
- » Practice Building

Services

- | | | |
|------------------------------|------------------------------|----------------------------|
| » Hackathons | » Exam Prep | » Skills Bootcamps |
| » Micro hacks | » Skills Consultancy | » Talent Academy |
| » Tech Talks | » Digital Skilling Platforms | » Free Training & Webinars |
| » Practice Tests | » Skills Assessment | » Vendor Agnostic training |
| » Vendor Accredited Training | | |

Modality

- » Face to Face Classroom
- » Onsite
- » Virtual Instructor Lead
- » eLearning
- » Webinar

Social Value

Fighting Climate Change –

- Fast Lane UK is working towards net zero by making as many of its classroom deliveries virtual reducing the amount of travel instructors need to undertake via plane, car and other. We have a forum within the UK office dedicated to reusing or recycling as many materials as possible
- December 2021 — Fast Lane has been committed to preserving the biodiversity of the Costa Rican rainforest, through reforestation, since 2019. We also participate in the Green Development Fund for the SICA region, which is also supported by the German government, and
- the EU, amongst others. We also have an existing crowdfunding campaign Huella del Futuro, which aims to plant 200,000 trees in nine northern cantons of Costa Rica.
- Through the various initiatives in northern Costa Rica and adjacent to the Cabo Blanco Absolute Natural Reserve, Fast Lane we have donated more than 30,000 rainforest trees in 2021, which has helped to ensure the existence of the forest for the future.
- By expanding our commitment and participating in international initiatives, we are fulfilling our ambition to sustainably offset the CO₂ footprint of all Fast Lane employees worldwide in 2021
- In 2022, Fast Lane will continue to actively support reforestation projects in Costa Rica, and we are looking at various new initiatives locally to help in our battle against climate change.
- Children are being taught about sustainable climate protection as part of the reforestation projects we support. Training and education of staff and supply chain on environmental protection and resource use

- Covid-19 Recovery –
- Fast Lane is part of the Wave 3 DFE submission for bootcamps to reskill people that are out of work or have been affected by the pandemic in collaboration with AWS, Microsoft and other vendors. We have built 3 programmes that will provide certification and hands-on experience to enable people within the workplace.
- Fast Lane is working with Microsoft building out programmes that on a regional scale help socially deprived and lower economic households to reskill or upskill to enable them to find opportunities in the local community.
- We are working with a talent sourcing company to provide opportunities in technology for people that wouldn't ordinarily consider the pathway to a lack in perceived skills. Our partnership enables us to discover and nurture undiscovered talent and provide them with options in IT if their current role has been impacted in the last 2 years or the economic environment means that they cannot find employment with their existing skills.
- Fast Lane in collaboration with STC is looking to develop and run 6 new Apprenticeship standards focused on technology and dealing with the current digital skills shortage.

Overview Fast Lane's G-Cloud Service

- » A portfolio of CLOUD, ARTIFICIAL INTELLIGENCE & MACHINE LEARNING, CYBER SECURITY, DATA CENTER, DEVOPS, IoT, ENTERPRISE NETWORKING, SOFTWARE DEVELOPMENT and WIRELESS and PROJECT MANAGEMENT & SERVICE MANAGEMENT SOLUTIONS. So, whether your learners prefer virtual learning, classroom learning or a mix of the two, Fast Lane has a solution that we are confident will meet your needs costs are incorporated into the pricing document
- » Our Microsoft OpenHack is a developer-focused engagement where a wide variety of participants learn through hands-on experimentation using challenges based on real-world customer scenarios designed to mimic the developer journey. OpenHack provides a unique and fun upskilling experience for Microsoft employees, customers and partners. Attendees work together in teams to complete challenges that increase in complexity and are actively engaged, requiring deep collaboration, as they learn together.
- » Hack the Cert The Fast Lane Hack the Cert™ Program transforms the traditional ILT (Instructor-Led Training) in order to drive deeper skills development as well as accelerated certification attainment. It also build team capabilities by having learners work in teams to tackle real business problems that are crafted to reinforce exam objectives as well as demonstrate real business outcomes. The Hack the Cert™ program delivers genuine skills and knowledge they can take straight into the workplace
- » Fast Lane Live Master the Cloud with Digital Skills. Start now with Fast Lane LIVE - to help you drive skills at scale. Fast Lane LIVE is an interactive digital learning platform, that gives you seamless access to a variety of high-quality digital learning titles, labs and services including Microsoft, AWS, Google, Cisco NetApp, and many more
- » **Strategic Advisory**
 - » In the early stages of evaluating new technologies or solutions, our advisory services will help you to reach decisions faster and with greater confidence.
 - » **Strategies Workshop**

The objective of these workshops is to level-set the joint understanding of a group of executives in preparation of follow-up event like our Innovation/Ideation Workshop or Business Outcomes Workshop. This may include clarification of terms, common understanding of challenges and insights into what is doable. Such workshops usually also include suggestions about skills and processes relevant for a certain technology or solution area.

 - » We currently offer the following workshops:
 - » Digital Transformation Strategies (per vertical / industry)
 - » Cyber Security Strategies
 - » Collaboration Strategies
 - » Cloud Strategies

» **Innovation / Ideation Workshop**

- » We recommend conducting an Innovation/Ideation workshop to develop an architectural and technical strategy aligned with the requirements of your business. In this, we invite tech and business leaders to meet and discuss outcomes, identify challenges, outline opportunities and share ideas.
- » Our workshops are usually a day long. Our facilitators will lead the discussion, using group discussions, individual work, team activities, conversation mapping, visual modeling, and group presentations to maximise benefits for all. All activities are designed to generate new ideas as well as to identify those with the highest impact. When the day is done, we will complete post-processing activities to document all data and visual artefacts generated. We will summarize all generated ideas and recommend next steps.

» **Business Outcomes Workshop**

- » While an Innovation / Ideation Workshop delivers insights, this workshop delivers proposed architectures and solutions aligned with previously identified ideas and desired business outcomes. By employing a business canvas model approach, this workshop allows Fast Lane to model use cases based on your specific business needs and to create rapid prototyping proposal for one or more solutions meeting your requirements. The workshop will identify your current pain points, deliver a customized roadmap with concrete next steps and a detailed outline of resources needed to build your digital business architecture. The workshop also supports the creation of a business case, ROI and value analysis of the proposed solutions.

» **Assessment (Discovery) Services**

- » Every project starts with an accurate assessment of the current situation. This is the baseline for every business outcomes conversation and subsequent solutions design. We recommend performing such an assessment before investing into a business outcomes workshop involving all key stakeholders of the company.

» **Strategy and Architecture Consulting**

- » This service can be part of a Business Outcomes Workshop or consumed as a standalone consulting service. We build on the outcome of one or more innovation workshops to work with your teams to develop your strategy with regards to technologies, architectures and solutions. This includes a review of your existing approach as well as the development of a comprehensive architecture for your entire organization. In addition, we will determine the value of integrating legacy assets, identify potential issues and suggest the best approach to minimize risk.

» **Solution Design**

- » This service provides the conceptual design of one or more proposed solutions outlining estimated costs, benefits and risks. Once the preferred solution has been selected, we will provide a detailed design including implementation and migration scenarios.

» **Strategy & Portfolio Consulting**

- » Today's solutions tend not to be monolithic. If you are a vendor, a distributor, a system integrator or a service provider you will in all likelihood have to choose to focus on a number of verticals and solution sets. We are here to support you during that phase by working with you to determine your focus areas as well as the ecosystem of partners required to come up with corresponding solutions.

» **Deployment & Adoption**

» **Prototyping**

- » This service is designed to build a fully functional prototype in order to validate all aspects of the design before moving to a rollout of the solution. Even with a lesser amount of customization. It is highly recommended to include this phase into every digital transformation project to ensure a smooth implementation.

» **Mentored Install**

- » This service consists of one or more on-site design and deployment workshops including related knowledge transfer and additional mentoring once the workshops have been completed. The purpose of these workshops is to help you deploy solutions with expert assistance in a controlled and mentored environment, thus optimizing your investment in technology, time to deploy and effectiveness of the implementation.

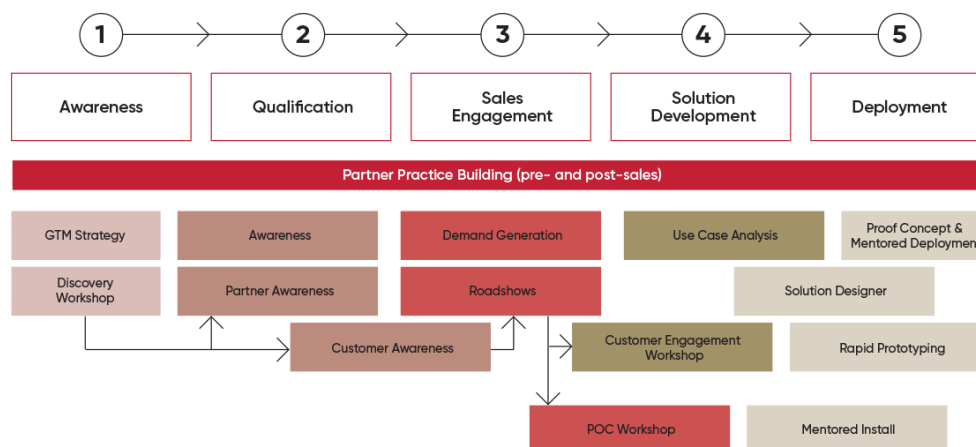
» **Expert 4 Hire**

- » Fast Lane experts are here to support critical parts of your solution design and deployment. This includes Solution Architects (SA) and Field Engineers (FE) who are trained in designing and deploying a variety of solutions. Whatever the gap, we apply our expert knowledge to help you design, deploy and operate the solution(s) that are best suited to your business needs.
- » Fast Lane provides the resources required to perform various mutually agreeable E4H services for your company. Fast Lane resources typically provide the following types of E4H services:
 - » Assessment / Audit
 - » Best Practices Guidance
 - » Plan / Design
 - » Implementation
 - » Mentoring/Coaching/Shadowing (including Mentored Install)
 - » Optimization
 - » Prototyping

» Knowledge Transfer & Documentation

» **Awareness & Demand Generation**

» **Managed Enablement**



Managed Enablement Diagram

» **Learning Services**

» We can help you create a holistic learning system that leverages non-classroom time as well as traditional programs in order to ensure that on the job training and social learning opportunities are maximized and executed. Fast Lane leverages decades of deep expertise in the Science of Learning, Sales Enablement and Learning Technology to greatly improve the results of your learning investments.

» **Managed Training Services**

» Are you looking for a permanent, effortless and transparent solution for your human resources development? Plan all training measures long-term and at optimal cost with Fast Lane's Managed Training Services!

» **Learning Platform**

» We have developed a future orientated, digital learning platform: Fast Lane LIVE. Our interactive platform offers seamless access to a wide range of e-learning products and accompanying services. If you require a custom solution for your team's development, we are here to help.

» **Learning as a Service (LaaS)**

- » LaaS is an interactive, cloud-based education subscription that combines individual and collaborative learning. Choose LaaS for an enhanced learning experience with services such as labs, mentoring, learner support and more.

» **Skills Assessment & Development**

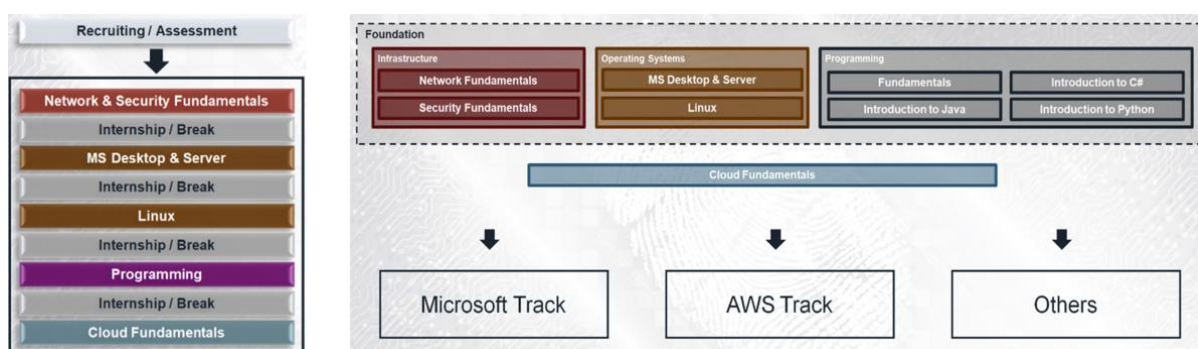
- » We help you identify your organizational learning strengths and weaknesses, and plan development.

» **Curriculum Services**

- » As a leading courseware developer, we are well-positioned to meet many training needs by producing highly-individualized training materials that focus on helping our customers achieve their goals.

» Next-Generation Talent Academies

- » Cloud technologies are a key element of Digital Transformation but they present a number of organizational and operational challenges. Next Generation Cloud Talent Academy graduates have the skills to design, install, configure, manage, and troubleshoot today's complex cloud, data centre & virtualization environments.
- » All of our talent academies use our proven recruiting, assessment, education and mentoring framework. A description of this framework can be found on the Next Generation Talent Academies homepage.
- » For our Cloud academies we have designed a program that features various vendor-independent preparation modules until students are ready for Cloud specifics. Once all pre-requisites are met, students may select which vendor to focus on. Every vendor-specific track features an entry-level certification. Once this certification has been achieved, students may continue along one or more learning paths preparing them for various job roles. Let's look a little deeper.
- » Cloud Talent Program Structure
- » Once candidates have passed the recruiting and selection process, the Next Generation Cloud Talent Academies all begin with a number of foundation modules and cloud fundamentals. After successfully completing these sections, candidates then move to their chosen vendor-specific track.



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- » Practice Building
- » Event Management

Associated Services

Fast Lane.live supports API plugins for customers to have an off the shelf branded version of the platform

Data Protection

Information Assurance

Fast Lane holds the ISO 27001 and ISO 9001 certifications.

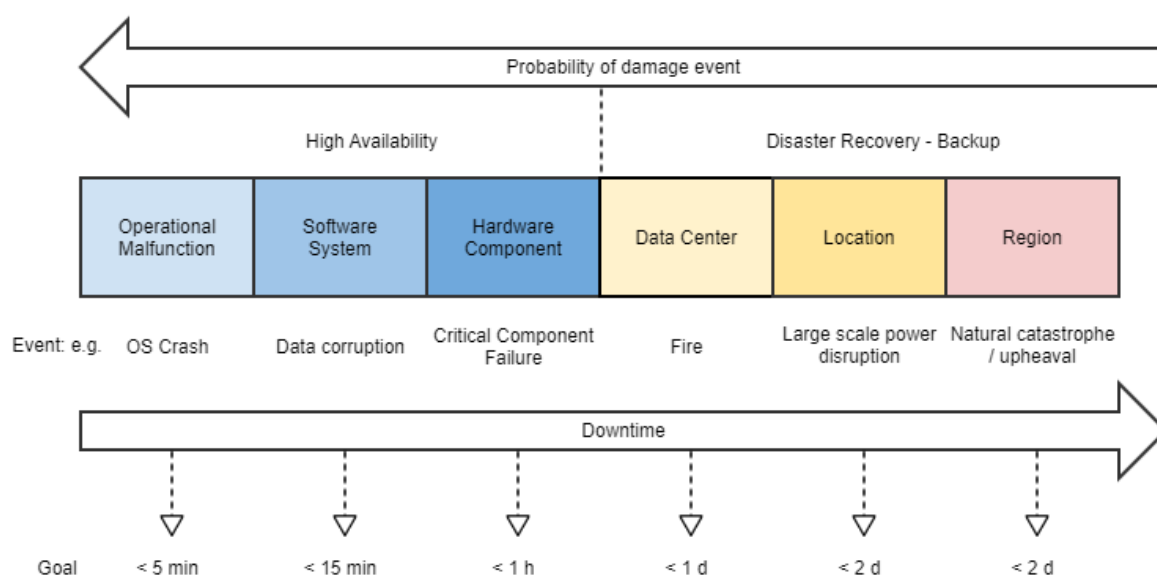
Data Back-Up and Restoration

System components involved in the primary storage system, such as virtualization and network technology are redundant to prevent failure of the primary system. Switch over possible in the timeframe of less than an hour and ideally instant failover.

A snapshot of all data is taken every 15 minutes within SAN environment. Daily onsite and offsite (cloud) backups completed. All backup processes and definitions controlled by administrator. Daily continuity checks and quarterly recovery tests carried out.

Business continuity statement/plan

If a data storage system or service fails, a replacement is created in as short a time as possible so that users can continue to use the data storage system without data loss or data corruption. This is achieved by redundant components, synchronous or closely timed asynchronous data replication from primary to secondary storage systems and other technical solutions.



Business Continuity Process Flow

Beyond the high availability of data, we ensure that data can be recovered even if the primary storage system is destroyed. This includes creating and storing snapshots of current data.

The business continuity and emergency response plans are internally audited at least yearly and are part of the internal risk assessment. They are included in the information security management system (ISMS) continual development processes and in external audits, of which ISO 27001 and ISO 9001 are the minimum required external audits.

A more detailed plan can be provided to the buyer on request.

Using the service

Ordering and Invoicing

Once a new customer is onboarded with Fast Lane, we will assign a dedicated Team to provide Account Management and Service Delivery support.

The customer will be asked to contact this team providing the information of what they require to book and provide:

- » Student Name
- » Student Email
- » Course / Date/ Location

Fast Lane will aim to respond within 4 working hours confirming course availability, price, and any other necessary information. Fast Lane will provide a deadline as to how long the provisional booking can be held for. We typically hold for 10 working days but this could vary depending on the course start date for example.

To confirm the booking the customer will be required to send a Purchase Order for the value of the booking. On receipt of the Purchase Order, Fast Lane will confirm the booking and send a confirmation email to the customer.

The Fast Lane finance team will send an invoice to the accounts team provided on the Purchase Order. This is typically sent within 48 hours of receipt of the Purchase Order. The finance terms require payment within 21 days from date of invoice.

The dedicated team we will assign to each organization are also on hand to deal with any additional booking queries, reschedules, cancellations etc.

Pricing Overview

There are various fees for training services and are outlined within the pricing documents and SFIA rate card. Our pricing is proportional to the size of the investment being made. Therefore, the pricing submitted per the framework for specific call off services is fixed at a public sector discounted rate. If courses and services are amalgamated, then further reductions are available based on volume and payment terms. Fast Lane constantly benchmarks its pricing against the open market monthly basis and adjusts accordingly

Availability of Trial Service

Trials of eLearning content and new courses will be available to customers on a case by case basis or in line with updates and releases

On-Boarding, Off-Boarding, Service Migration, Scope etc.

To onboard a new customer, Fast Lane requires a Credit Account to be opened by the customer. This involves completing a form requesting company details, agreement of our booking terms and conditions, customer contact details etc. Once the account has been approved (subject to a Dun & Bradstreet credit check) Fast Lane will activate the account and all future orders can be accepted upon receipt of a Purchase Order.

When we onboard a new customer, we create a dedicated team with representation from our Sales/ Account Management and Service Delivery Teams to ensure that all client requirements are met. Depending on the volume of business expected from the customer, this team would be flexible in size.

A dedicated email address would be created so the customer can contact the Fast Lane team at any time. We aim to respond to our customers within 4 working hours however for complex requests this can be up to 24 hours.

We would also request an initial onboarding meeting where relevant introductions, requirements etc can be shared. Regular review meetings can also be scheduled if required.

Training

Guides are available on request for services Fast Lane provides

Implementation Plan

A detailed implementation plan can be provided to the buyer on request".

Service Management

As an Authorised Learning Partner (ALP) for leading technology vendors including Cisco, Microsoft, AWS, NetApp, VMware, Google Cloud and Palo Alto Networks, we exceed the high standards set by the vendors.

Fast Lane adhere to strict rules around instructor certification to teach. Whilst this process varies by Vendor, all include a minimum standard/certification to achieve authorised instructor/Trainer status (ie. AAI, MCT, CCSI etc) followed by course attendance, certification and/or any other minimum requirements to teach a specific class. Performance is measured and reviewed after each and every course delivery.

All class deliveries are planned and executed by our fully trained operations team using Fast Lane's bespoke in-house event management platform. We use vendor authorised/authored courseware, industry leading labs for practical exercises and robust virtual training platforms to ensure consistently high-quality training.

All classes are measured through post-course evaluations which are reviewed and monitored by the Fast Lane Operations team to ensure they meet and improve on standards set out by the Vendor and internally. Where necessary improvement measures are put in place.

All Customers are assigned a dedicated account team consisting of Account Manager and Service Delivery Executive supported by the wider sales, operations and finance teams. Any complaints or

incidents are treated seriously following documented complaints procedure which can be provided on request.

Service Constraints

Fast Lane UK support runs from 8:30 to 5:30. Out of Hours support can be agreed upon on a case by case basis. Replacement instructors for events that are at risk due to illness or other constraints will be sorted. however, Fast Lane reserve the right to reschedule a training if we believe this is in the best interest of instructors and students.

Service Levels

Within the call off contract appropriate service levels will be discussed and mutual agreement sort prior to an order being placed (which would then be documented in the Order Form as agreed between both parties).

Platform SLA Tiers

SUPPORT FEATURE	TIER 1	TIER 2	TIER 3
Access to Support Desk (Ticket System)	24 x 7		
Website issues and server monitoring	INCLUDED		
Response availability	9:00 - 5:00 x Mo-Fri **		
Response time for CRITICAL issues	4 hours or less	2 hours or less	1 hour or less
Response time for MAJOR issues	1 business day	1 business day	4 hours or less
Response time for MINOR issues	2 business days	1 business day	1 business day
Total time for consultancy & change requests	1h/week	2h/week	4h/week

Issue Severity Definitions

Critical

Critical business impact. Production systems are down, severely impacting or preventing business operations. A large number of users are prevented from accessing the service with no viable workaround.

Major

Major business impact. Issue on production system causing a partial or non-critical loss of functionality. A large number of users are impacted by the issue but are still able to use the system in a limited capacity.

Minor

Minimal business impact. Issue on a non-production system, or a question, comment, feature request, or documentation issue.

Outage and Maintenance Management

To prevent downtime during a power outage, there are UPS devices installed to keep local servers running. Any storage system or service that goes down is replaced in the shortest time possible (shown in graph) or switched over to another backup server. Because data is snapshot every 15 minutes and replicated from primary to secondary storage, data can always be recovered quickly.

Financial Recompense Model for not Meeting Service Levels

1) The following service training credits are available if an individual course feedback from a course falls below 2.5 out of 5 via the Metrics that matter feedback. Another course will be offered to the equivalent value to that being attended. Subject to the MTM being filled out and that the rest of the class feedback on average has the same score that is equal to or below 2.5 out of 5.

2) If across the duration of the contract the average feedback over 12 months from all training delivered is not equal to or in excessive of 3 out of 5 Fast Lane will refund 10% of the balance of training attended

Provision of the service

Customer Responsibilities

For the successful implementation and management of the training being purchased Fast Lane would ideally request a day to day contact for administration details of sponsors and key contacts as well as an escalation path for issues. Customers must also be familiar with Fast Lanes cancellation and rescheduling terms when making changes to bookings

Technical Requirements and Client-Side Requirements

For courses hosted at the customer's premises we would need to ensure access to an internet connection and, if not requested separately, machines that are configured to the event that we are delivering. All courses have comprehensive set-up guides and will be shared with customers in advance of delivery.

Outcomes/Deliverables

Summarised feedback from learners in the form of MTM reports for training undertaken

Where applicable highlight reports of the event attended

For Skills assessments a document containing discover and recommendations

After-sales Account Management

Fast Lane runs QTR based reviews with customers in attendance will be the account manager and senior stakeholder for example Head of Sales. The reviews will look retrospectively at outcomes and improvements. The reviews will also look forward with a view of understanding organisational priorities

For projects, instructors will be available to debrief on the programmes in reviews with a view of providing context and recommendations

Account teams including account managers and service delivery executives will stay in regular communication on a monthly cadence to ensure that accounts are managed effectively and efficiently

Termination Process

Should a customer wish to terminate a contract with Fast Lane they should do so in writing. Any funds invested to that date would be forfeit.

Our experience

Case Studies

Name of customer organisation who signed the contract	United States Navy: Naval Air Warfare Center Aircraft Division
Name of supplier who signed the contract	Fast Lane Consulting & Education Services
Description of contract	Develop and deliver training solutions to support Cisco DNA/SDA deployment.
Contract start date	Jun-21
Contract completion date	Ongoing
Estimated contract value	£256k

Name of customer organisation who signed the contract	Department of Homeland Security
Name of supplier who signed the contract	Fast Lane Consulting & Education Services
Description of contract	We have been contracted to deliver IT Security skills training under the departments Continuous Diagnostics and Mitigation program. The Program is utilized by other agencies and the private training events are accessed through a Fast Lane developed and supported private portal.
Contract start date	Mar-20
Contract completion date	Ongoing
Estimated contract value	£157k

Name of customer organisation who signed the contract	Shared Services - Canada
Name of supplier who signed the contract	Fast Lane Consulting & Education Services
Description of contract	Shared Services Canada is the department within the Federal Government who manages all infrastructure for all Federal Departments. Through this group we deliver training and consulting to The Department of National Defense, for MS, Cisco, VMware, NetApp, and SUSE training. We also work directly with Shared Services and Cisco Canada on a two year SDA/DNA project for training and consulting services. We have over 10 years of business experience with the Canadian Federal Government
Contract start date	Jan-18
Contract completion date	Ongoing
Estimated contract value	£900k

Example Clients



Customer Feedback

The instructor was very helpful, had a great knowledge of the product and labs making the course very interesting.

Newcastle City Council

Microsoft, MS-AZ-104T00

Instructor was great, very knowledgeable and friendly. She gave good advice throughout and scheduled appropriate breaks every day which was much appreciated.

NHS Wales Informatics Service

Cisco, CI-SCOR

The instructor kept everyone engaged by including you in the conversation. It wasn't just a oneway conversation / instruction. If you did not understand something she would always find a way to make the explanation simpler by the use of real-world examples.

University of Liverpool

Cisco, CI-SISE

Our instructor was fantastic and clearly very experienced. The course delivery was very smooth and informative.

Epping Forest District Council

Microsoft, MS-10990

Excellent Presenter, he really explained well using EDIP.

Northamptonshire Healthcare

Foundation Trust *Microsoft, MS-AZ-104T00*

Really good learning techniques with clear guidance and help in labs when required.

Newcastle City Council | Microsoft, MS-PL-900T00

Excellent presentation style, well organised, informal, helpful. Good explanations provided more detail and working examples as required. Pointed out potential pitfalls and common mistakes (very useful).

Leicester City Council | Cisco, CI-DCACI

Instructor relayed real life experience and use cases throughout the course to keep the attendees engaged.

NHS Digital

Cisco, CI-SCOR

Very helpful. Worked hard to get everybody engaged.

Kingston Hospital NHS Trust

Cisco, CI-SISE

Presenter was very knowledgeable and provided a lot of context to the slides and gave examples or real-world scenarios.

University Of Plymouth

Microsoft, MS-MD-101T00

Instructor had a good understanding of the topic material and had positive and engaging approach.

Public Health Wales

Cisco, CI-SISE

Really helpful and informative,

Contact Details G-Cloud@flane.co.uk **0845 470 1000**