



[Customer Name]

Workspace Transformation Workshop

Date	XX/XX/2021
Author	
Reviewed By	
Comments	



1. Introduction

This document between **[Customer Name]** hereby known as “Customer” and Cloud Technology Solutions Ltd. hereby known as “Supplier” contains details of the work package that has been requested by Customer. The Authorisation section is mandatory for work to commence.

2. Work Package Overview

This work package covers the steps involved in a Workspace Transformation Workshop and the development of a prototype solution through harnessing the power of Google technology and CTS best practices. A full Service Description can be found [here](#).

The Supplier will facilitate the workshop either on-site or remotely (in a single day or over 3 x 2hr sessions respectively), and provide assistance to help innovate business processes. The Transformation Workshop will provide the Customer with the following deliverables:

- A business-wide process discovery exercise highlighting processes that are right for innovation (low effort to change and high impact to productivity).
- Prototyping exercise and development time to turn prototypes into production.
- Clear roadmap for next steps regarding chosen transformation opportunities to help maintain momentum.

The output of the Transformation Workshop will be a minimum of 2 prototypes and a presentation. The Supplier will then hand over the prototypes over to the customer to lead on getting the prototypes into production and beyond. If the Customer has opted for Workspace Engineering time, then the Supplier will provide technical assistance for the prototype development after the Transformation Workshop has been completed.

3. Scope

3.1 Workspace Transformation Workshop

The objective of the Transformation Workshop will be to take a deep dive into the ways of working at **[Customer Name]** and to identify where there is a potential to improve collaboration, innovation and efficiency through the use of Google Workspace. The Transformation Workshop will be provided by the Supplier in either a 1 day onsite workshop or 3 x 2 hour sessions. If the latter, these sessions can be completed over the course of a day or a week.

The Supplier will provide at least 1 x Change Manager to facilitate the session and 1 x Collaboration Engineer to build the prototype for the entire duration of the Workshop. The Supplier may provide additional resources if deemed necessary.



The Transformation Workshop will be broken down into the following sessions:

Session 1: Inspire and Explore (2 hours)

The Workshop will start by setting the scene for what is possible using Workspace. The Supplier will provide activities to get the Customer in a creative frame of mind, and offer examples of innovation inspired by the use of Google technologies that have worked within other organisations. This is to show the Customer the power of 'going Google'.

Session 2: Explore and Prototype (2 hours)

Participants in each group will be asked to choose a process to innovate based on their findings from the business wide process discovery exercise. The "as is" process flow will be developed to identify current technology, people involved and potential impacts.

The Supplier will introduce the customer to the prototyping principles and best practices for innovation.

Time will be used in this session for the Customer to work with the Supplier to prototype a solution, building the elements required to put the idea into practice. It is not expected that there will be a workable solution by the end of this session.

Session 3: Prototype and Roadmap (2 hours)

The Customer and Supplier will work together on a prototype solution and present their solution to the rest of the participants. This presentation will focus on the 'before', 'after' and 'impacts' that this prototype will have.

It is expected that the Customer will take ownership of the business transformation after the workshop, so each group will clearly define a roadmap for the development of the prototype to ensure that the solution can be implemented and adopted in a timely manner. The Supplier will support by providing a template for the roadmap to the Customer.

3.2 Prototype Development

If the Customer has opted for the 'Workspace Engineering' service, then the Supplier will provide technical assistance for the prototype development. Solutions will be developed using Google Apps Script or AppSheet only.



4. Governance

4.1. Timescales

Project start date	Project finish date
TBC	TBC

4.2 Roles & Responsibilities

Name	Role	Organisation
TBC	Facilitator (TBC)	Supplier
TBC	Technical (TBC)	Supplier
TBC	Technical (TBC)	Supplier
TBC	TBC	Customer

5. Out of Scope

Any activities not defined in sections 3 and 4 of this document are deemed out of scope.

6. Charges

Estimated time to complete the requested work package on a fixed / time and materials basis. Additional days will be an additional cost.

Services	Quantity	Cost	Total
Transformation Workshop	1	£3500.00	£3500.00
Workspace Engineering	X	£1195.00 per day.	X
Total			£0



7. Authorisation

By providing signatures below, both parties agree to the scope of work set out in this document on a time and materials basis. This document is valid for 30 days from the Customer signature date.

[Customer Name]: [Address]

Name:	Signature:	Date:
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CTS: Cloud Technology Solutions Ltd. Lowry House, 17 Marble Street, Manchester.

Name:	Signature:	Date:
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8. Confidentiality

Our success in the marketplace is directly linked to the knowledge that we have of industry best practice and continual innovation and creativity that we apply to our business. In preparing this document, we have endeavoured to present evidence of this to further our business relationship and to offer value.

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