**Training Plan**

**Project:** Telco Cloud Migration  
**Date:** May 2025

**1. Training Objectives**

* Equip IT staff with skills to manage and support the new cloud infrastructure
* Ensure business users are comfortable using migrated applications
* Minimize disruption by preparing end users ahead of go-live
* Provide ongoing support materials for reference

**2. Training Scope**

* Cloud infrastructure management and monitoring (IT Operations)
* Security and compliance practices (Security Team)
* Application use and new features (Business Users)
* Support desk procedures (Help Desk)

**3. Target Audience**

| **Group** | **Number of Participants** | **Training Needs** | **Delivery Method** |
| --- | --- | --- | --- |
| IT Operations Team | 15 | Cloud management, troubleshooting | Hands-on workshops, eLearning |
| Security Team | 8 | Cloud security policies and compliance | Instructor-led training |
| Business Users | 200 | Using cloud-hosted apps, new features | Webinars, user guides |
| Help Desk Support | 10 | Support processes and escalation procedures | Role-playing sessions, manuals |

**4. Training Content Overview**

| **Module** | **Topics Covered** | **Duration** | **Delivery Format** |
| --- | --- | --- | --- |
| Cloud Fundamentals | Cloud concepts, service models, deployment types | 4 hours | Instructor-led |
| Cloud Infrastructure | Provisioning, monitoring, backup & recovery | 6 hours | Hands-on workshops |
| Security & Compliance | Access controls, audit logging, compliance rules | 3 hours | Instructor-led |
| Application Training | New application workflows, troubleshooting | 2 hours | Webinars, demos |
| Support & Escalation | Incident management, ticketing system | 2 hours | Role-play, manuals |

**5. Training Schedule**

| **Week** | **Activity** | **Audience** | **Format** | **Owner** |
| --- | --- | --- | --- | --- |
| 1 | Training Needs Assessment | Project team | Survey/Interview | Change Manager |
| 2-3 | Develop Training Materials | Instructional design | Documentation | Training Lead |
| 4-5 | Deliver Cloud Fundamentals | IT Operations | Workshop | Cloud Architect |
| 6 | Security & Compliance Training | Security Team | Instructor-led | Security Officer |
| 6-7 | Application Training Sessions | Business Users | Webinar | Business Analyst |
| 7 | Support Desk Role-Play | Help Desk | Interactive | Support Lead |
| 8 | Refresher & Q&A Sessions | All audiences | Mixed | Training Team |

**6. Training Materials**

* Slide decks and handouts
* User manuals and quick reference guides
* Video tutorials and recorded sessions
* FAQs and troubleshooting guides
* Access to cloud sandbox/test environment

**7. Evaluation and Feedback**

* Pre- and post-training quizzes to assess knowledge gain
* Participant feedback surveys after each session
* Follow-up surveys 1 month post go-live to assess ongoing confidence
* Training effectiveness reported to project governance

**8. Roles and Responsibilities**

| **Role** | **Responsibility** |
| --- | --- |
| Project Manager | Overall coordination of training activities |
| Training Lead | Develop training content and schedule |
| Subject Matter Experts | Deliver technical and application training |
| Change Manager | Communicate training schedules and manage attendance |
| HR Team | Assist with logistics and record keeping |