

G-Cloud 14 | Lot 3 Cloud support

# **Service definition: Information security**

May 2024

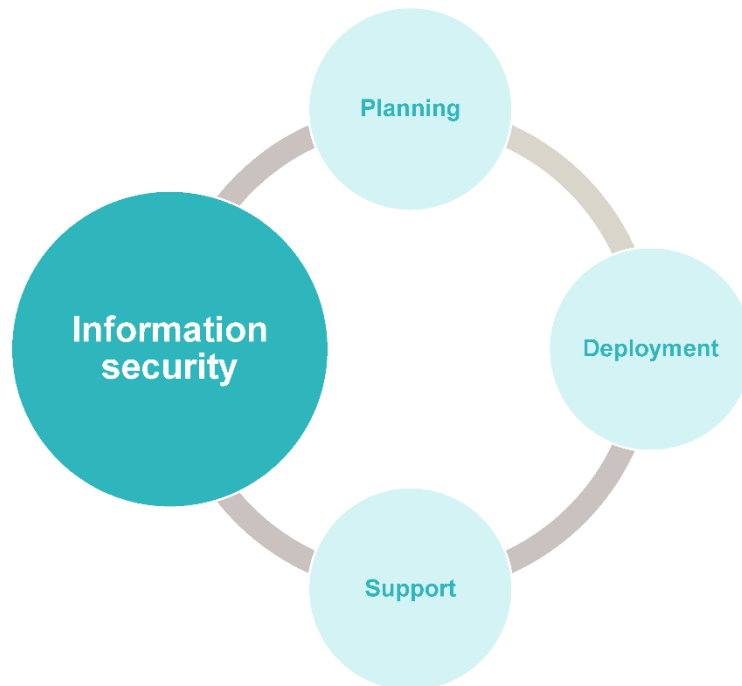
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# 1 Our cloud support services

At Mott MacDonald, we are pleased to assist you meet your cloud technology objectives with the following services:



This service definition describes our extensive capabilities in Cloud Security. Implementing Cloud Security requires application of policies, technologies, and controls to protect data, applications, and the associated infrastructure of cloud computing. The appropriate and intelligent application of these controls is essential to create an operational environment where business requirements remain effective and efficient. Our Cloud Security service includes the following:

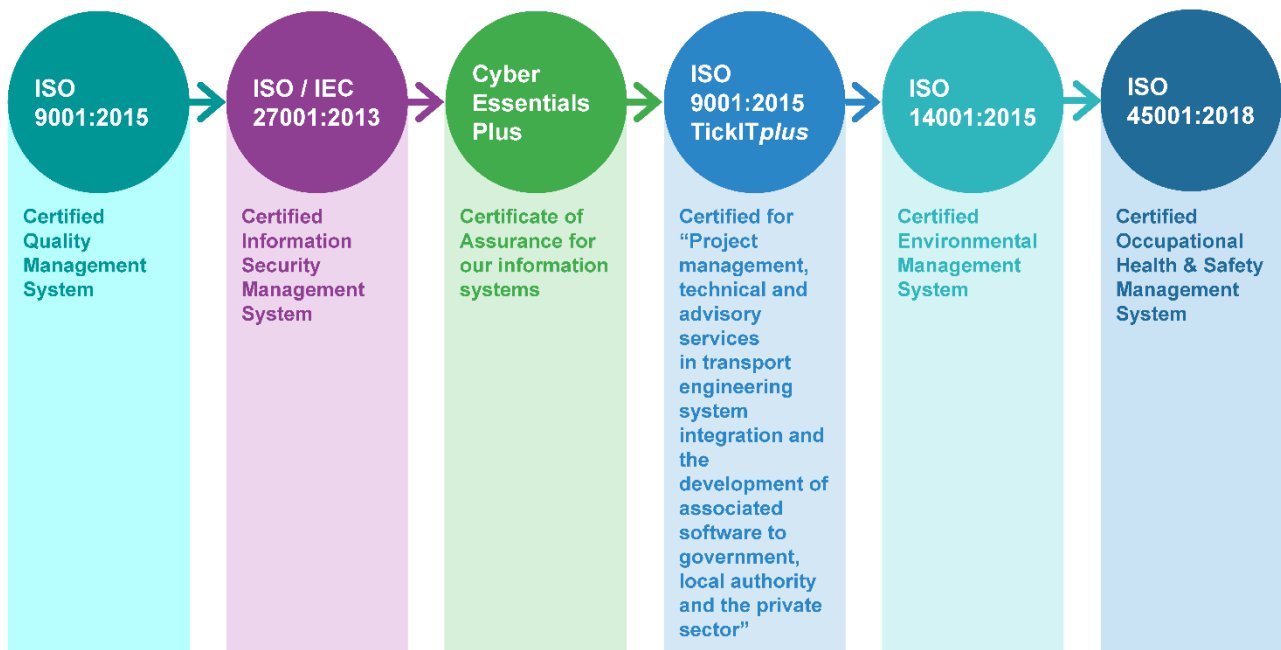
- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security testing

Our key security specialism is its application in the context of operational requirements, especially where there are interfaces to intelligent infrastructure outside the normal “corporate information technology” environment.

Our related cloud support services are defined in the following separate G-Cloud 14 service definitions:

- Lot 3 Cloud Support, Service definition:  
**Planning cloud services**
- Lot 3 Cloud Support, Service definition:  
**Deploying cloud services**
- Lot 3 Cloud Support, Service definition:  
**Supporting cloud services**

Throughout the lifetime of any cloud technology project, we will work in accordance with our Business Management System (BMS) which satisfies the following standards:



All Mott MacDonald Cloud Support services can be procured standalone or combined with our Cloud Software products:

- Lot 2 Cloud Software, Service Definition:  
**Osprey (Urban Traffic Management and Control - UTM service)**
- Lot 2 Cloud Software, Service Definition:  
**Merlin (strategic issue management service)**

## 2 Security services

We believe that any valuable provision of Security Services should start with understanding a client's specific circumstances. The business needs and the operational context of any organisation are paramount to how security is applied. In any 21st century organisation, a set of security measures will already be in place, and the challenge is often to understand, adapt and improve these. At Mott MacDonald we have the team that will take up and deliver on this kind of challenge.

### 2.1 Security strategy and governance

To support a client in developing its information security strategy and governance processes, we offer a range of review and report-back services including:



Recommendations can then develop into strategic-level security advice on areas such as:

- Policies, procedures, and mechanisms to ensure confidentiality, integrity, and availability of data. Writing or amending policy and procedure documents as required.
- Ensuring that security policies and processes meet contractual requirements.
- Achieving and maintaining ISO27001 compliance.
- Reviewing information technology assets and managing obsolescence issues on critical assets.
- Business continuity and disaster recovery planning.
- Management of supply chain in achieving satisfactory information security outcomes.

### 2.2 Security risk management

We recognise that understanding and managing a client's security risks are fundamental to ensuring the confidentiality, integrity and availability of its data, and the data that it processes on behalf of others.

1

Review of known risks and through operational review identify new risks

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2

Assess the likelihood and impact of each risk to derive an overall severity

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3

Classify each risk in terms of strategic response / mitigation

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4

Develop mitigation actions and/or process improvements to manage each risk going forward

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We support clients in managing security risks in several ways, including:

## **2.3 Security design**

We have a strong team of technical specialists who will assist clients with security design. This team provides services such as:

### **2.3.1 Network security assessment**

Performing a design-level analysis of a client's network infrastructure and associated processes.

### **2.3.2 Firewall solutions**

Design of firewall solutions and associated configuration and maintenance, implementing the latest technologies to make and keep information access secure.

### **2.3.3 Intrusion detection and protection solutions**

Design of intrusion detection and protection solutions that monitor for intrusion attempts and implement further protective measures where applicable.

### **2.3.4 Remote access solutions**

Design of remote access solutions using secure technologies - to enable secure remote access for operational staff and support flexible working.

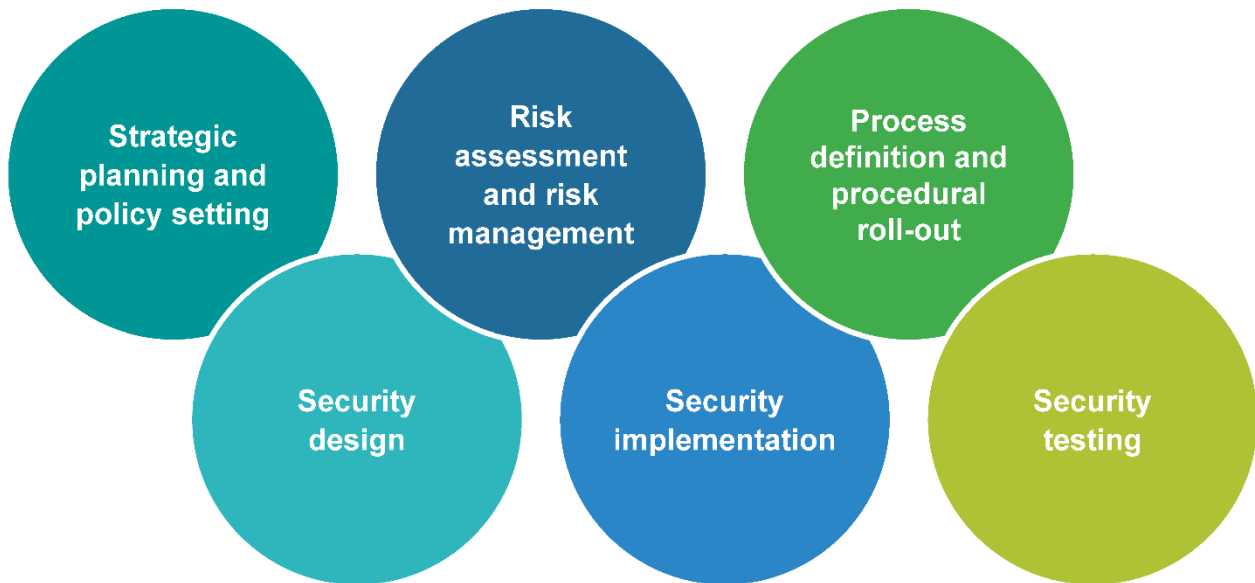
### **2.3.5 Digital certificate management solutions**

Design of digital certificate management solutions – for providing secure remote access services to employees and stakeholders.

As well as providing client-side technical expertise, our specialists also work on Mott MacDonald system supply and integration projects, so we have a strong grasp of implementation issues spanning the entire technology stack.

## **2.4 Cyber security consultancy**

From Policy to Implementation to Test, we have a team that has the skills to support its clients develop their Security response. Across different clients, our team works both client-side and supplier-side, so we have a real experience of both perspectives. Our security consultants provide support in a full range of security-related activities, including:



In all these areas we strive to add value by challenging the norm and providing a fresh perspective.

## 2.5 Security assurance

We understand the criticality of your data and the need to hold it securely to protect your business operations.

Our team can offer a security assurance service, working with you to apply the principles of the security frameworks listed below:

- NCSC Cloud Security Principles
- The National Institute of Standards and Technology (NIST) Cyber Security Framework (CSF)
- The National Cyber Security Centre Cyber Assessment Framework (NCSC CAF)
- International Electrotechnical Commission (IEC) 62443 Series for Operational Technology in Automation and Control Systems

By helping you adhere to these principles, we will safeguard and protect the confidentiality of your data against loss, exposure, or breach.

## 2.6 Security testing

If there is a business need to achieve some level of independent verification, we work collaboratively with our clients to prepare them for third-party testing so that the risk of implementation issues being identified is minimised.

Where issues are identified, we work on the client's behalf to agree business-appropriate responses with the independent assessor.

Normally as part of a wider, network security assessment package, we will:



1 Prepare and define test requirements and manage third-party testers your behalf

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2 Perform security testing of your IT systems to establish current issues and risks

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3 Work with your in-house teams and IT support suppliers to address these areas

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4 Repeat testing to close-off issues and re-evaluate risk levels

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Where appropriate, setup a sub-set of automated tests that can be scheduled on a regular basis to monitor the systems through system upgrades and business change.

## 3 Our approach

Whether you are inspecting bridges, planning new road junctions, creating a school performance dashboard, or analysing health patterns, at Mott MacDonald, we know that the right technology, delivered well, makes a difference to our customers. We deliver realistic real-world solutions enabling you to deliver essential information whenever and wherever you need.

Phrases such as big data, cloud computing and the internet of things are used often without a second thought across industry, but what do they mean and how do you make best use of them for your project? We will help **steer you through the hype to what is important and deliver it right first time.**

Ease-of-use, reliability, information security and availability apply across all software projects no matter the sector or industry. We can help **unpick the problem you are really trying to solve, then deliver an effective solution.**

Being technology agnostic, we are free to recommend the right tools for the job and pride ourselves in blending the best off-the-shelf tools with bespoke elements to create the right solution for you.

Backed by a global company of 20,000 staff across 140 countries, our dynamic, forward-looking team of professional technologists has the knowledge, capability, and dedication to make your cloud technology project a success, and we have the track record to prove it.

### Some key facts about Mott MacDonald...



### A few of our current customers' thoughts...

"I wouldn't have trusted any of the other suppliers to deliver this project"  
**National Highways**

"We have been kept informed of progress along the way and had absolute faith that works would be delivered to the highest possible standard to the requirements set out"  
**Norfolk County Council**

"Mott MacDonald have shown the upmost professionalism and a collaborative approach, adjusting rapidly and seamlessly to changing requirements" **Defra**

## 4 Why choose Mott MacDonald

Our purpose is to improve society by considering social outcomes in everything we do, relentlessly focusing on excellence and digital innovation, transforming our clients' businesses, our communities and employee opportunities.

### This is how

We're aware of the lasting, potentially far-reaching impacts of the work we do. As a matter of principle, nobody should be disadvantaged. We know from experience that inclusive projects deliver the best results for everyone, our clients too. That is why social outcomes – accessibility, inclusion, empowerment, resilience, and wellbeing – are at the heart of our purpose.

To maximise benefit for all and protect against harm we're alert to connections, dependencies and influences between projects and the world around them – infrastructure, services, the natural environment, businesses, and people.

In harness with our colleagues' deep subject knowledge and technical excellence, our digital skillset helps us, our clients, and partners to address old challenges better and solve new ones – seeing problems and possibilities more clearly, and being more agile, efficient, and effective.

Improvement is front and centre of what we offer as we work with you towards a more inclusive and resilient society that allows people to live well in a healthy environment, enabled by economic development, vibrant businesses, and fair return on investment.

### Advice that adds advantage

Projects to improve health, education, and life chances, and to recover from natural disasters, are all in our portfolio. But the potential for contributing to better social outcomes extends far wider.

With you, we're focused on combating the causes and effects of climate change, managing the coronavirus pandemic, seizing opportunities in digital transformation, and creating and caring for the infrastructure society depends on.

Working with us, you have access to the vast knowledge of internationally recognised engineers, project and programme managers, environmentalists, planners, economists, data scientists, app developers, modellers, social scientists, project finance advisors and more.

We're joined-up across sectors and geographies. Whatever your needs and wherever you are in the world, we will align the right combination of subject and digital expertise to meet your ambitions.

### Doing what's right

We're the largest employee-owned firm of our kind. There are no external shareholder priorities to influence our decision making. We can choose the work we take on and focus on the issues that are important to you – and us.

We insist on the highest standards of integrity. We were the first consultancy firm to be certified to BS 10500, now ISO 37001, the international anti-bribery management standard. This assurance of fairness, openness and honesty applies to all our employees, subconsultants and suppliers everywhere we work.

## Excellence at your service

Our people stay with us. Stronger retention gives depth of experience, skills, and knowledge. Our ownership model empowers us to invest in the core ingredients of excellence: excellent people supported by industry-leading systems and technology.

Digitalisation has dissolved physical boundaries, enabling us to create networks and virtual teams worldwide. These enable us to provide expertise, share knowledge, spread best practice, collaborate, problem solve and communicate – with the aim of bringing all project stakeholders greater benefits, sooner.

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