



# G-Cloud Service Definition

Identity and Access Governance and  
Privileged Access Consulting.

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# Contents

<b>Identity and Access Governance and Privileged Access Consulting .....</b>	<b>3</b>
Description.....	3
Features.....	3
Benefits.....	3
<b>Our Approach .....</b>	<b>4</b>
Discovery .....	5
Planning .....	5
Strategic Design.....	6
Platform Delivery.....	7
Identity Delivery and Onboarding.....	7
Identity Operations.....	8
<b>About FSP .....</b>	<b>9</b>
<b>Client Feedback .....</b>	<b>14</b>
<b>Additional Services.....</b>	<b>16</b>



# Identity and Access Governance and Privileged Access Consulting

## Description

We specialise in enterprise identity strategy and transformation to improve cloud security posture, operational efficiency, and user experiences. Our expertise covers technical controls and solutions (IAM, IGA, PAM, Secrets), but also the development of scalable governance and target operating models to meet business needs and user expectations.

## Features

- Identity strategy, transformation and roadmap development
- Maturity assessments for enterprise Identity (IAM, IGA, PAM, Zero Trust)
- Enterprise Identity Governance and Access Management (IGA, IAM)
- Privileged Access Management (PAM) governance and solution implementation
- Zero-Trust identity strategy and operational adoption
- Identity services Target Operating Model development
- Authorisation model design and enforcement (RBAC, ABAC, PBAC)
- Management of enterprise identity transformation programmes
- Virtual product owner for identity services

## Benefits

- Clear business and security benefits of good identity management
- Risk-prioritised roadmaps to measurably improve cyber resilience
- Improved user experience through effective onboarding and systems access
- Increase ROI on security tooling investments
- Enhance operational efficiency in provisioning access and applications
- Scalable governance models covering legacy and modern cloud environments
- Consistent governance and increased confidence in compliance reporting
- Observability and proactive management of identity/access security risks
- Scalable identity management for federated, joint-venture and M&A activities



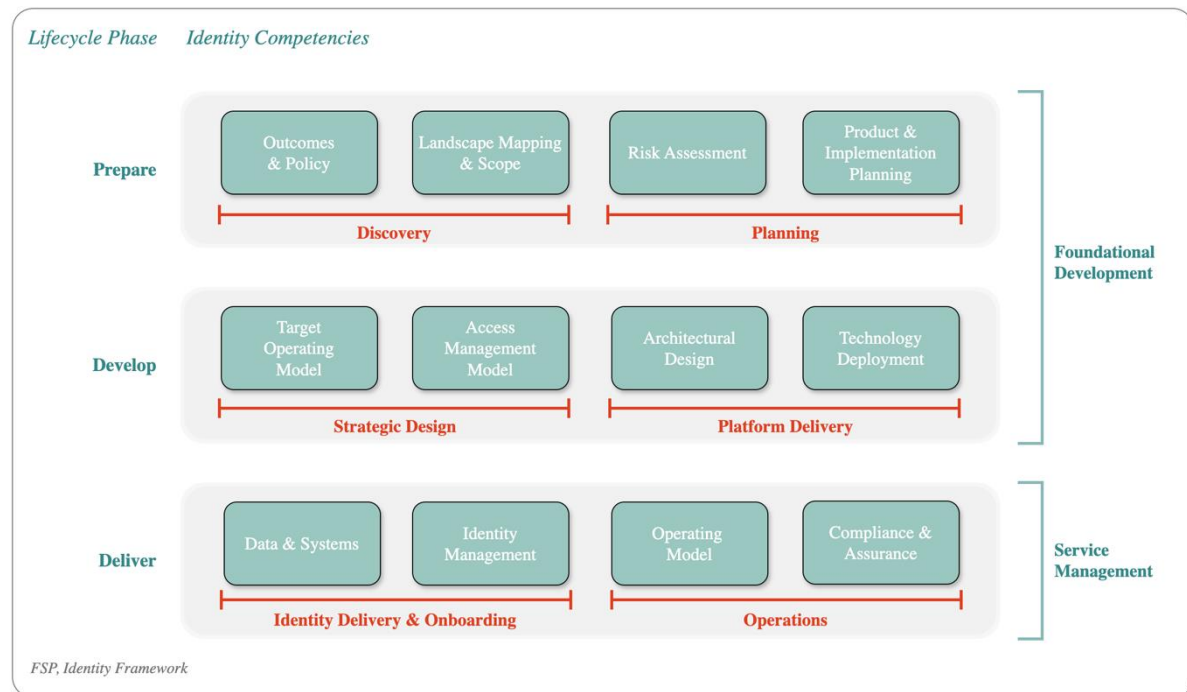
# Our Approach

This section gives a brief overview of our approach to delivering Identity Services. It can be adapted depending on your requirements. We understand that there is no one-size-fits-all approach to technology and consulting projects.

This figure illustrates that our services are structured around three identity lifecycle phases:

- Prepare - to build a strategic identity vision
- Develop - to design the right operational practices and technology platform
- Deliver - to realise the benefits of secure identity practices

Our approach combines flexibility, experience, and industry best practices, and can be delivered as a fully managed service or as one of six modularised service blocks.





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## Discovery

During Discovery, we aim to understand your current situation, your challenges and desired outcomes. This service can be tailored to meet your specific requirements but could typically include development of Identity outcomes and security policy to ensure your strategic outcomes and vision are clearly understood. It may include an assessment to establish existing levels of Identity maturity, articulating the gap to be bridged in delivering your future state.

Additionally, we can review your Identity landscape and ensure there is a clear understanding of the identities that need to be managed and technology areas that fall within your Identity services.

Some projects require a Scoping Engagement which would fall within the Discovery stage.

FSP are committed to helping organisations stay safe, which places Identity Management front and centre of Cyber Security in world where traditional security perimeters have eroded and where implicit trust is no longer secure.



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## Planning

Working with knowledge about your Identity landscape and your current Identity maturity we can carry out an assessment of Identity risk and where you may be vulnerable to attack and compromise. FSP can also provide penetration testing, lateral movement and vulnerability scanning services to quantitatively support our risk assessment. This will drive prioritisation for your Identity initiatives.

A natural progression, having established your Identity vision, areas for improvement, your scope and your areas of risk is to create a strategic roadmap in order to realise your planned benefits.

Clear expectations need to be agreed for timescales, budgets, delivery sequencing and prioritisation. Planning needs to address the complexity of your organisation, accommodate ongoing transition to cloud services, technological change and the pace of change your business is able to accommodate.



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Product planning will use Discovery knowledge and drive out product and technology decisions. We can help with product marketplace assessments, proof of value activities and work with your procurement teams to establish a commercial value proposition with chosen vendors.

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## Strategic Design

The key objective of Strategic Design is to ensure, once technology decisions have been taken, a plan for effective operational practices is developed.



Defining the Identity Service required, is the starting point in developing a Target Operating Model (TOM) that articulates how the service will be operated. The heart of the TOM are the Joiners, Movers and Leavers processes, however, the TOM is a multi-layered set of capabilities that drive the Identity and Access Management eco-system, designed to ensure that only authorised users have access to an organisation's resources.

Developing a 'right-fit' access model will drive conformance with cyber security principles such as just enough access, no standing privilege and zero trust in order to protect your data and IT assets. RBAC, ABAC and contextual access decision making are all models that can be considered to ensure access is managed securely.

Perhaps the most impactful outcome of strategic design is user experience. Low friction, high user awareness and rapid delivery using high levels of automation are critical to a successful Identity service.

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## Platform Delivery

We are passionate about helping our clients to avoid the too frequent pitfall of starting their Identity Programmes with technology deployment.

Standing up the Identity service, technologically, must follow the strategic design and not precede it. At FSP we are experts in ensuring that our clients' Identity platforms are built with operational goals in mind.

We provide a range of services as part of platform delivery, including; delivery governance and management, architectural design, platform deployment, set-up and configuration and transition to business as usual support.



## Identity Delivery and Onboarding

Careful consideration is now given to bringing an organisation's identities under the management of the Identity platforms and services recently established. Following a waterfall or an agile approach may be viable, but the key to success is transitioning to the desired target state, ensuring legacy Identity problems are not transitioned into the new environment.

Where required we can provide specialist business change management that will drive benefits realisation and ensure technology investment is maximised.

We will help to ensure that Identity management will deliver the key benefits of; increased productivity, high levels of user satisfaction, identity information sharing across systems and platforms, reduced costs, technology innovation and improved security.



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## Identity Operations

FSP can provide two levels of Identity Operations services.

Where an organisation chooses to manage its Identity services in house, we will provide service oversight using an Identity Product Owner approach. This views Identity through a product management lens, with a philosophy that recognises that Identity services need to continually evolve to address developing business needs, technological change, and a changing threat landscape.

We will oversee the Identity product lifecycle and future roadmap development, guide decision making, assist with change, help resolve service issues, provide vendor management, and help with budgetary planning.

Alternatively, we are able to offer an end to end "Identity as a service" model, where we provide the identity service to you and deal with the complexity of service operations out of view and to defined service level agreements.

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# About FSP

FSP Consulting Services (FSP) is a leading digital transformation and cyber security specialist, delivering consultancy services across strategy, change and solution delivery.

The portfolio of expertise includes delivery of modern workplace, cloud, data and AI, and cyber security offerings, alongside trusted managed services delivery. The work drives change for high-profile clients in both the public and private sectors and is founded on the commitment to deliver positive impact for both organisations and their people.

FSP is proud to have been recognised by Best Companies™ as a 3-star 'World Class' workplace (the highest level of accreditation) in 2022, 2023 and 2024, and to have topped their rankings as No.1 in the UK, No.1 in the Technology sector and No.1 in the South-East (Regional League Table) throughout 2023. FSP has also been recognised three times as No.1 Best Workplace™ in the UK by Great Place to Work®.

FSP has the following certifications / accreditations:

- Microsoft Solutions Partner with designations in Digital and App Innovation, Security, Modern Work and Data and AI
- Microsoft Cloud Security Specialist
- AWS Partner
- Cyber Essentials Plus
- ISO27001 and ISO9001 Certified by UKAS
- CREST approved for penetration testing

In November 2020, FSP secured a multi-million-pound minority investment from leading mid-market private equity firm LDC (Lloyds Development Capital). In 2023, FSP secured additional investment from private equity investor CBPE in support of the business' continued expansion. LDC reinvested alongside CBPE.

Below is an overview of the technology services and solutions we provide:



# OUR EXPERTISE

## DIGITAL STRATEGY & VISION

STRATEGY | ENTERPRISE ROADMAPS | ADVISORY

## MODERN WORKPLACE

CONFIGURATION | LOW-CODE APPS | INFORMATION GOVERNANCE | MIGRATION

## CLOUD

CONSULTING | SOFTWARE | FINOPS | GREENOPS | INNOVATION | PLATFORMS

## DATA & AI

DATA STRATEGY | INSIGHT | SOLUTIONS

## CYBER SECURITY & THREAT MANAGEMENT

CTAAS | ATTACK SIMULATION | INCIDENT RESPONSE | CLOUD SECURITY | LEADERSHIP | CONSULTING

## DIGITAL CHANGE & ADOPTION

BUSINESS CHANGE | COMMUNICATIONS | ADOPTION | TRAINING

## PRODUCT & PROGRAMME DELIVERY

DELIVERY MANAGEMENT | BUSINESS ANALYSIS | PRODUCT MANAGEMENT | PMO

## MANAGED SERVICES

DISCOVER | ENGAGE | TAILOR | DELIVER | REPORT

# WHY FSP

Extensive track record of delivering high impact digital transformation.

**UNRIVALLED  
EXPERTISE**

**HEART-LED  
PERFORMANCE**

Commitment to excellence balanced with compassion and empathy.

**WORLD-CLASS  
CULTURE**

We live and radiate our values and ethos at all times – we do the right thing.

**FORWARD  
TOGETHER**

Partnership and trust embodied by one integrated team with our clients.

**FSP**





# **OUR PURPOSE**

**ENABLE PEOPLE AND ORGANISATIONS TO THRIVE  
FOR A SUCCESSFUL FUTURE**

**ROLE MODEL HUMAN & RESPONSIBLE LEADERSHIP**

**ACTIVELY CONTRIBUTE TO A SUSTAINABLE FUTURE**

**UNITE PEOPLE & INSPIRE FUTURE GENERATIONS**



# AT OUR HEART

CORE VALUES

## TRUE BELONGING

Demonstrating fairness, compassion & empathy

Ensuring a supportive & inclusive environment

Everyone is respected for being themselves

## EXCELLENCE EVERYWHERE

Operating with pace & consistent high standards

Driving continuous improvement & innovation

Delivering remarkable experiences & interactions

## CREATING OPPORTUNITY

Mutual success, growth & win:win for everyone

Relentless about learning & challenging ourselves

Engagement & impact in our communities

# Client Feedback



Major Defence Contractor

"I would like to double down on the statement that they deliver, they are rocksteady, they do what they say they will do, and they are always a pleasure to work with." – *IT Manager*.



Defence Organisation

"FSP impressed me from the very beginning in terms of their approach, knowledge, expertise and output. They are a very versatile organisation with good subject matter expertise and service delivery." – *Head of Programme Management*.



"I have nothing short of a perfect experience working with FSP. The workforce has partnered with me to deliver exceptional service and products to benefit our firm. FSP deliver a stellar service that embeds themselves within the department seamlessly, to the extent that the assumption is they are employees of the firm. They go above and beyond expectations and have personally assisted me in understanding technology offerings." – *Dominic Rodney, Business Relationship Manager*.



Financial Services  
Organisation

"FSP continually demonstrate experience and value by providing guidance during the process on best practice. The team are always on hand to support the process, and the feedback from the portfolio companies is always very positive. They are always consummate professionals and deliver on their commitments." – *Chief Technology Officer*.





"FSPs strengths are that feeling of partnership, we worked well collaboratively, and I could feel that. They were always approachable." – *Group Digital Workplace Manager.*



"We have been delivering a multi-year digital transformation programme across all aspects of our organisation, moving to a cloud-native architecture and undertaking a complete application transformation. FSP worked with us to define our vision, plan our programme and have been our strategic delivery partner providing invaluable expertise and commitment." – *Head of IT & Transformation.*





<b>Strategic Advisory</b> Digital CxO Leadership Target Operating Model Consultancy Digital & Data Strategies & Roadmap Requirements Discovery & Solution Design Enterprise & Solution Architecture Governance Design & Implementation Focused Innovation & Concept Labs	<b>Cloud Engineering</b> Cloud Consultancy for Microsoft Azure and AWS Cloud Readiness Assessment On-Prem to Cloud Application Assessments Cloud Migration Strategy DevOps Strategy Cloud Solution Architecture Custom Application Design & Build Integration Services Messaging Bus Based Integrations Complex Web Applications Mobile Applications Cost Analysis and Optimisation	<b>Modern Workplace</b> Microsoft 365 Maturity, Strategy & Roadmap Microsoft 365 Audit & Migration Microsoft 365 Config & Custom Development Microsoft 365 Intranet Microsoft Power Platform App Development Microsoft Teams Consultancy Microsoft Viva Suite Consultancy & Deployment Microsoft Copilot Readiness & Rollout Microsoft Dynamics 365 Solutions Microsoft Dynamics 365 Maturity Strategy & Roadmap Microsoft Dynamics 365 Design & Development Microsoft Dynamics 365 Config & Custom Development Microsoft 365 D365 Implementation & Maintenance Information Protection, Data Governance & Compliance	<b>Data &amp; AI</b> Microsoft Azure Data Services Consultancy Big Data Solutions Data Proof of Concept Apache Spark Development Azure Databricks Configuration Data Platform Build & Configuration Data Visualisation Master Data Management Machine Learning Model Definition Artificial Intelligence Proof of Concept Data Governance Generative AI	<b>Attack &amp; Defend</b> Managed Operations Centre Attack Surface Review Red Teaming Pentesting Vulnerability Management Cyber Advisory Services Cyber Incident Management Security Strategy Security Due Diligence CISOaaS Strategic Consultancy	<b>Governance, Risk &amp; Compliance</b> Policy & Standards Security Controls Framework Cyber Security Programme Security Assessments Security Reporting & KPIs Security Risk Management Data Governance Services Security Incident Planning Certification Support Third Party Security	<b>Managed Services</b> Application Support Incident & Problem Management Change & Impact Management Platform & Code Maintenance Service Request Management Application & Performance Monitoring Service Reporting Platform Health Checks Configuration Management Capacity Management
<b>Products &amp; Programmes</b> Business Analysis Business Process Mapping & Improvements Digital Project Management Project & Programme Delivery Project Change Delivery Consultancy PMO Consultancy	<b>Change &amp; Adoption</b> Business & Cultural change User Research & UX Prototyping Training e-Training (for Technical & Organisational change) Technology Adoption & Support		<b>Security Architecture &amp; Technology</b> Strategy & Operating Model Design & Assurance Deployment & Operation Security Leadership Optimisation & Innovations	<b>Respond &amp; Recover</b> IT Due Diligence Review Cyber Team as a Service M365 Security Review Cyber SOC Support ISO27001 Audit Support Cyber Essentials Assessment	<b>Identity</b> Identity Programme Management Identity Governance & Administration (IGA) Identity Strategy Consulting Identity Access Management (IAM) Privileged Access Management (PAM) Active Directory Reviews	<b>Service Management</b> Service Strategy Service Design Service Management Tooling Service Management Maturity



