

Service Definition

Cisco Cyber Security by Conscia

What is the service?

Services to cover all Cisco Security Products including Firewalls, IPS, Endpoint, Identity Services Engine (ISE), AnyConnect / Secure Client, Umbrella SIG, Duo, Secure Access, Secure Connect, Stealthwatch / Network & Cloud Analytics, Email, Kenna. Centralised management through Cisco XDR. MDR services. Assistance towards achieving Cyber Essentials accreditation.

Conscia is a reseller and offers extra features and support not available from the original supplier (Cisco).

Features and benefits

- Secure Endpoint Protection (AMP)
- Web, DNS, DDI, DDoS and Email Security
- Network Visibility & Enforcement
- Next-Generation Firewalls & IPS (FirePower)
- Zero Trust, ZTNA, VPN & Multi-Factor Authentication (MFA)
- Secure Services Edge Solutions – Secure Access, Secure Connect
- Kenna Risk-Based Vulnerability Management
- Full-stack Observability (FSO) solutions / App Dynamics / ThousandEyes
- Cyber services to help with Zero Trust and Segmentation design
- MDR, XDR and Incident Response Services
- Improved Security Posture
- Reduced System Complexity
- Improved, Simplified Security Management
- Automated alerts and monitoring
- Consolidate platforms and reduce security spend
- Improved threat visibility and control
- Significantly reduce time to detect breaches
- Reduce time to respond
- Achieve compliancy and align to frameworks such as Cyber Essentials

Service and support

The Cisco Cloud Software/Service includes a base level of support, provided directly by Cisco as detailed in Cisco's service description and in accordance with Cisco's Terms and Conditions. Conscia provides enhanced support at an additional cost, delivered by expert engineers specialising in Cisco technology. Enhanced support accelerates time to resolution of incidents and frees up the client's time, with Conscia taking ownership of resolving incidents with Cisco where necessary. Service desk operation extends to 24x7x365, with response times as low as 15 mins for incidents of critical priority.

Technical requirements

Supported browsers

- Google Chrome
- Microsoft Edge
- Firefox
- Chrome
- Safari

Compatible operating systems

- Android
- iOS
- Linux
- macOS
- Windows

Onboarding and offboarding

Conscia has a dedicated client success team who will take the time to understand the desired outcomes from the purchased service and form documentation that all parties agree on. This

service includes training and associated support material. It also includes regular check-ins throughout the year to assess performance. Full reports are provided.

The client will either automatically renew for another 12 months or Conscia will issue a cancellation notice. At the point at which the renewal date is reached, if the contract is not renewed, all services will cease immediately.

Security

Cisco is a world leader in the cloud software and services market. Cisco owns and controls configuration and change management of their cloud software and services. Security is integrated into Cisco's software and services development lifecycle through their Cisco Secure Development Lifecycle (SDL) process:

https://www.cisco.com/c/dam/en_us/about/doing_business/trust-center/docs/cisco-secure-development-lifecycle.pdf

Conscia plays a part in this process, conducting our own due diligence relating to early release developments and providing feedback into Cisco. This is conducted under Conscia's Portfolio Management process, and examines Cisco's products and service developments. Clients taking enhanced support services from Conscia benefit from Conscia's insight and knowledge gained from this activity.

Cisco owns and controls vulnerability management when it comes to their cloud software and services. They are a world leader in cyber-security; with capabilities such as their globally recognised Security Intelligence and Research Group (TALOS), they are in the strongest position to apply vulnerability management to the highest effect. Cisco's Product Security Incident Response Team (PSIRT) operates globally, around the clock, to respond to security incidents, playing a key part in vulnerability management.

Details of Cisco's Security Vulnerability Policy can be found at the following link:

https://tools.cisco.com/security/center/resources/security_vulnerability_policy.html

The Cisco cloud software and service is owned and operated by Cisco and, as a world leader in the provision of cloud software and service provision on a global scale, Cisco employs highly effective technology – including protective monitoring – and applies robust processes to operate securely and resiliently in the cloud. This is managed under Cisco's Global Business Resiliency (GBR) Program policy. Incidents are managed through the Cisco PSIRT team.

Standard support for the cloud software and service is delivered directly to the client by the Cisco Technical Assistance Centre (TAC), available around the clock and operating best practice through the use of email, telephone, and web portal support, knowledge-bases, and priority case management and escalation procedures. With Conscia's enhanced support, Conscia supports customers directly through our own Technical Services Centre and incident management procedures, operating 24x7x365 and accessed by email, telephone, and web portal. Our incident management capability has been approved through a Cisco audit, based on ITIL v3, as part of Conscia being awarded the Cisco Masters accreditation.

Information security

Conscia has an Information Security Management System (ISMS) in place certified to ISO 27001:2013. This includes policies, processes, and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team headed up by the role of the Information Security Officer (ISO). The ISO is our Chief Operating Officer who sits on the Company Board of Directors.

Social Value

Conscia is committed to delivering on social value themes as outlined in PPN 06/20, potentially including fighting climate change, contributing to Covid-19 recovery, tackling economic inequality, promoting equal opportunity, and improving wellbeing.

We are committed to environmental stewardship, integrating sustainability into every aspect of our operations. From procurement to product management, we uphold ISO:14001-compliant environmental standards, guided by our Environment policy. Our Sustainability Group, led by our Social Value and CSR Champion with CEO support, sets carbon reduction targets and policies. This cross-department team meets monthly to drive our organisation towards our net-zero goal by 2025. Our efforts extend to our supply chain, as we recognise our carbon emissions contribute to our clients' Scope 3 emissions. ClimatePartner verifies our baseline emissions, and our Carbon Reduction Plan (CRP) outlines strategies for waste reduction, energy efficiency, biodiversity improvement, and responsible carbon offsetting.

In collaboration with clients, we design technology solutions that save energy and reduce carbon emissions, leveraging accreditations like Cisco's Environmental Sustainability Specialisation. Our commitment to hybrid work solutions enables flexibility for marginalised individuals, including those affected by Covid-19. Our Client Success methodology ensures community consultation throughout contract performance, prioritising social value and Covid-19 recovery efforts.

We champion equal opportunities both within our organisation and through the solutions we provide, ensuring access to employment regardless of background. Our commitment to wellbeing extends beyond our workplace, as we leverage our expertise to support community health and resilience through technological solutions and mentorship programs. By prioritising sustainability and social responsibility, Conscia aims to create a healthier, safer environment for all.