



VISION AND STRATEGY

SERVICE DEFINITION
G-CLOUD 14





SERVICE OVERVIEW



Gemserv's approach to an organisational IT vision and strategy change programme involves aligning the business plan with the rapidly evolving technology landscape.

The key areas that Gemserv would cover include:

- IT Vision: Defining a future vision of IT and digital that is aligned with the direction of the business strategy.
- Gap Analysis: conducting an analysis on current vs. future state to articulate the depth of change, investment and timescales.
- IT Strategy: Developing an IT vision and strategy that outlines the direction of travel and change, underpinned by the business strategy.
- Stakeholders: Developing a stakeholder engagement plan and identifying stakeholder critical to the change.
- Implementation Roadmap: Creating a roadmap of change, spanning over months or years, and underpinned by an investment strategy.
- Governance & Compliance: Ensuring the IT change programme is aligned with governance and compliance obligations to maximise cyber security.

**WE KNOW
EVERY
CLIENT IS
UNIQUE**



At Gemserv we are experts in IT change management. Our years of expertise has enabled us to build bespoke tools and methodologies we adapt across our Public Sector clients. These include:

- Strategy planning tools: SWOT, PESTLEE and combined with our deep IT and digital expertise, and public sector policy experience.
- Project management: Agile project management methodology, and PRINCE 2. Our technology programmes are underpinned by exceptional project management methodology and form the foundation for successful delivery.
- Collaboration platforms: Teams, SharePoint, Egress, Iron Mountain. We retain expertise across a broad range of collaboration platforms to meet the requirement of our clients, and with security of information and access control, as the highest priorities.
- Governance, Risk and Compliance: Leveraging tools, including OneTrust as GRC platforms to improve and enhance the efficiency of compliance and ongoing management.
- Performance monitoring: PowerBI, IT Helpdesk tooling, project dashboards to assess and monitor performance, informing decision-making and highlight progress and risks.





SERVICE FEATURES





SERVICE FEATURES

- Expertise and understanding of policy and governance in designing
- Our investment in our staff
- Innovation to bring the latest thinking and trends
- Built in by design into the IT vision and strategy
- Our methodologies, tools and techniques
- Our sector expertise to provide latest global trends
- Always operate within the same time zone as our clients





SERVICE BENEFITS



SERVICE BENEFITS

- Aligning IT strategy with the business strategy
- Better decision-making through adoption of technology and applications
- Increased operational efficiency and streamlining of processes
- Enhanced engagement with services users/customers
- Risk management and mitigation of vulnerabilities and security incidents
- Maximising the technology to deliver competitive advantage
- Enhance collaboration across the workforce, and sharing of information



WHY
GEMSERV?

WHY GEMSERV?

20+ years of serving the UK Public Sector

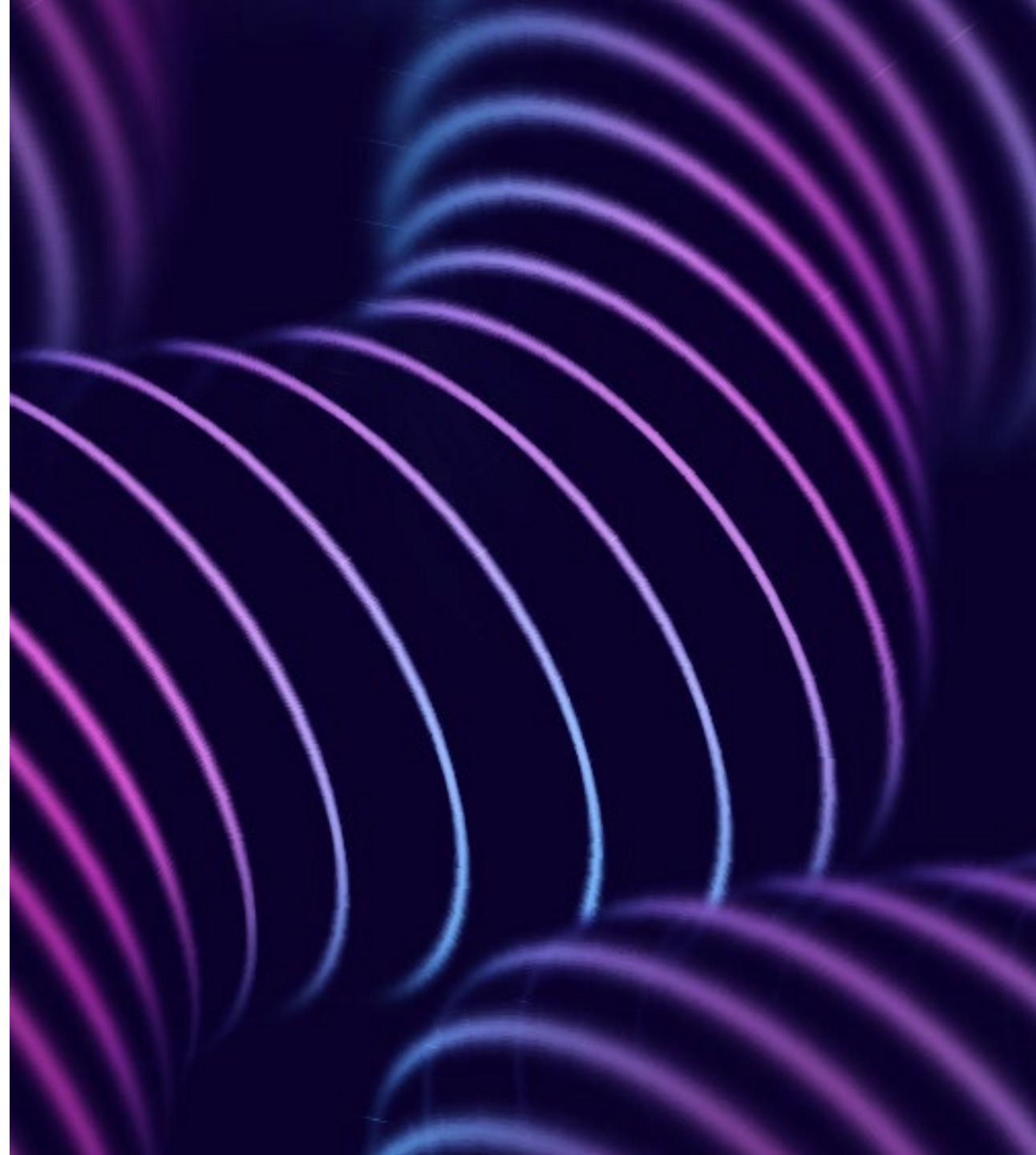
Proven experience in **translating Government policy**
into **national schemes**

Experts in **cyber security** of UK Critical National
Infrastructure

B-Corp accredited business demonstrating our
commitment to performance and accountability

Experts in **environment and sustainability**, and bringing
it into our Social Value

Delivered **digital and data transformation** programmes
across public sector to drive innovation



GEMSERV CYBER SECURITY & DATA PRIVACY SERVICES



4. Cyber Managed Services

- Vulnerability management
- Incident response & management
- 24/7 security monitoring/SOC
- Third party management
- Defensive cyber monitoring
- Identity & access management
- OT cyber services
- Risk treatment & management

3. Cyber Threat intelligence

- Cyber threat intelligence reporting
- Scanning the client's external environment & suppliers
- Providing intelligence reports on the threat trends based on activities in, for example, deep web, dark web, social media

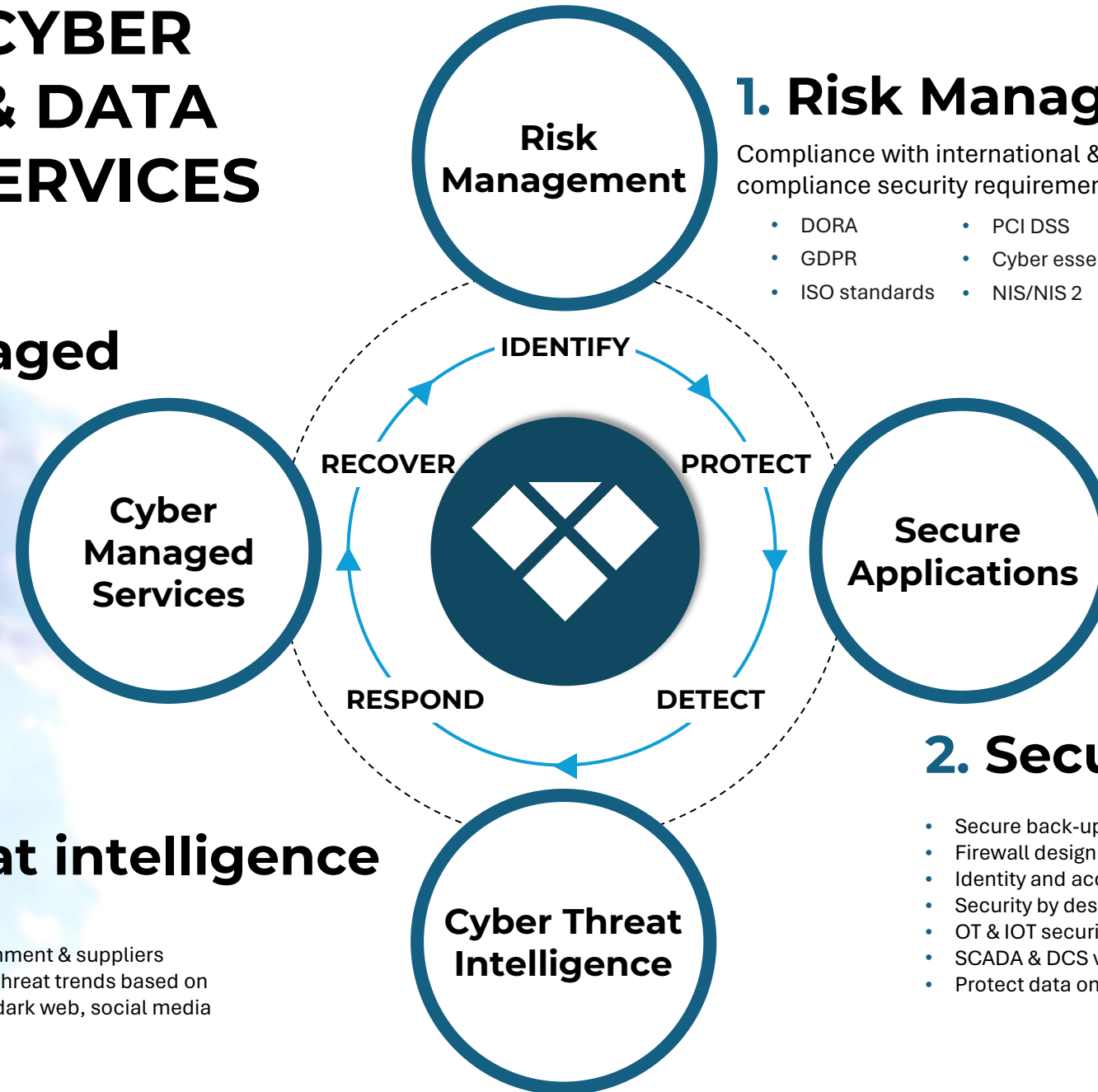
1. Risk Management

Compliance with international & regional regulatory & compliance security requirements, where applicable, present in:

- DORA
- PCI DSS
- SOC 2
- CCPA
- GDPR
- Cyber essentials
- NIST
- HIPPA
- ISO standards
- NIS/NIS 2
- DSPT
- CIS Controls

2. Security Architecture

- Secure back-up and recovery design and configuration
- Firewall design and configuration
- Identity and access management solution design
- Security by design in applications & platforms
- OT & IOT security design, controls & monitoring
- SCADA & DCS vulnerability evaluation
- Protect data on applications & systems



SERVICE FEATURES

