



Secure Schools

Service Definition Document

Cyber Security Audit, Consultancy and Certification Service





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Introduction

Founded in 2018 by experts in cyber security and education

Secure Schools is a team of cyber security experts and educationalists with a passion for empowering schools with technology and keeping children and young adults safe in education, without introducing barriers to learning. Working solely with the education sector, we have a deep understanding of schools and academy trusts.

Accelerated by the NCSC Cyber Accelerator Programme

In 2019, Secure Schools was selected for the fourth cohort of the UK's National Cyber Security Centre (NCSC) Cyber Accelerator Programme. The Accelerator supports the growth of start-up cyber companies who aim to bring new 'better, faster and cheaper' security products to market.

What is the Secure Schools Cyber Security Audit, Consultancy and Certification Service?

The Service

The Secure Schools Cyber Security Audit, Consultancy and Certification Service is a consultation-led service that provides schools and academy trusts with an independent review and assurance of their cyber risk.

Aligned with Department for Education (DfE) and Education and Skills Funding Agency (ESFA) guidance, as well as the government-backed Cyber Essentials certification; this audit, consultancy and certification service is school-specific, easy-to-access and encourages a whole-school approach to cyber security.

The Secure Schools Cyber Security Audit, Consultancy and Certification Service is available to single schools as well as school groups such as multi-academy trusts and federations.

Data backup, restore and disaster recovery

Secure Schools maintains backups of all data processed on the Secure Schools Cyber Security Audit, Consultancy and Certification Service.

Data is retained for the duration that the school is within contract and actively using the Secure Schools platform. Early deletion of data can be requested directly on the Secure Schools platform. Deleted data is held within backup to allow restoration to its original state if deleted in error. Following this period of backup, data is permanently deleted from our database.



Disaster recovery

Secure Schools' incident management and disaster recovery processes are documented within our Information Security Management System and are independently audited and certified according to the IASME Cyber Essentials Plus, ISO 27001 and Cyber Assurance Level Two standards.

1. Immediate Action: Damage assessment and determination of appropriate subsequent procedure regarding plan invocation and employee notification

Within 1 to 2 business hours of the disaster

2. Recovery Point Objective:

Within 4 business hours of the disaster

3. Recovery Time Objective:

Within 1 day of the disaster and beyond if needed

Onboarding and offboarding support

Secure Schools provide full support throughout onboarding and offboarding, with all costs included within the price of the contract.

Onboarding

Secure Schools provides comprehensive documentation educating users on how to get started with the service. Documentation can be accessed through the Secure Schools Knowledgebase (<https://help.secureschools.com/>).

If further support is required, telephone and email support is available from the Secure Schools support team.

Offboarding

Data can be exported from the Secure Schools Cyber Security Audit, Consultancy and Certification Service at any time prior to offboarding. Users are advised that they can export their data before a contract ends.

Service constraints and customisation

Some elements of the Secure Schools Cyber Security Audit, Consultancy and Certification Service can be delivered via a web browser on internet-connected devices, and a mobile application on iOS and Android mobile devices.



Buyers may need to explicitly allow devices in their networks access to Secure Schools services through web content filters to provide the best user experience. More detail can be accessed through the Secure Schools Knowledgebase (<https://help.secureschools.com>).

No customisation is possible.

Service levels; performance and availability

Secure Schools provides a 99.95% service availability. The Secure Schools SaaS platform is a cloud-based service utilising high-spec, high-capacity, fully-flexible cloud hosting services from Amazon Web Services. Any demand peaks placed on the service automatically triggers a temporary expansion of our data processing capacity, ensuring no disruption to service users.

Service levels shall be agreed by us and service credits may be available under certain conditions.

User support

Support is available throughout the customer journey via numerous channels. Telephone and email support complements Secure Schools' comprehensive library of self-service support which is regularly updated and available 24/7. Telephone and video conferencing is also utilised where there is a technical requirement.

Assisted support is provided at every step of the process, available between Monday and Friday, 9 to 5 (UK time) with customers being able to access support by telephone and email.

Technical Requirements

Device access

Some elements of the Secure Schools Cyber Security Audit, Consultancy and Certification Service can be accessed through a web browser on most internet-connected devices. Web browsers that are officially supported are:

- Google Chrome
- Microsoft Edge
- Firefox
- Safari

Web browsers should be updated regularly to provide the best user experience.



Security

Secure Schools is Cyber Essentials Plus certified. Secure Schools' information security management system (information security risk management policies, procedures, processes and records) is also independently audited and certified according to ISO 27001 and Cyber Assurance Level Two standards.