



# Technical Cyber Security Service Definition Document

May 2024

4 pages including cover

## Technical Cyber Security

### Service Description

Daintta provides technical cyber security consultancy, with expertise in security architecture, network and infrastructure security across multiple security domains and classifications. Through expert analysis, reviews, and strategic planning, Daintta delivers tailored, scalable defence strategies. Providing robust protection and operational continuity, aligning closely with client's business objectives against evolving cyber threats.

### Service Features

- Comprehensive expertise in security architecture across many domains
- Deep understanding of technical cyber security threats across IT/OT
- Tailored threat-led network and infrastructure security solutions
- Experience working with technology covering all security classifications
- Providing guidance and services on challenges like Zero-Trust and PKI
- Expertise in cloud security architectures and solutions
- Proven experience of solving complex security challenges including CNI
- Clear Communication and explanation of technical complexities to all audiences
- Aligning security outcomes with business, missions, objectives, and goals
- Continuous security enhancement through strategic reviews and updates

### Service Benefits

- Enhanced protection across diverse digital and physical landscapes
- Tailored defence against specific IT/OT cybersecurity threats
- Custom security solutions addressing unique network vulnerabilities
- Versatile expertise in handling various security classification levels
- Informed strategies for implementing Zero-Trust and PKI frameworks
- Strengthened cloud environments through expert security practices
- Secure critical national infrastructure (CNI) architectures
- Simplified understanding of complex security concepts for all
- Supporting business growth and stability by providing strategic cyber-security services
- Ongoing improvements to defence mechanisms against new and evolving threats

## Annex 1 – standard Daintta services

Below is a list of standard Daintta services that apply to all G-CLOUD services Daintta provides.

### Planning

Daintta works with Clients to ensure projects and programmes have the appropriate planning in place to drive successful implementation. These services are flexible to fit into our client's existing delivery lifecycle and include:

- Define vision and mission of project with leadership and stakeholders
- Strategy (e.g. business, technical, architecture and data) and business case creation
- Agile led cloud planning and delivery
- High level and low-level planning control
- Risk, issue and dependency management
- Business analysis (data and user centric design)
- Operating model development
- Manage benefits across the full project lifecycle
- Backlog management and refinement services

### Set-up and Migration

Daintta offers a range of services to help organisations setup a cloud capability, cloud migration and/or retirement. These services cover the full services lifecycle, they include:

- Strategy (e.g. business, technical, architecture and data) and business case creation
- Analysis and assessment of as-is and desired to-be state
- Selection of best suited delivery methods, people, technology, processes and data
- Full deliverables of required artefacts, depending on need (e.g. planning, risks and mitigation, architecture, testing, training, service management)
- Execute service setup and/or migration
- Monitoring and continuous improvements

Daintta brings extensive and proven experience in delivering complex technological projects to agreed time, cost and quality whilst managing risks. This covers planning, delivering, migrating and implementing cloud-based capabilities via appropriate people, processes, technologies and delivery methods (e.g. Waterfall, Agile, Iterative).

### Quality Assurance and Performance Testing

Daintta works with Clients to ensure appropriate quality assurance is established and performance testing is achieved. Daintta helps Clients develop strategies and deliver tests for quality assurance and performance testing. Daintta's testing approach covers all variations of testing including system integration testing, operational acceptance testing and user acceptance testing.

Daintta utilises a risk-based approach to quality assurance and testing, mitigating risk early through appropriate, proportional use of the testing resource. Early detection and mitigation of defects in the lifecycle, saves time, improves quality, reduces risk and maximises return on investment.

## **Training**

Daintta offers a range of flexible training services appropriate to our offerings. Daintta offers the option for bespoke training tailored to our Client's specific training needs. Additionally, Daintta offers shadowing and mentoring to Client staff.

Daintta follows a structured approach to learning and training development that include:

- Engage directly with end users follow a user centric approach to training
- Perform Training Needs Analysis (TNA) and assessment
- Develop training roadmap and curriculum relevant to training needs
- Define individual and generic training plans
- Flexible to accommodate group and individual training and learning
- Train the trainer options to scale training within our Client's organisation
- Gamification training techniques

## **Support Services**

Support services are flexible options available to Daintta's Clients. Daintta have two key areas of contact: Email and Phone. This is a standard support service which is shared across multiple clients. Every organisation will have a technical account manager assigned. If clients require dedicated support or support from specific locations this can be provided.

## **Security Services**

Daintta provides a range of security services including, but not limited to:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security audit services