



# M8 Solutions

technicity with integrity

## vCISO Service Description



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## Governance, Progress and Performance Tracking

### Strategic Cyber Security Support

#### Strategic Cyber Security Support Line Items

1. Be accountable and responsible for overseeing a range of technical and process security controls.
2. Develop and oversee the implementation of the Cyber Security Strategy and roadmap for the Trust. Links to Strategic
3. Support compliance with NHS Digital Requirements such as NHS DSPT.
4. Support the Trust to align to the 2023 Cyber Security Strategy for Health and Social Care 2023-2030.
5. Support the Trust to achieve compliance with the GDPR & UK DPA.
6. Support the Trust in understanding their obligations under the National Cyber Security Centre (NCSC) Cyber Assessment Framework (CAF).
7. Review legacy software and develop plans for remediation in conjunction with IT, Clinical Teams, and 3rd party suppliers.
8. Either work with or lead, depending on existing capabilities, CareCert compliance and reporting
9. Work with relevant departments to ensure suitable change control is in place for the Trust to maintain levels of availability.
10. Utilise intelligence sources such as NCSC Early Warning system and NHS England cyber alerts to ensure the Trust's cyber security posture evolves with the ever-changing threat landscape.
11. NHS supply chain assurance improvements.
12. Advise on remediation of security related vulnerabilities.
13. Support the Trust in reviewing and updating as appropriate their cyber security policies and procedures.
14. Assist the Trust in continuous improvement of cyber security in response to the changing risk profile over the agreed term.
15. Assist with continued internal security compliance.
16. Oversee/review change requests to technical systems such as network firewalls.
17. Assist with incident response planning.

18. Liaise with key stakeholders such as the DPO and CDIO to ensure regular reporting is maintained.
19. Knowledge transfer to a Junior Cyber resource or in-house team.
20. Assist with/partake in security audits.

## Cadence

M8 Solutions provides a proposal for Strategic Cyber Security Support with deliverables and methodology to measure outcomes.

M8 Solutions is currently assessing a selection of customer service applications to integrate with Microsoft Teams which deliver the following:

- Organising weekly huddle content and outcomes and follow up.
- Managing monthly meeting content and outcomes and follow up.
- Tracking tasks efficiently.
- Keeping accurate time sheets with evidence.
- Graphics to evidence progress and improvements and commercial reporting.

M8 Solutions recommends the following:

- **Weekly Cyber Huddle**
- **Monthly Cyber Update**
- **Quarterly Review**

# Terms and Dependencies

<b>Out of Scope</b>	<ul style="list-style-type: none"> <li>• Out of hours working &amp; support unless agreed before-hand.</li> <li>• Documentation other than that specifically named in the inclusions section.</li> <li>• Responsibility for any lost data. It is East of England Ambulance NHS Trust's responsibility to maintain its own data integrity.</li> <li>• On site working (by exception only).</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• The Buyer and the Supplier agree that:</li> <li>• The Supplier (or a contractor engaged by the Supplier) may, at any time, substitute any of the Supplier's personnel performing the Services, provided that such substitutes have the necessary skills and qualifications to perform the Services.</li> <li>• The Buyer may not use the Supplier's personnel to perform tasks other than the Services defined in this proposal.</li> <li>• The Supplier's personnel shall determine their own schedule of working hours, provided that such personnel may only use the Buyer's office facilities when such facilities are available.</li> <li>• The Supplier and the Supplier's personnel shall determine how the Services are to be performed.</li> <li>• The Supplier's personnel shall determine the locations in which they perform the Services, considering the nature of the Services.</li> <li>• Any required change requests raised to allow the service to progress in agreement with the Buyer at the relevant Change Board.</li> </ul>
<b>Dependencies</b>	<ul style="list-style-type: none"> <li>• Remote working capabilities and appropriate administrative access to tools used to provide the service (Covid-19)</li> <li>• Access to relevant personnel and to systems as required by the nominated consultant to perform their duties.</li> <li>• East of England Ambulance NHS Trust will provide administrative support to co-ordinate schedules, participants' diaries and meeting rooms for workshops, meetings, and knowledge exchange sessions, if required.</li> </ul>
<b>Payment Terms</b>	30 days
<b>Cancellations and Delays</b>	30 days' notice in writing with exception of unforeseen or extenuating circumstances.
<b>Resource Lead time</b>	Standard lead time for M8 Solutions resource is 6 weeks however, where possible we endeavour to improve on this. There are also times when the resource lead time may be longer than this, but this will be highlighted to you by the M8 Solutions senior team.

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