



Service Deliverables Document

Service Name:

Supported Cyber Essentials

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1.1

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Service Description

As an IASME Cyber Essentials and IASME Certification Body, the inTEC Group can provide Cyber Essentials accreditation, with cyber security consultancy from an expert assessor built into this service. The service includes:

- Onsite or remote assessment, including risk assessment and network vulnerability scan (via Nessus).
- Gap analysis report with recommendations
- Customer consultation to communicate findings and recommended remedial actions.

Following audit and implementation of remedial actions, the customer may then choose to gain Cyber Essentials Certification. The customer can enlist inTEC's help with:

- Full submission of required documentation and proof via the assessment portal, to ensure a pass when all criteria have been met.

The above is undertaken by Cyber Essentials, CE+ Plus and IASME qualified assessors.

Key Benefits of Service

- Mitigate risk of cyber-attack (Cyber Essentials / Plus)
- Achieve GDPR compliance (IASME Cyber Assurance)
- Ensure up-to-date security solutions threaded throughout systems and heightened security awareness amongst employees.
- Show necessary due diligence for cyber insurance.
- Consultation and guidance from qualified, technical experts
- Certification – gain an external badge to give your customers peace of mind of your security awareness and diligence.
- Gain certification required by public sector providers.
- Free £25,000 Cyber Liability insurance included.

Service Deliverables

- Remote assessment following the Cyber Essentials & CE+ standard with a network vulnerability scan via Nessus (CE+ only).
- Written gap analysis report with recommendations.
- Customer consultation to communicate findings and recommended remedial actions.

- For certification - full submission of required documentation and proof via the assessment portal, to ensure a pass when all criteria have been met.

Onboarding and Offboarding

Throughout the lifetime of your service, you will benefit from our close, attentive personal touch service, with named points of contact directly available throughout the working week. We hope that this will facilitate open channels of communication to allow us to develop the best possible understanding of your specific requirements so that we can deliver the service in a way that matches your needs.

This will begin with our Onboarding process, which begins with the agreement of a clear Scope of Works, which will require your approval before any work can be completed. Off the back of this, we will engage in a consultative expectation management process, along with introductions to the key team members delivering your service. Our aim is to ensure that you have the fullest possible amount of clarity from the very beginning of our work together.

A detailed project plan will be produced, with clear milestones in place, to ensure that all work proceeds methodically and that a clear picture of the project is always available to you – and to the whole inTEC team working on it.

Once our service is complete, our offboarding will include the provision of all necessary documentation and will ensure that your team are able to fully utilise the benefits of your cloud-based IT, to ensure that you get Best Value from this procurement.

Service Delivery

We will deliver your service with a true personal touch, providing named points of contact to ensure that communication is seamless throughout the project. We have almost half a century of experience working with the education sector, giving us a comprehensive understanding of the unique requirements schools and trusts have. As such, we know that it is vital that we develop a full comprehension of your institution to ensure that our work together is built on a strong foundational understanding of your specific needs.

We can provide support throughout the duration of the service through your dedicated project team, who will be available to answer your queries throughout the duration of the service. In our support provision, as well as throughout the service, we work with an understanding that people are the most important component of any IT system. As such, we will deliver our service and support in a manner which always looks to harness opportunities to involve your team and spread greater technical knowledge and confidence through your organisation. A key element of ensuring continuous improvement of cyber security standards in any organisation is to ensure that staff are kept aware of best security practices and understand why it is important to continue to implement policies in full. Knowledge

transfer is therefore vital to maintain the salience of cyber security in the work of all staff, so that, together, we can all keep ourselves, each other and your communities safe online.

We firmly believe that the Cloud offers all schools the opportunity to realise the ideal of IT that teachers can consistently rely upon to support teaching and learning, but know that this will only be possible with training and technical confidence-boosting across school faculties and will ensure that this is reflected in our people-driven approach.

Security

Sweethaven, and the inTEC Group, are Cyber Essentials Plus and IASME accredited and deliver all of our services under our 'Security First' principle. This ensures that maintaining and advancing your cyber security posture is always our foremost concern – and never an afterthought – when completing any work on your network. We have a number of CE assessors within our business and have a well-proliferated culture of cyber security throughout our organisation and our community.

We also work to an extensive Data Protection Policy, which ensures compliance with GDPR and enshrines the utmost level of care in our handling of your data. We know that this is of the utmost importance to schools and trusts, and with years of experience supporting the sector to meet necessarily stringent safeguarding standards, including KCSIE, we continually ensure that our staff are fully up-to-date with best practice for data handling and protection at all levels.

Contact

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