

Service Definition

Continuity and Resiliency Services

FUJITSU



G-Cloud

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Continuity and Resiliency Services Overview

The consequences of a disruption can have a far-reaching impact and may involve loss of revenue, loss of end user confidence or the inability to deliver the products and services on which the organisation's strategy, reputation or survival may depend. It is important to implement measures to prevent, respond to, recover, and learn from disruptions which will improve an organisation's operational resilience. Such measures will help an organisation survive and thrive amidst disruption.

Amongst the challenges to achieving resilience are disruptions caused by several threats. This includes cyber-attacks, data breaches and unplanned ICT outages, and environmental factors such as extreme weather and disruptions to critical national infrastructure. The external threats are becoming more advanced, persistent, and targeted and the internal threats magnified by the reliance on technology and extensive transformations required to stay competitive with the changing market conditions.

By focussing on the impact of a disruption, the organisation can take actions to protect its resources and assets including people, buildings and facilities, data, technology, and the supply chains upon which it depends.

Why Choose Fujitsu?

Fujitsu's Continuity and Resiliency Services bring traditional ICT technology and security solutions together to improve end to end organisational resilience, to enable an effective response to business and ICT disruptions.

Our services are tailored engagements that provide independent expertise and advice designed to evaluate and understand critical business activities, which enables the creation of an appropriate organisational resilience strategy to reduce the probability and impact of a disruption. The services provide access to continuity and resilience accredited experts who can deliver an agile programme of work with defined outcomes. As Fujitsu is certified to the business continuity industry standard, (ISO22301), our customers benefit from access to leading practice, knowledge, and techniques.

Our Continuity and Resiliency Services are underpinned by Fujitsu's proven methodologies. Fujitsu has many years of experience in delivering continuity services and solutions across the complete business and ICT continuity life cycle for public and private sector customers. Our consultants have a broad range of skills and extensive 'real world' experience in business and ICT continuity and can help customers understand and define the operational resilience needs and improve the maturity of their continuity arrangements.

The precise approach and duration taken will vary dependent on the customer's specific requirements. The scope of work, deliverables, and customer stakeholders required for workshops/data gathering, work package composition and outputs, checkpoint meetings, and acceptance criteria are discussed and agreed at the outset of the engagement. These services may be delivered as discrete work packages or combined as a complete programme which can include:

Continuity and Resiliency Services Strategy Definition

Building a cyber resilience strategy requires the identification of the customer's key continuity objectives, activities and the enterprise and local risks that may impact these. Once these have been established, a range of options to protect your cyber resilience will be examined.

When determining an appropriate strategy, consideration also needs to be given to critical activities, resources, recovery targets and the likely costs involved in implementing the agreed strategy as well as the business impact and consequences of inaction. The following components will be considered when building an enterprise strategy: people, premises, technology, information, key suppliers, stakeholders, applicable regulations, and compliance standards.

Fujitsu will review a range of strategy options to underpin the identified activities and in alignment with the customer's business objectives, priorities, risk profile, vulnerabilities, and budgetary requirements, determine the appropriate strategies to support your cyber resilience requirements. This output will allow the customer

to make an informed choice from the options available. These can range from low-cost tactical opportunities to the implementation of a full enterprise-wide continuity programme.

Business Continuity Programme Definition

Once the customer has selected the options they wish to implement, a high-level roadmap is created to document the key steps that need to be taken to implement an “end to end” business continuity programme within a realistic timescale. A structured programme will enable resources to be focussed in a consistent and cost-effective manner. Typically, Fujitsu recommends implementation of ICT continuity within the overall BC programme, since business success is often critically dependent on the delivery of an appropriate ICT continuity capability.

The following key Business Continuity lifecycle activities will be considered:

- Business continuity health checks and assessments - to provide an independent view of the current state of the business continuity arrangements and maturity
- Business impact analysis - identifying critical activities, risks, recovery priority and the impact if they were not available
- Business continuity plan development - defining who does what, when and how in response to a major incident
- Business continuity test and validation - unless a plan is practiced, there is no guarantee it will work
- Business continuity review – the business landscape is constantly changing so plans should be reviewed and updated on a regular basis to ensure they remain effective.

Cyber Security Incident Tabletop Exercises

Fujitsu's Tabletop Exercises help evaluate an organisation's response to a Cyber Security incident through scenario game play. Mistakes in responding to incidents do happen and it is key that we learn and review them. These exercises aim to determine readiness for an incident, identify gaps in incident response plans, address compliance and inform on current emerging risks.

Fujitsu's Tabletop Exercise is a hands-on approach to determine your readiness for an incident by testing in a simulated environment based on real world breach response engagements from our Advanced Threat Centre. It does not stop operational delivery and therefore is not disruptive to your business.

The optimal approach varies on the audience: Technical or Executive. However, Fujitsu recommends that the exercise is not only delivered to both audiences separately but also together to gauge communication abilities between teams. This method not only identifies gaps in your incident response plans and procedures but also assists in the organisation's understanding of roles, responsibilities, and contact points during an incident through Cross-Functional exercises.

Continuity Assessment Services

Fujitsu's continuity assessments offer a quick and highly focused independent view of the current state of the customers' Business or ICT continuity maturity. We offer a range of health checks and assessments which can be tailored to the customers' specific requirements and indicate where the customer can make improvements measured against leading practices and standards. The approach used in the assessments includes data gathering through several interviews with key stakeholders. These services may be delivered as a set of discreet work packages or as a complete programme and include Business Continuity Health Checks, ICT Continuity Assessments and ICT Continuity Health Checks as briefly described below.

Business Continuity Health Check

Our Business Continuity Health Check provides an independent appraisal of the customer's current continuity arrangements measured against ISO22301. It can identify where best to focus resources to provide maximum assurance and financial return; providing confidence that the customer is aligned with leading practice and

current legislation in a cost-effective way.

Fujitsu identify how customers are currently performing against seven key criteria:

- Context of the organisation
- Leadership
- Planning
- Support
- Operation
- Performance evaluation
- Improvement.

We will identify the remedial actions to achieve a desired state of Business Continuity maturity. We will work with the customer through a consultative approach to evaluate the findings and implement the remedial actions.

ICT Continuity Health Check

Our ICT Continuity Health Check is designed to provide an assessment of the customer's ICT continuity capability, measured against ISO20000. This provides an objective analysis and assessment of their current ICT continuity arrangements and incident response structure and identifies potential improvements; measured against leading industry practices and standards.

We identify how a customer is currently performing across the complete ICT continuity lifecycle including:

- Initiation
- Requirements and strategy
- Implementation
- Ongoing operation
- Invocation.

We work with the customer through a consultative approach to evaluate our findings and formulate remedial actions that will enable them to address ICT continuity weaknesses, identifying appropriate strategies, priorities, and timescales.

ICT Continuity Assessment

Fujitsu can undertake an assessment of the customer's ICT services to provide an objective analysis of their current ICT continuity capability and recoverability position. The assessment is designed to provide an objective analysis of their current ICT continuity and recoverability capability, covering a review of key areas such as ICT continuity systems, recovery plans and recovery solution design.

It determines whether the existing ICT continuity solution meets business requirements by assessing the technology and infrastructure deployed, as well as reviewing the internal methodology and support processes. We will work with the customer to baseline of their existing operational and recovery capabilities and identify potential shortfalls.

This covers key areas of ICT continuity capability and recoverability such as:

- Infrastructure and Solution Design
- Backup and Recovery Solution
- ICT Continuity Plans and Procedures
- Incident Escalation and Invocation Process
- Tests and Exercises

This assessment will identify potential improvements to bring the customer in line with leading industry practices and standards.

Continuity and Resiliency Services Deliverables

Fujitsu's Continuity and Resiliency Services are tailored engagements that provide independent expertise and advice designed to meet the customer's specific requirements, helping to address business and operational continuity needs. Professional services engagements are underpinned by Fujitsu's proven methodologies. The precise approach and duration taken will vary dependent upon customer requirements.

The scope of work, deliverables, and customer stakeholders required for workshops / data gathering, work package composition and outputs, check point meetings and acceptance criteria are discussed and agreed at the outset of the engagement.

At the end of the assignment, we will arrange a workshop to present our findings to the customer's key business and technical stakeholders. This workshop will discuss and agree the next steps to focus their resources to provide maximum assurance and confidence so that their continuity capability is aligned to business and ICT continuity requirements and current legislation in a cost-effective way.

Service Delivery Approach

Service Delivery

The output of this Service will vary according to the selected tasks and will be agreed before the task(s) is commenced.

As part of all Fujitsu's continuity assessment services customers will receive a management report. This report will provide an independent appraisal of the customer's current continuity arrangements including a graphical representation of their maturity against each assessment criteria under review. It will identify tactical quick wins such as simple process improvements through to identifying a more strategic solution and response and will provide a baseline from which they can develop a strategic roadmap for enhancing their ICT or business continuity capability.

Ordering and invoicing Process

Fujitsu will commence delivery of the service on receipt of a purchase order.

Fujitsu shall invoice for the Service plus any applicable taxes after delivery of all products defined in the agreed Terms of Reference. Any additional expenses shall be invoiced in the month after they have been incurred.

When remitting payment, the customer will include the applicable Fujitsu invoice that the payment applies to.

Customer Termination

The customer may terminate the Service at any point during delivery of products specified in the contract's terms of reference. The customer will provide Fujitsu with 5 working days' notice of termination to allow handover to the customer of any products developed up to the point of termination. Fujitsu will invoice the customer for all charges incurred up to the point of termination.

Supplier Termination

Fujitsu may terminate the Service at any point during delivery of products specified in a Terms of Reference. Fujitsu will provide the customer with 5 working days' notice of termination to allow handover to the customer of any products developed up to the point of termination. Fujitsu will invoice the customer for all charges incurred up to the point of termination.

Consumer Responsibilities

Successful delivery of the service is subject to the following dependencies upon the customer where applicable:

- Adequate facilities for conducting interviews and meetings
- There will be a nominated point of liaison from the customer
- Active participation of all nominated customer staff
- The customer will make individuals available for interviews as requested to perform the service activities the in a timely manner
- The customer will provide, where requested, access to existing Continuity policies, processes, and documentation for Fujitsu to be able to deliver the service.

Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the customer's failure to fulfil these dependencies. Should a delay to the Service result from the customer's failure in relation to the above dependencies, for example, if there is not full attendance at agreed meetings, Fujitsu shall be entitled to amend the Service, schedule and/or charges with no liability and shall be entitled to charge the customer for any resulting additional charges.

Service Constraints

Fujitsu shall not be liable for the customer's take up, non-take up or other discretionary use of the information provided by Fujitsu or of any of the recommendations or options generated from the Service and activities under this Service Definition.

Definitions

Any terms used in this Service Definition have the meaning assigned to it by the Fujitsu Cloud Service Agreement Terms and Conditions. Additional terms used have the meaning assigned by this paragraph.

In the event of any conflict between the terms of this Service Definition and the other documents that comprise the Agreement, the provisions of this Service Definition shall prevail.

Term	Description
Service Location	Means the agreed location(s) of the where the Continuity Professional service will be delivered from
BC	Business Continuity
ICT	Information Communication Technology

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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