G-Cloud 14 Service Description

Cyber Resilience

Cyber Resilience

Methods provide comprehensive cyber resilience for your organisation utilising NCSC experts to recognise and respond to threats which impact your capability. Cyber Resilience results in detailed recommendations, proposals and implementation support to achieve your enterprise security management requirements through proactive development of policy, process, training, testing and regulatory compliance.

What is the Service

Methods is an NCSC Assured Cyber Consultancy who has been assured to the highest standards as defined by NCSC and professional bodies such as UK Cyber Security Council. With a proven track record of delivering cyber security consultancy expertise, we pride ourselves on working closely with our clients - often augmenting in-house capability.

A Cyber Security Essentials Plus certified company, the services provided by the Cyber Portfolio align with ISO/IEC 20700 family of information security management standards, ensuring work is appropriately scoped, planned and delivered to the highest standards.
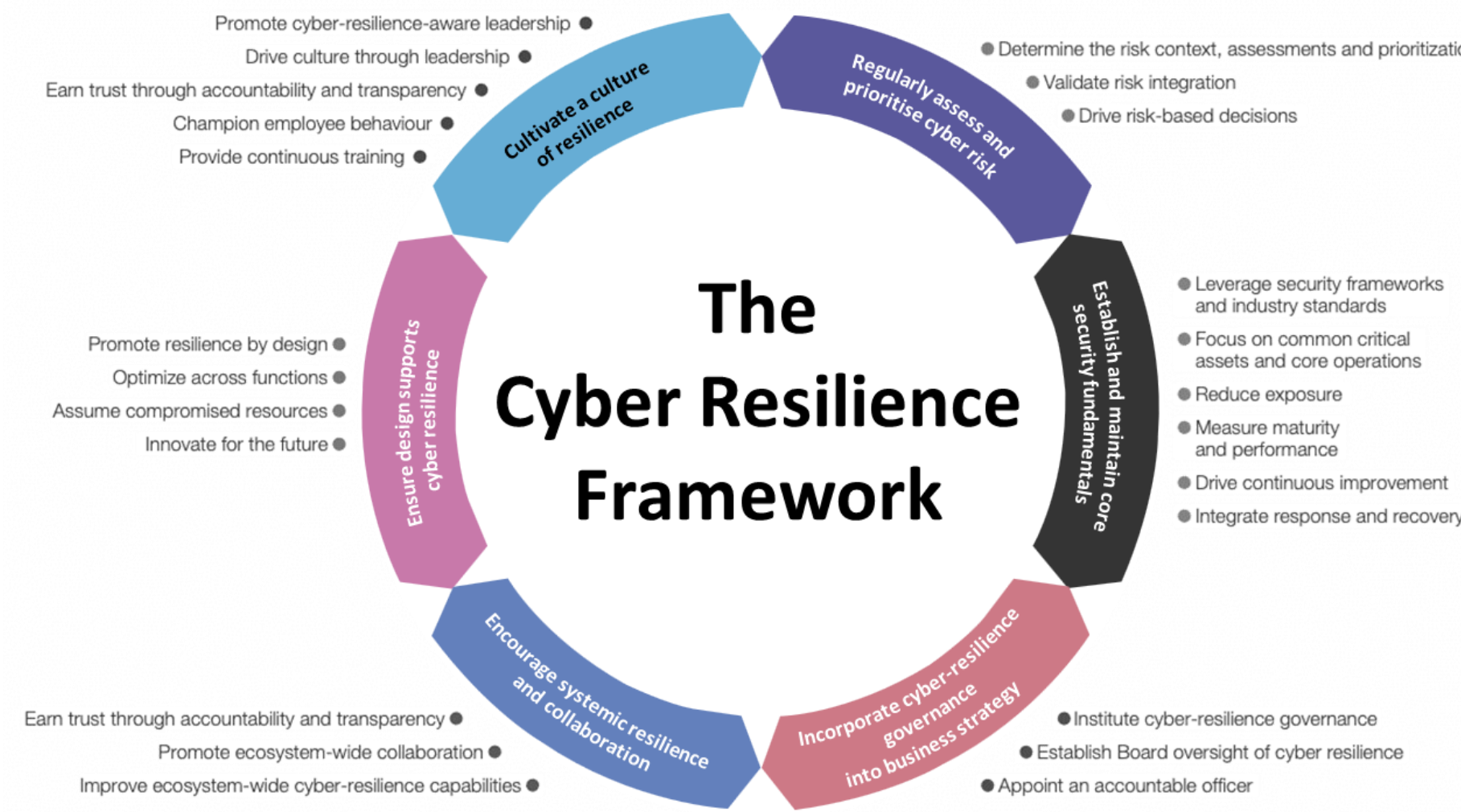
Methods provide a holistic approach to Cyber Resilience with work undertaken by industry qualified Cyber security experts, many holding CCP Lead Practitioner else qualified to Chartered status, able to offer approved guidance and support to both public and private sector clients, covering the entirety of the Security organisation.

A targeted cyber-attack is almost guaranteed for most organisations and our Cyber Resilience service is designed to help you manage the risk and reduce the impact of an attack on your business operations. Our service can be tailored to range from a review of your existing policies and interviews with key stakeholders, to a proactive penetration test of your systems to check for vulnerabilities to drafting new policies, processes and training requirements for appropriate staff.

Underpinned by organisational accreditations including : NCSC, UK Cyber Security Council - UKCSCs 'Security Testing specialism, Cyber Essentials, Cyber Essentials Plus, ISC, CIS, CRISC, CEH, framework, ISO27001, ISO14001, ISO9001 we remain agnostic in our approach to standards and have a broad range of capabilities which ensures we can work knowledgeably across whichever standards you are aligned with and can form an integral part of your Enterprise Security Management strategy.

Alongside our cyber security professionals, we have business continuity and personnel security professionals who can help you enhance your resilience by looking at everything from your physical security to your personnel security, digital hygiene, 'traditional' cyber security and supply chain resilience. We also have access to data scientists who can help understand and visualise complex data and legal experts who can advise on legal issues that might impact on your resilience as well. If it can impact on your ability to do business, we can help you manage it.

The first stage of our process is to review your resilience levels to understand your baseline and identify exploitable weaknesses. We will then make recommendations on how to address these areas based on what is right for your organisation balancing the cost and value for money of the potential solution.

The Cyber Resilience Framework

Cultivate a culture of resilience
- Promote cyber-resilience-aware leadership
- Drive culture through leadership
- Earn trust through accountability and transparency
- Champion employee behaviour
- Provide continuous training

Regularly assess and prioritise cyber risk
- Determine the risk context, assessments and prioritization
- Validate risk integration
- Drive risk-based decisions

Establish and maintain core security fundamentals
- Leverage security frameworks and industry standards
- Focus on common critical assets and core operations
- Reduce exposure
- Measure maturity and performance
- Drive continuous improvement
- Integrate response and recovery

Incorporate cyber-resilience governance into business strategy
- Institute cyber-resilience governance
- Establish Board oversight of cyber resilience
- Appoint an accountable officer

Encourage systemic resilience and collaboration
- Earn trust through accountability and transparency
- Promote ecosystem-wide collaboration
- Improve ecosystem-wide cyber-resilience capabilities

Ensure design supports cyber resilience
- Promote resilience by design
- Optimize across functions
- Assume compromised resources
- Innovate for the future

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We can help you identify and map all critical security risks across your digital estate that could impact upon your resilience and develop plans to manage them including through business impact analysis, business continuity plan development, testing, and implementation, crisis communications and recovery actions. Once you have achieved the levels of resilience to comply with your strategic intent, we can provide ongoing support to help you maintain those levels as your business and the context (regulatory, political, risk, technological) you are working in changes.

What it can do for you

This service will provide you with the support you need to ensure that you are appropriately managing those threats which could impact upon your organisation's ability to function effectively. With our comprehensive cyber resilience service, you can take proactive actions to protect your organisational ability to function and regain operations in the shortest possible time frame should an attack occur.

Service Features

1. Proven cyber resilience assessment methodologies
2. Cyber resilience maturity assessment
3. Comprehensive review of current cyber resilience plans, policies and procedures
4. Business Impact Assessment and Analysis
5. Cyber resilience planning
6. Business Continuity Planning
7. Business Continuity Testing
8. Crisis communication support
9. Incident response support

Service Benefits

1. Proven cyber resilience assessment methodologies provide confidence in approach
2. Comprehensive view of baseline maturity assessment to guide development activities
3. Multi-format review provides rich detail to analyse current planning
4. BIA provides decision-making rigour and prioritisation of re-enablement activities
5. Cyber resilience planning encourages cyber resilient culture as business enabler
6. BCP Planning is significant contributor to maintain operations during crisis
7. BCP Testing ensures staff & plans are practised and effective
8. Effective crisis communications will protect your reputation during resilience issues
9. Incident response support will help quickest return to normal operations
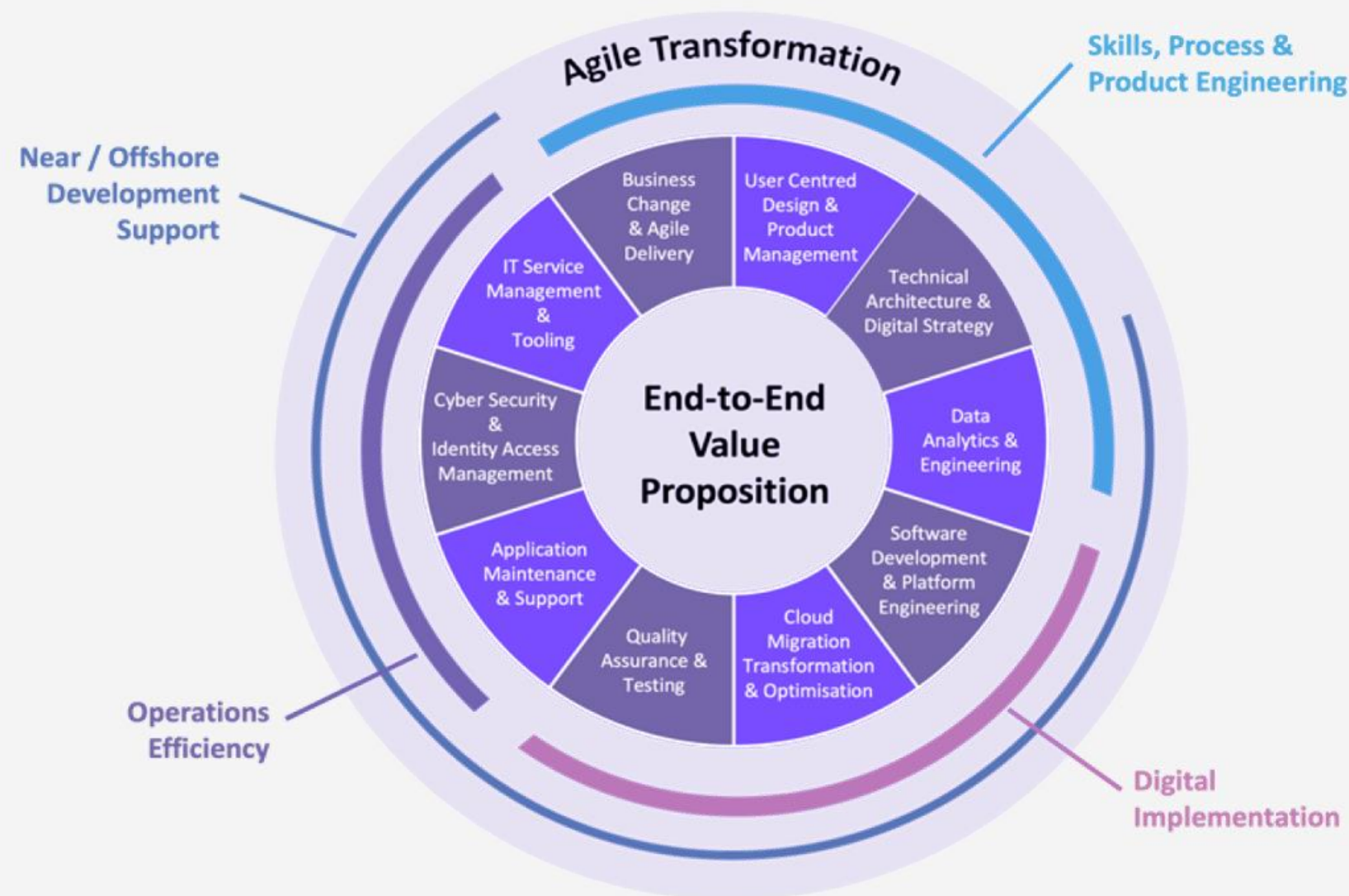
End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.
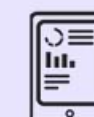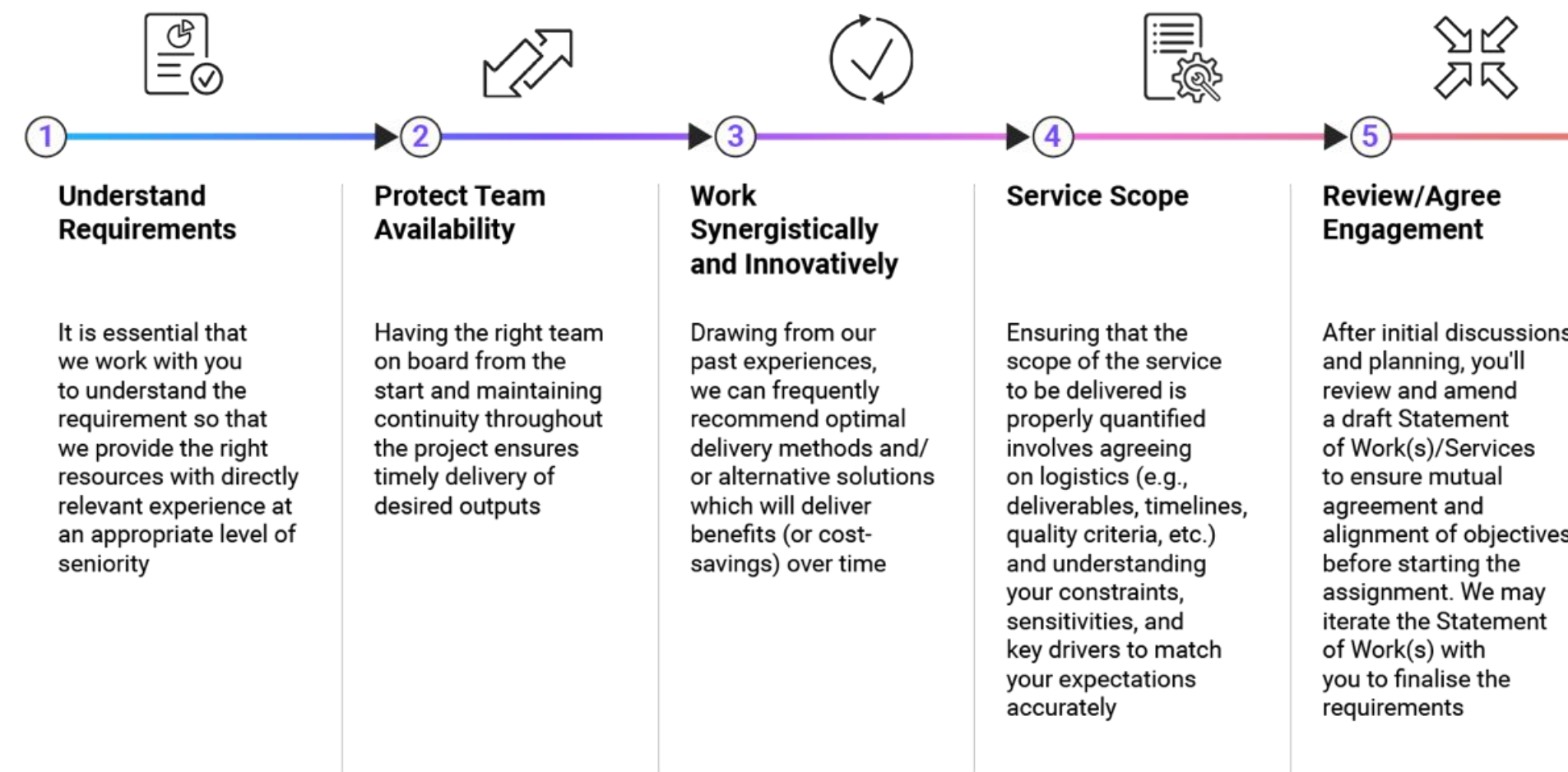
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:

Agile Transformation

Skills, Process & Product Engineering

Near / Offshore Development Support

Operations Efficiency

Digital Implementation

End-to-End Value Proposition

- User Centred Design & Product Management
- Business Change & Agile Delivery
- IT Service Management & Tooling
- Cyber Security & Identity Access Management
- Application Maintenance & Support
- Quality Assurance & Testing
- Cloud Migration Transformation & Optimisation
- Software Development & Platform Engineering
- Data Analytics & Engineering
- Technical Architecture & Digital Strategy

Onboarding and offboarding process

1 Understand Requirements

It is essential that we work with you to understand the requirement so that we provide the right resources with directly relevant experience at an appropriate level of seniority

2 Protect Team Availability

Having the right team on board from the start and maintaining continuity throughout the project ensures timely delivery of desired outputs

3 Work Synergistically and Innovatively

Drawing from our past experiences, we can frequently recommend optimal delivery methods and/or alternative solutions which will deliver benefits (or cost-savings) over time

4 Service Scope

Ensuring that the scope of the service to be delivered is properly quantified involves agreeing on logistics (e.g., deliverables, timelines, quality criteria, etc.) and understanding your constraints, sensitivities, and key drivers to match your expectations accurately

5 Review/Agree Engagement

After initial discussions and planning, you'll review and amend a draft Statement of Work(s)/Services to ensure mutual agreement and alignment of objectives before starting the assignment. We may iterate the Statement of Work(s) with you to finalise the requirements

Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

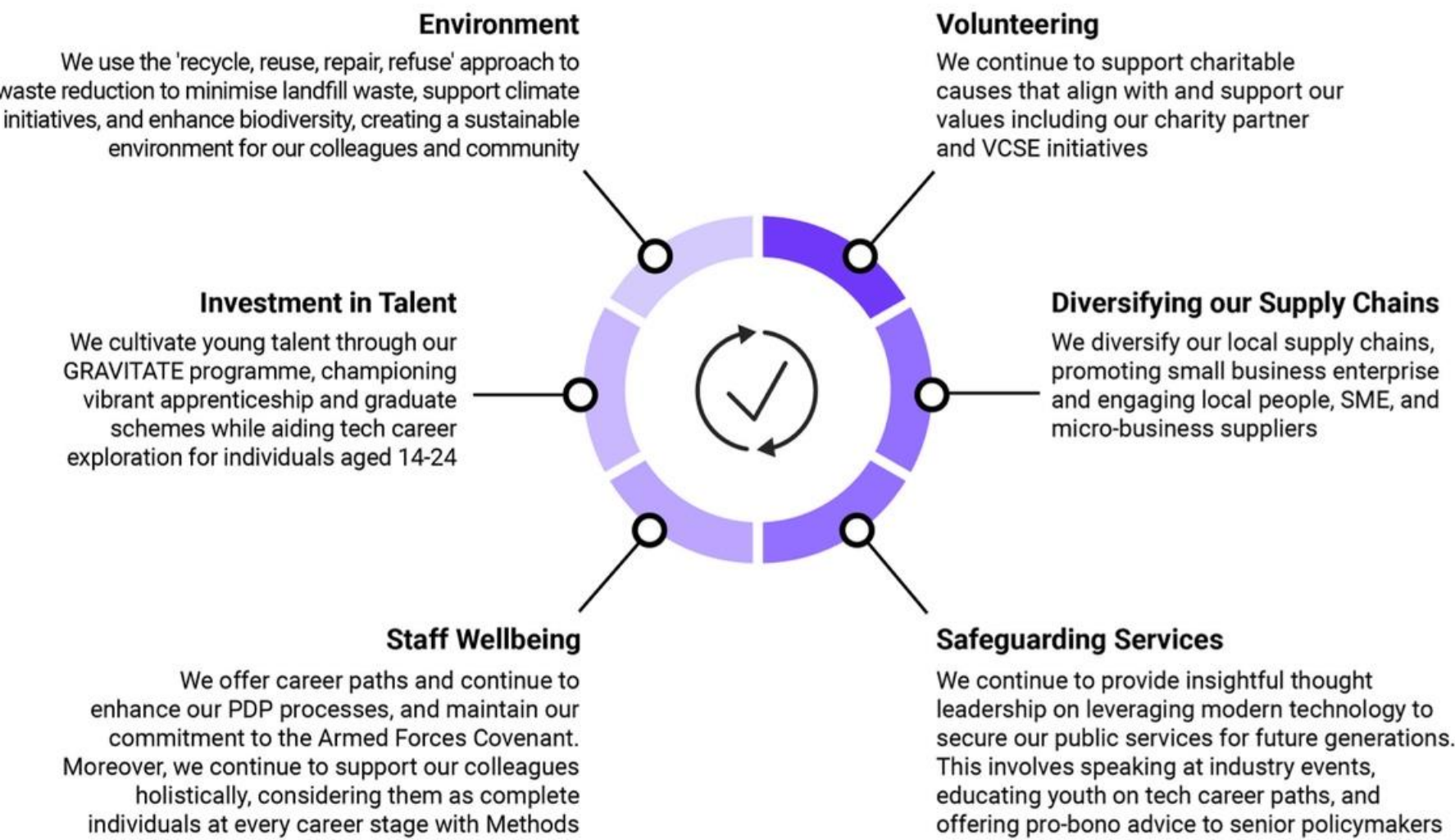Please note - we are unable to accept Government Procurement Card (GPC) payments.

Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

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Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.

Environment
We use the 'recycle, reuse, repair, refuse' approach to waste reduction to minimise landfill waste, support climate initiatives, and enhance biodiversity, creating a sustainable environment for our colleagues and community

Volunteering
We continue to support charitable causes that align with and support our values including our charity partner and VCSE initiatives

Investment in Talent
We cultivate young talent through our GRAVITATE programme, championing vibrant apprenticeship and graduate schemes while aiding tech career exploration for individuals aged 14-24

Diversifying our Supply Chains
We diversify our local supply chains, promoting small business enterprise and engaging local people, SME, and micro-business suppliers

Staff Wellbeing
We offer career paths and continue to enhance our PDP processes, and maintain our commitment to the Armed Forces Covenant. Moreover, we continue to support our colleagues holistically, considering them as complete individuals at every career stage with Methods

Safeguarding Services
We continue to provide insightful thought leadership on leveraging modern technology to secure our public services for future generations. This involves speaking at industry events, educating youth on tech career paths, and offering pro-bono advice to senior policymakers

Customer stories

Stopped a Central Goverment high-severity Cyber threat in its tracks with a Threat Management solution that continuously monitors the security posture and responds to active cyber security incidents and vulnerabilities fast

Simplified 230+ service offerings with no disruption to live service to deliver service management maturity that was standardised to be more efficient, and optimised to reduce cost at a critical time for HMCTS

Put nature at the heart of government decision-making using digital and AI innovation to explore 21 natural capital ecosystem assessments with Defra

Reduced service costs by 60% through the design and transition of Robotic Process Automation of 1.2M service billing transactions per month at NOS Telecoms Cabinet Office

Enabled the delivery of 4.7M care and food supplies to people who were at the highest risk from COVID-19 through the development, delivery, and maintenance of the Shielding Vulnerable People service at the Cabinet Office

Increased speed and traceability of annual education funding allocations by transforming the Funding Service at ESFA in the DFE