CONTROLS ASSESSMENT

SERVICE DESCRIPTION SD102

Document Control

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Prepared by

Name	Job title
Diane Fawkes	Service Development Product Manager
Adam Louca	Chief Technologist – Security
Alex Lewis	Cyber Security Assessor
Prakash Lad	Service Development Programme Manager
Amanda Mason	Service Development Team Lead
Theo Jarvis	Service Development Programme Manager

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1. Service overview

All bold and capitalised terms used throughout this Service Description are described in the Glossary and definition of terms

1.1 Service summary

Softcat's Controls Assessment compares Customers' current Security Controls against the 20 prioritised controls, defined by the Center for Internet Security (CIS), that are necessary to protect the customer from known cyber-attack vectors.

Using information provided by the customer, the Service scores their Security Controls and provides Customers with a report setting out their assessed score. Customers are guided through the assessment results and recommended actions by a Softcat consultant. Additionally, Customers can access their assessment results online via Softcat's security portal.

The Service does not include remediation activity itself. Whilst Softcat can support Customers to implement their Get-Well plan through technology, professional services, and advisory services, these would form a separate project and be chargeable as additional work.

Customers of the Controls Assessment should contact their Account Manager and or Service Manager with any queries.

 The Service comprises:

- A comparison of the Customer's current Security Controls against 20 prioritised controls ("**Controls Assessment**")
- A choice of quarterly or monthly assessments ("**Assessment Option(s)**")
- Consultancy reporting and feedback on recommended actions ("**Assessment Report**")
- A point of contact and escalation ("**Service Delivery Management**")

Together, the above comprise the Controls Assessment, referred to as the "Service" within this document. The Assessment Option chosen by the Customer will be confirmed in the Customer Schedule.

Unless otherwise stated in the Customer Schedule, and in addition to any terms set out in this Service Description, the following applies to the delivery of the Service set out in this Service Description:

- Softcat Terms and Conditions: T&Cs
- The Data Processing Agreement: DPA

1.2 Service feature table

	Controls Assessment Service
Controls Assessment	
Online form to gather Key Information	✓
Access to online automated assessment score and dashboard	✓
Access to online automated risk scoring	✓
Access detailed automated reports, including Get-Well advice	✓
Assessment Option(s)	
Choice of single one-off, monthly or quarterly assessments	✓
Assessment Report	
Consultancy review of report*	✓
Recommended next steps	✓
Service Delivery Management	
Contact and escalation	✓

For the Controls Assessment, the Customer has access to the online assessment throughout the Contract Term.

*The Consultant will agree the delivery method (by phone or in person) and attendees with the Customer prior to its delivery. For some services all reports are delivered by phone; a list of such services is available on request

2. Service Detail

2.1 Controls Assessment

Customer are provided access to the Softcat Controls Assessment portal through which they:

- Complete and submit the service questionnaire containing Key Information (together with a Softcat Consultant)
- View their automated assessment score in dashboard format, with the ability to display against an anonymised average of other organisations

At the start of the Onboarding Period, Customers will be provided with read-only access to the Controls Assessment portal.

A Softcat Consultant will guide the Customer through the 20 controls and, using the information that the Customer provides, will create a report which scores the Customer's Security Controls against the 20 critical cyber Security Controls recommended by the Center for Internet Security (CIS).

Softcat will use anonymised data gathered through the use of the service to allow customers to compare metrics as part of features offered on this platform.

2.2 Assessment Option(s)

The Service is available with a choice of single one-off, monthly or quarterly assessments. During each assessment, the Customer's security will be assessed and updated. The findings and Get-Well recommendations will be discussed with the Customer after each assessment has been completed, as described in the "Assessment Report" section of this document.

The assessment frequency option chosen by the Customer will be confirmed on the Customer Schedule.

2.3 Assessment Report

Softcat will aggregate the results of the Customer's assessment(s) to produce an executive overview and report of the Customer's security posture. The report will be available to the Customer via the Softcat security portal.

A review workshop will be held with the Customer, following which a report will be sent covering:

- High level summary of findings
- Get well recommendations

The Consultant will contact the Customer for a follow-up call to allow the Customer to ask questions and to suggest recommended next steps. If the Customer wishes to engage Softcat to provide assistance in remediation, a quote will be provided for the identified technology and/or services relating to this.

2.4 Service Delivery Management

The Service Delivery Management Team is a point of contact and escalation for any services take with Softcat. The Service Delivery Management Team is available during standard UK Working Hours.

A named Service Delivery Manager, service report and service reviews are available. Where requested, this will be quoted separately and detailed in the Customer Schedule.

3. Service Levels

3.1 Assessment Report

Softcat will use reasonable endeavours to send the Assessment Report within 10 working days of the completion of any assessment and/or workshop (as applicable).

3. Service Levels

4. Customer responsibilities

4.1 Controls Assessment

a. Completing all forms and questionnaires that provides Key Information for the Controls Assessment (and/or providing other information that Softcat deems necessary to supply the Service)

b. Provide information as requested by Softcat, such as:

    i. Customer users who should be given access to the platform and necessary security access information; and

    ii. the Customer's business, Customer's core business objectives and the existing Security Controls (technical, organisational, and physical)

c. Ensuring that the Customer's network and systems comply with the relevant specifications provided by Softcat. When required Softcat will contact the Customer if the specification to comply have changed from those originally implemented

5. Notable exclusions

5.1 Controls Assessment

The Service does not include remediation of security risks or issues identified, or implementation of Get-Well recommendations following the Controls Assessment. Softcat can support remediation activity, but this would form a separate project and be chargeable as additional work.

6. Service billing and contract term

The billing frequency, Contract Start Date and the Initial Term will be agreed with the Customer and confirmed in the Customer Schedule.

7. Terms and Conditions

7.1 Overview of Terms and conditions

The delivery of the Service to the Customer shall be governed by Softcat's Terms and Conditions and the Customer Schedule. Softcat's Terms and Conditions and the other agreements listed below.

- Softcat's Terms and Conditions: https://www.softcat.com/terms-and-conditions/

Capitalised terms in this document shall have the meaning set out here: https://www.softcat.com/documents/glossary-and-definition-of-terms.pdf, unless they are defined in the Terms and Conditions. In the event of any discrepancy or conflict between the Terms and Conditions and this Service Description, this Service Description shall take precedence.

For the purposes of the relevant Customer Schedule and this Service Description, the term "Service" shall be interpreted as an "Annuity Service".

7.2 Data Processing Agreement

By signing the Customer Schedule, the Customer agrees to the Data Processing Agreement (DPA), available here: https://www.softcat.com/documents/Softcat-Services-DPA2019.pdf

The DPA shall be a separate agreement to the Contract (and no liability shall arise (i) under this Contract in respect of the Processing, or (ii) under the Processing Agreement in respect of the remaining aspects of providing or using the Annuity Services).

7.3 Additional Terms ("Contract Addendum")

These Contract Addendum Additional Terms shall apply to the delivery by Softcat to the Customer of the Service and Softcat's Terms and Conditions shall apply as amended by this Contract Addendum.

7.3.1 Controls Assessment

The Controls Assessment scoring provided by Softcat is based entirely on the information that the Customer provides.   Softcat shall not be liable for scoring which is erroneous or incomplete because the Customer has not supplied complete or correct information, including any information which may be relevant, but which may have not been specifically requested by Softcat;

7.3.2 Assessment Report

The reports and 'Get-Well' recommendations provided by Softcat are based entirely on the information that the Customer provides.   Softcat shall not be liable for reports or 'Get-Well' recommendations which are erroneous or incomplete because the Customer has not supplied complete or correct information, including any information which may be relevant, but which may have not been specifically requested by Softcat;

The use of the Service or implementation of any 'Get-Well' plan or recommendations does not guarantee, promise, or warrant that the Customer or its systems will be immune to attack or unauthorised access. The reliance that the Customer places on the outcome or use of the Service is solely at the Customer's risk.

The title to and the Intellectual Property Rights in the Service does not pass to the Customer. The Customer is licensed to use the Service in accordance with this Service Description and any EULA applicable to the

Service, and by entering into a Contract to use the Annuity Service, the Customer agrees to enter into and comply with the terms of any such EULA(s).

Softcat