

Service Definition Document for G-Cloud 14 Services

Cybersecurity Services

NTT DATA UK LTD
Epworth House, 25 City Road, London, EC1Y 1AA
Tel.: +44 (0) 20 7220 9200
www.nttdata.com

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1 Service Definition

1.1 Introduction

This is the Service Definition Document for NTT DATA UK LTD (NTT DATA) security services on the G-Cloud Framework. The information provided in this document is required by the G-Cloud framework and is designed to help clients determine how these services can meet their requirements.

We pride ourselves on delivering unparalleled security solutions driven by advanced technologies and a global footprint. At NTT DATA, we specialise in Shared Security Services, offering precise outcomes through strategic right shoring. Leveraging our expansive global network, comprising **49 SOC Facilities** and **over 80 Global Delivery Locations**, we ensure scalable and flexible solutions to meet clients security needs with agility and efficiency. Our comprehensive portfolio, featuring Global Threat Intelligence Platform (GTIP), AI-Powered Unified Managed Detection and Response, ZEN2 Zero Trust architectures, and standard reporting services, provides holistic protection for your digital ecosystem.

NTT DATA's commitment to excellence is underscored by our track record of success and industry recognition. We have been recognised as the **#2** revenue earner in Gartner® Market Share Analysis for Managed Security Services worldwide in 2022. Additionally, our position as a Major Contender in Everest Group's IT Security Services PEAK Matrix® Assessment for North America and Europe further validates our expertise and capabilities. With over **150 global partnerships** and support for a diverse solutions suite, we boast a community of **over 7,500 global cybersecurity specialists** and more than **37,400 vendor certifications**, ensuring top-tier expertise and competence.

As we look ahead to **2027**, our strategic roadmap outlines ambitious goals for **growth** and **innovation**. We aim to double our global cybersecurity specialists to **over 15,000** through a robust talent development programme, enhancing our capabilities to secure new technological advancements and enhance cyber resilience. Moreover, our commitment to fostering a Safe Digital Society remains unwavering, as we leverage proprietary AI and Post-Quantum Computing to mitigate emerging threats such as "Store now, decrypt later attacks." In essence, NTT DATA is not just a security provider but a trusted partner in navigating the complexities of cybersecurity, safeguarding clients' assets, and propelling organisation towards a secure and prosperous future.

1.2 Overview of services

At NTT DATA, our comprehensive suite of cybersecurity services is meticulously designed to support our clients throughout their **end-to-end security** journey. Whether it's **consultancy, engineering, operations, or product implementation**, we provide tailored solutions to meet your specific needs and objectives.

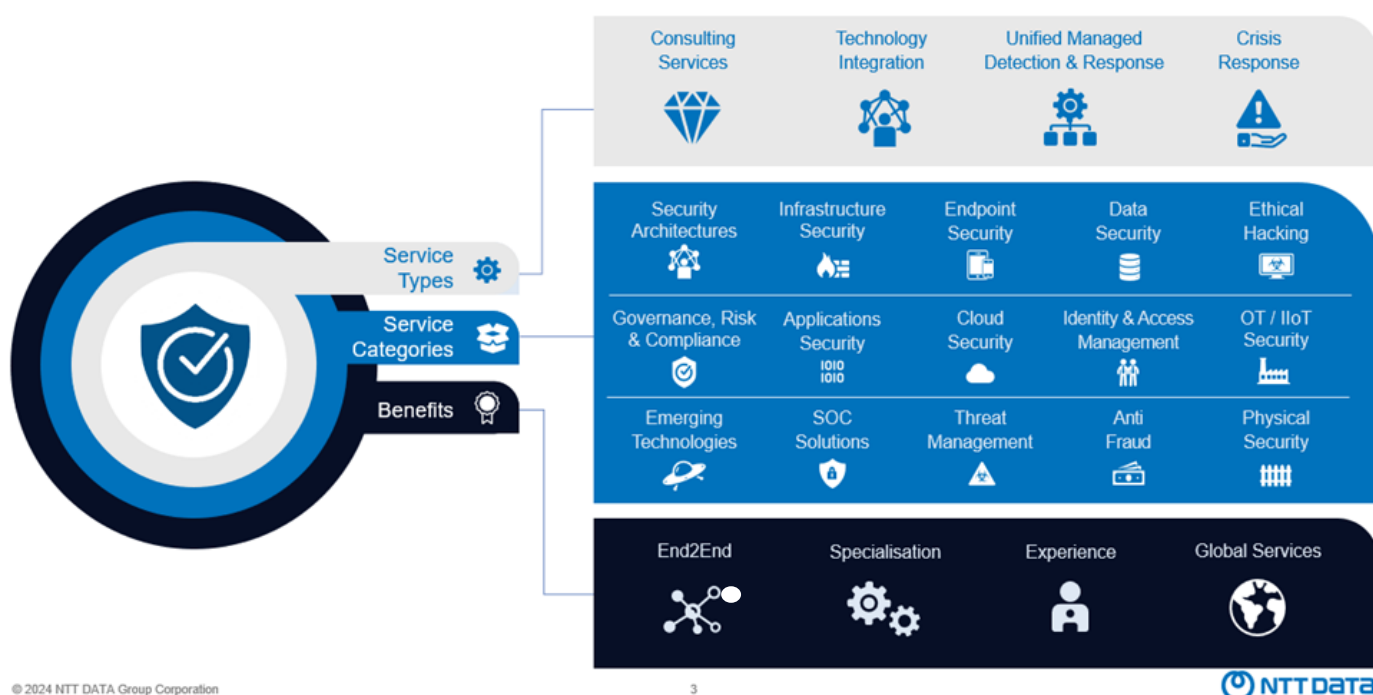


By aligning our consultancy, engineering, operations, and product services, we provide a cohesive and comprehensive approach to cybersecurity. From strategic planning and design to operational execution and incident response, NTT DATA is your trusted partner in navigating the complexities of cybersecurity and safeguarding your organisation's digital assets.

2 Service Descriptions

NTT DATA stands at the forefront of cybersecurity innovation, offering a comprehensive suite of services meticulously designed to fortify your digital defences at every turn. Our holistic approach encompasses **consulting, technology integration, unified managed detection and response, and crisis management**, ensuring that every aspect of your cybersecurity needs is expertly addressed.

Within these service types, we provide specialised expertise across a diverse spectrum of domains, empowering your organisation to navigate the complex cybersecurity landscape with confidence and resilience:



2.1 Service Types:

Consulting Services:

Our Consulting services offer expert guidance and strategic planning to address your organization's security needs. With our end-to-end approach, specialized expertise, extensive experience, and global presence, we provide tailored solutions to enhance your security posture, mitigate risks, and achieve compliance.

Technology Integration:

Our Technology Integration services focus on seamlessly integrating security solutions into your existing IT infrastructure. With our end-to-end approach, specialized expertise, extensive experience, and global presence, we ensure the effective implementation and optimization of security technologies to protect your digital assets.

Unified Managed Detection & Response (UMDR):

Our Unified Managed Detection & Response (UMDR) services, augmented with Managed Multi-Tenant SIEM Service, provide comprehensive security monitoring, detection, and response. With our end-to-end approach, specialised expertise, extensive experience, and global presence, we deliver proactive threat detection and rapid incident response to protect your organization 24/7.

Crisis Management:

Our Crisis Management services ensure swift incident response and recovery in security breaches or cyber attacks. Leveraging our holistic approach, specialized proficiency, vast experience, and worldwide reach, we swiftly mitigate security incidents' impact and restore operations promptly.

2.2 Service Categories:

Security Architecture: Our seasoned architects craft tailored security frameworks that not only align with your organisation's unique objectives but also anticipate and address emerging threats proactively.

Infrastructure Security: We deploy robust measures to safeguard your network infrastructure, erecting formidable barriers against potential threats and vulnerabilities that could compromise your operations.

Endpoint Security: From laptops to mobile devices, our endpoint security solutions shield every access point, ensuring that your digital assets remain protected against a myriad of cyber threats.

Data Security: With data breaches on the rise, our data security protocols are designed to provide layers of defense, preventing unauthorized access and ensuring the integrity and confidentiality of your sensitive information.

Ethical Hacking: Our ethical hacking services offer a controlled environment for identifying and rectifying security weaknesses before malicious actors exploit them, enhancing your overall security posture.

Governance, Risk, and Compliance: We assist in establishing robust governance structures, assessing and mitigating risks, and ensuring compliance with industry regulations and standards, thereby fostering a culture of security and accountability within your organisation.

Application Security: Our application security solutions encompass a wide array of measures to fortify your software against vulnerabilities and exploits, safeguarding your critical applications from cyber threats.

Cloud Security: As organisations increasingly migrate to the cloud, our cloud security measures provide comprehensive protection for your cloud-based environments and data, ensuring secure and seamless operations.

Identity and Access Management: Our IAM solutions enable you to manage user identities effectively, control access to sensitive resources, and enforce stringent security policies, safeguarding against unauthorized access and insider threats.

OT/IloT Security: With the proliferation of operational technology and industrial Internet of Things (IloT) devices, our OT/IloT security solutions offer robust protection against cyber threats targeting critical infrastructure and industrial systems.

Emerging Technologies: From artificial intelligence to blockchain, our expertise in emerging technologies enables us to provide innovative security solutions tailored to the unique challenges posed by cutting-edge technologies.

SOC Solutions: Our SOC solutions establish state-of-the-art Security Operations Centers equipped with advanced monitoring, detection, and response capabilities, ensuring rapid identification and mitigation of cybersecurity incidents.

Threat Management: We employ sophisticated threat management strategies to identify, analyze, and mitigate cyber threats, minimizing organisational risk and preserving business continuity.

Anti-Fraud: Our anti-fraud measures leverage advanced analytics and detection techniques to detect and prevent fraudulent activities across digital channels, safeguarding your organisation's financial assets and reputation.

Physical Security: In addition to digital threats, we address physical security concerns, implementing measures to protect your physical assets and premises from unauthorized access and threats.

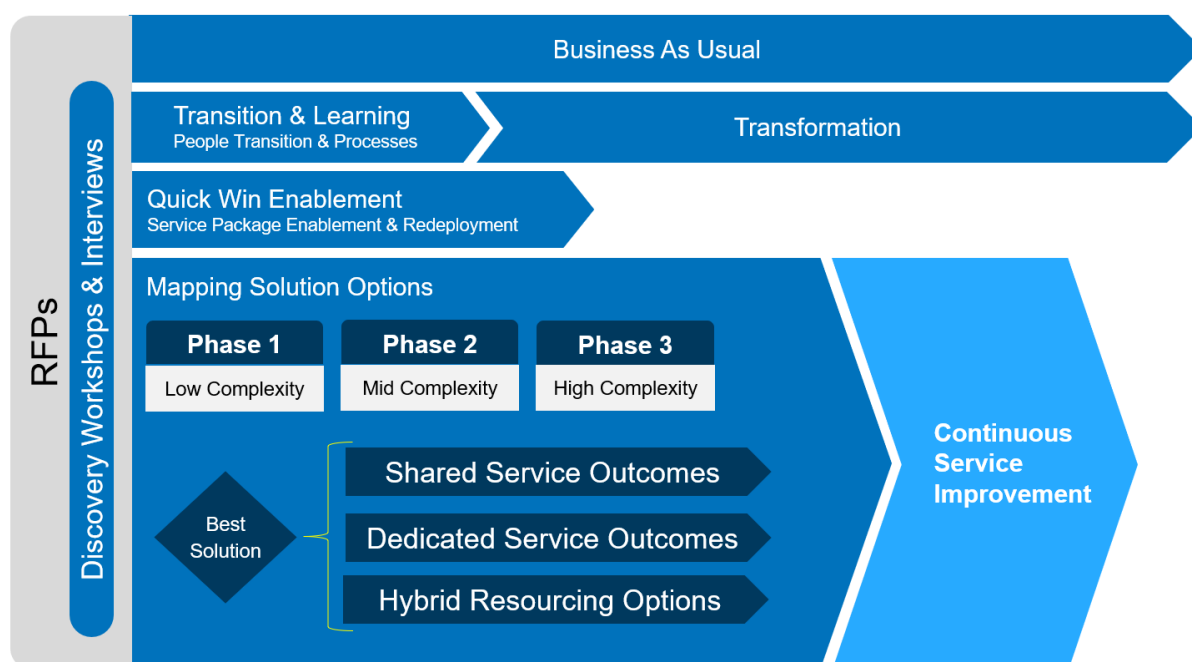
2.3 Benefits of using NTT DATA's Security Services:

- **Comprehensive Security Expertise:** Benefit from our specialized proficiency across all security service types, ensuring comprehensive protection tailored to your organization's needs.
- **Global Presence and Experience:** Leverage our extensive experience and global reach to access cutting-edge technologies, best practices, and threat intelligence.
- **End-to-End Solutions:** Enjoy seamless integration and management of security solutions from assessment and strategy development to implementation and incident response.
- **Proactive Threat Mitigation:** Stay ahead of evolving threats with proactive monitoring, detection, and response, minimizing the impact of security incidents on your organization.
- **Cost-Effective Security:** Maximize your security investment with scalable solutions, cost-effective managed services, and streamlined operations, optimizing your cybersecurity posture without breaking the budget.

Our commitment to providing end-to-end security solutions is unwavering, supported by our specialised expertise, extensive experience, and global service capabilities. At NTT DATA, we partner with you to navigate the ever-evolving cybersecurity landscape, empowering you to achieve your business objectives with confidence and resilience.

3 Conceptual Approach

At NTT DATA, we understand that every organisation has unique needs and priorities when it comes to cybersecurity. That's why our approach is flexible, adaptable, and focused on delivering tailored solutions that align with your specific requirements. We believe in collaboration, transparency, and continuous improvement throughout our engagement process.



Step 1: RFP Discovery

Our journey begins with a thorough understanding of your Request for Proposal (RFP) requirements. We take the time to delve deep into your objectives, challenges, and expectations, ensuring that we have a clear understanding of your needs before proceeding further.

Step 2: Transition & Learning

Transitioning into the engagement phase, we prioritize learning and knowledge transfer. We work closely with your team to gain insights into your organisational structure, processes, and existing security measures. This phase allows us to align our approach with your internal workflows and identify opportunities for synergy and collaboration.

Step 3: Quick Win Enablement

In our commitment to delivering tangible results quickly, we focus on enabling quick wins. Leveraging our expertise and resources, we identify and implement immediate improvements or optimizations that deliver measurable value to your organisation. These quick wins serve as a foundation for building momentum and fostering confidence in our partnership.

Step 4: Mapping of Solution Options

Moving forward, we engage in a collaborative process to map out solution options that best meet your needs. Drawing upon our extensive experience and industry insights, we present a range of solutions

tailored to address your specific challenges and objectives. We work closely with your team to evaluate these options, ensuring alignment with your strategic goals and budget considerations.

Step 5: Continuous Service Improvements (CSI)

Finally, we believe in the importance of continuous service improvements (CSI) to ensure that our solutions evolve and adapt to meet changing threats and challenges. Through ongoing monitoring, evaluation, and feedback loops, we identify areas for enhancement and optimization, driving continuous improvement and innovation across our service delivery.

At NTT DATA, our approach is dynamic and responsive, allowing us to tailor our services to meet your evolving needs and priorities. By prioritising collaboration, transparency, and continuous improvement, we ensure that our partnership delivers maximum value and impact to your organisation's cybersecurity posture.

3.1 Strategic Right Shoring: Achieving Outcomes through Services and Solutions

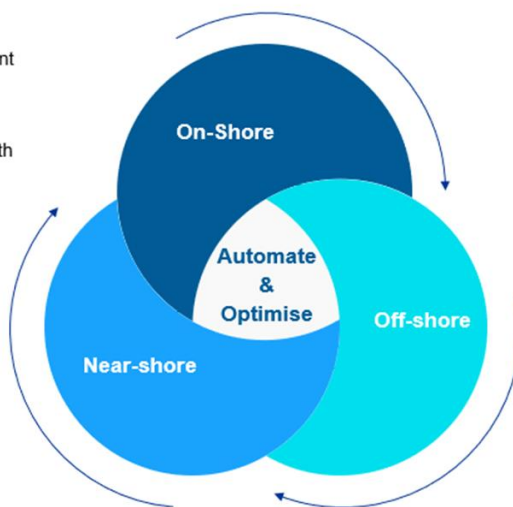
At NTT DATA, we recognise the critical importance of employing a strategic right shoring approach to deliver superior security services and solutions. By leveraging a combination of **on-shore, off-shore, and near-shore resources**, we ensure that our clients benefit from a tailored strategy that maximises outcomes across various dimensions.

Service Delivery & Governance

- Governance and Quality management of solution
- First point of contact
- Vetted personnel and compliance with Regulatory requirements
- Critical Expertise and Knowledge

Specialised Security Services

- On-demand specialised technical support
- Cost-effective accessibility to Security SMEs
- EU-based resources to ensure expertise in EU wide



Automate & Optimise

- Using orchestration and automation tooling to increase efficiency and speed of response across high volume activities

Operational Security Services

- 24/7 security services
- Operational Support
- Low costs and high volumes

Scale with Flexibility:

Right shoring enables us to scale our resources dynamically to meet the evolving needs of our clients. By strategically allocating tasks to the most suitable location, whether it's on-shore for proximity, off-shore for cost-effectiveness, or near-shore for cultural alignment, we ensure that our clients receive the optimal level of support without compromising on flexibility.

Enhance Quality:

Our commitment to quality remains unwavering, regardless of geographical location. Through rigorous training, standardized processes, and continuous performance monitoring, we uphold the highest standards of service delivery across all locations. By harnessing the strengths of each location and fostering a culture of excellence, we enhance the quality of our solutions and services.

Maximise Efficiency:

Right shoring allows us to allocate tasks to the most suitable location based on factors such as expertise, cost-effectiveness, and time zone advantages. By optimizing resource allocation and minimizing overheads, we maximize efficiency and ensure that our clients receive timely and cost-effective solutions.

Effective 24/7 Security Service:

With a strategic mix of on-shore, off-shore, and near-shore resources, we can provide round-the-clock security service to our clients. By leveraging different time zones and ensuring seamless coordination between teams, we guarantee uninterrupted support and swift response to security incidents, regardless of the time of day.

Ensuring Legislative and Regulatory Needs:

Right shoring enables us to navigate complex legislative and regulatory requirements seamlessly. By aligning tasks with the appropriate jurisdiction and ensuring compliance with local regulations, we safeguard our clients against legal risks and regulatory challenges. Our comprehensive understanding of global regulations ensures that our solutions adhere to the highest standards of compliance.

Through strategic right shoring, NTT DATA empowers clients to achieve their security objectives with precision and efficiency. By combining the strengths of on-shore, off-shore, and near-shore resources, we deliver superior outcomes that scale with flexibility, enhance quality, maximise efficiency, provide effective 24/7 security service, and ensure compliance with legislative and regulatory needs.









3.2 Expansive Technology Partnerships: Encompassing the Security Landscape

Our extensive network of over 150 technology partners ensures comprehensive coverage of the security landscape. With strategic Tier 1 partnerships across the cybersecurity ecosystem, we leverage industry-leading expertise and innovative solutions to deliver robust security outcomes for our clients. Through these collaborations, we stay at the forefront of technological advancements, enabling us to provide cutting-edge security solutions tailored to meet the evolving needs of our clients.



4 Collaborative Excellence in the Security Industry

At NTT DATA, we believe in the power of collaboration to drive innovation and advance the field of cybersecurity. Our strategic partnerships and industry collaborations underscore our commitment to excellence and continuous improvement. Some examples are below:

	CSA values the partnership, research and contributions of NTT DATA to the community on cloud security
	A CREST Globally Accredited: Digital Forensics and Incident Response, Offensive Security/Pen Test, SOC Services
	A PCI Qualified Security Assessor (QSA) company
	NTT is presently engaged in collaborative efforts with SWIFT to attain certification as an accredited company for conducting SWIFT security assessments within the banking sector.
	ISACA values NTT DATA's work within the cybersecurity community. NTT DATA's support for talent enablement and diversity in cybersecurity education/careers through OneInTech helps us prepare the generation of today for the problems of tomorrow.
	NTT Security and Europol to exchange strategic threat intelligence as well as information relating to cybersecurity trends and industry best practice.
	NTT implemented network security measures for communication services and various cyber security measures during the Games. The total number of security events that were blocked during the Games including unauthorised communications to the official website, was 450 million.
	The collaboration between Marymount researchers, NTT R&D and NTT DATA has helped push the boundaries of our capability to detect, protect and respond to cyberattacks in the new digital enterprise.

Our collaborative approach to security enables us to stay at the forefront of industry trends, drive innovation, and deliver superior security solutions that meet the evolving needs of our clients. Through strategic partnerships and industry collaborations, we reinforce our commitment to excellence and empower organisations to navigate the complex cybersecurity landscape with confidence.

5 Commercial Arrangements

5.1 Parent Company Guarantee (PCG)

Please note the following details in relation to any direct award or competition under the G-Cloud framework agreement.

NTT DATA is not able to provide a Parent Company Guarantee (PCG). If your call-off order or competition requires a PCG, then NTT DATA will be forced to decline the call-off order or withdraw from the competition.

5.2 Use of subcontractors and partners

These services are delivered by NTT DATA with support from selected, specialist partners only where required, and with approval from the client in advance.

5.3 Pricing

Please see the Digital Marketplace for the NTT DATA Pricing Document and SFIA Rate Table associated with these services.

5.4 Ordering and invoicing process

Clients will be expected to follow the G-Cloud 14 ordering process as outlined in the Framework's Terms and Conditions. This will ensure that the scope, timeline, and technical requirements are understood, agreed and can be delivered.

Each assignment will then require a formal work order to be raised, which would define:

- The name and contact details of the consumer's representative
- The objective(s) of the work and the Key Performance Indicators
- The amount and type of resource required (number of roles and duration)
- Start and end dates for the project
- The scope and requirements for the project
- The specific technical or business knowledge required by NTT DATA
- Advise whether the project is expected to be carried out on the consumer's premises (in which case location is required), or at NTT DATA's premises
- Expected deliverables, quality levels and acceptance criteria for sign-off

Upon receipt of a work order, NTT DATA will evaluate the requirement and confirm a start date. Once NTT DATA accepts a work order, we will commence work upon receipt of a purchase order.

NTT DATA will operate the following invoicing process:

- For time and material projects and assignments - monthly invoices will be issued in arrears for payment within 30 days
- For fixed price projects and assignments - invoices will be based upon agreed staged payments associated with formal client sign-off of interim or final deliverables. Invoices are issued in arrears for payment within 30 days
- For managed services - Transition Charges and Managed Services Charges will be invoiced quarterly in the middle of each quarter

5.5 Consumer responsibilities

The client will provide a Project Manager responsible for the following activities:

- Ensure the organisation is aware that external support is being provided by NTT DATA and that staff and teams are clear about the project, its scope and their roles and responsibilities in it.
- Manage the client personnel and responsibilities for this project.
- Serve as the interface between NTT DATA and all the client's departments participating in the project.
- Administer the Change Control Procedure with the NTT DATA Project Manager.
- Participate in project status meetings.
- Obtain and provide information, data, and decisions within three working days of NTT DATA's request unless a different response time is agreed in writing.
- Review and approve the Milestone achievements.
- Help resolve any project issues and the client deviations from the estimated schedule, and escalate issues within the client organisation, as necessary.
- Provide staff as required to undertake the User Acceptance Testing.
- Ensure client staff are made available for any meetings, interviews, document review and presentations within the proposed timescale.
- Provide client staff able to deliver authoritative answers to questions and clarification requests in a timely manner.
- Provide NTT DATA personnel with suitable office space, other accommodation and facilities that personnel may reasonably require to perform the services required during the project.

5.6 Accreditations

For these services, NTT DATA has corporate membership of the ITSMF, SDI and MCA trade bodies and holds a number of relevant accreditations including:

- ISO 9001 Quality Assurance
- ISO 14001 Environmental Management
- ISO 27001 Information Security Management
- PRINCE2 Practitioner Project Managers
- ISO 20000-1 IT Service Management
- ISO 22301 Business Continuity
- Cyber Essentials
- Cyber Essentials+

6 About NTT DATA

6.1 Globally

NTT DATA Corporation is a global IT innovator delivering technology-enabled services and solutions to clients around the world and is the world's 6th largest global IT Services provider (reference: Gartner). It employs more than 130,000 people across 40 countries and has annual revenues of more than \$22bn.

For more than 45 years, the NTT DATA Corporation has been successfully providing IT services to a wide range of clients in the automotive, electronics and high technology, energy and utilities, financial services, healthcare and life sciences, insurance, manufacturing, media and entertainment, professional services, public, retail, telecommunications and transportation and logistics sectors.

NTT DATA has significant global coverage across the Americas, Europe/Middle East and Africa (EMEA) and Asia Pacific regions. In EMEA, NTT DATA has operations in 39 cities across the region.

6.2 In the UK

NTT DATA UK Ltd (NTT DATA) is a subsidiary of the NTT DATA Corporation and is a systems integrator headquartered in the City of London and Birmingham.

NTT DATA in the UK is a £400m per annum turnover organisation that focuses on supporting clients in Public Services, Telecommunications and Media, Insurance, Manufacturing, Consumer & Travel and Energy & Utilities sectors. Its operations are underpinned by ISO registrations (ISO9001, ISO27001 and ISO14001), Cyber Essentials+ and membership of UK professional bodies.

NTT DATA has partnerships with a number of leading software vendors and works closely with NTT group companies to provide a wide range of solutions to UK clients, companies include NTT Europe, NTT Security, Itelligence, and Dimension Data.

6.3 How we help our clients?

NTT DATA provides a portfolio of services to support every aspect of its clients' business technology life cycle, including:

- Strategy to create competitive advantage
- Implementation with speed, confidence, efficiency, and surety
- On-going management to optimise your assets with the best resource mix and cost
- Evolution to create new opportunities and future-proof your enterprise

NTT DATA helps its clients by building value through the visualisation and realisation of innovation. This involves working in close partnership with clients to:

- Design innovation - create robust IT strategies geared towards optimising business processes and the use of IT and networking concepts along the customer's entire value chain. We help our clients use IT to differentiate themselves from their competitors
- Develop solutions - use our advanced systems structuring and application capabilities to develop and provide solutions that make business innovation a reality
- Drive performance and efficiency - provide constant support for our clients helping them exploit the full potential of their IT solutions and take advantage of the latest IT innovation thinking

6.4 Trade body membership and accreditations

NTT DATA has corporate membership of the MCA trade body and our activities are supported by technical and vendor accreditations:

- Snowflake Global Elite Partner
- Informatica Enterprise Premier Partner
- Google Cloud Platform Premier Partner
- Microsoft Solution Partner Designation: Business Application, Data & AI, Digital & App Innovation, Infrastructure, Security, Modern Work.
- AWS Premier Partner | AWS Partner Programs; Premier Tier Services, AWS Managed Service Provider, Authorized Commercial Reseller, AWS Public Sector Partner, AWS Solution Provider Program, AWS Public Sector Solution Provider, Authority to Operate on AWS
- AWS Competencies | Machine Learning Consulting, Telecom Services, DevOps Consulting, Government Consulting, Migration Consulting
- Salesforce Platinum Partner
- Genesys Global Gold partner
- Service Now Elite partner
- Red Hat Premier Business Partner
- Palo Alto Networks Diamond Innovator (Global)
- Check Point 5 Star Partner
- Fortinet Global Partner
- F5 Platinum Partner
- Zscaler GSI
- Cisco Gold Partner
- SAP Global Platinum Partner
- Dell Titanium Partner

6.5 Services

We support UK clients through the following digital focus areas:

- Customer Experience - engaging with customer to maximise user understanding, engagement and support
- Data & Intelligence - excel in new data model creation using gathered intelligence that can produce actionable results for organisation success
- Intelligence Automation - automate repetitive business processes for success in a digitally-dynamic environment
- Internet of Things - connecting and communicating with an ever-expanding base of devices connected to the internet
- IT Optimisation - revolutionising IT environments by delivering the agility necessary to remain effective in a rapidly changing landscape
- Cyber security - protecting against data breaches and unauthorized use of confidential information in today's connected digital world

6.6 Further information

See <https://uk.nttdata.com> for further information, or contact us at nttdatauk.requirements@nttdata.com