

Cyber Resilience Maturity Modelling

Service Definition

G-Cloud 14



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1 Cyber Resilience Maturity Modelling

1.1 Overview

An assessment of a client's current cyber resilience profile against a 5-tier maturity model; focused on 29 areas of cyber security resilience, centred around the ITIL lifecycle model. Designed to be a repeatable assessment to allow maturity to be tracked and progress reported.

2 Service Features

- Understanding the strengths and weaknesses across the entire business cyber environment
- Provides both baseline and target maturity together with an understanding of what needs to be done to transition between each level
- Ensures cost-effective application resources, processes and controls to address cyber security requirements

3 Service Benefits

- Define a baseline measurement of cyber capability and maturity across the organisation
- Map any improvements to fill gaps in your cyber security to achieve effective cyber resilience
- A clearer, more defined and focused approach to security management across your digital enterprise
- Repeatable to allow further maturity growth and understanding of progress and improvement
- Pathway to embed good practice across the organisation

Throughout the duration of the client engagement, access to a broad range of specialist knowledge within Capita Consulting Team is made available, meaning clients have 9 to 5 access by email and telephone to the named members of the delivery team as well as any additional Capita personnel whose specialist knowledge/skills may be required to advise on security matters as they arise. This is at no additional cost service which we consider to be part of our duty of care to our clients.

4 Terms

The levels of data backup and restore, and disaster recovery provided:

N/A

Pricing overview, including volume discounts or data extraction costs:

Please refer to our Rate Card for detailed pricing.

Service constraints:

This service does not have any constraints that buyers/clients should know about however, this is subject to buyers/clients' requirements, environment, and technologies.

Service levels like performance, availability and support hours:

Our support hours are 9:00 AM to 5:00 PM (UK time) - Monday to Friday. Clients have access by email and telephone.

How we will repay buyers if we don't meet service levels:

Please refer to our Terms and Conditions.

Ordering and invoicing process:

Please refer to our Terms and Conditions.

How can buyers or suppliers can terminate a contract?

Please refer to our Terms and Conditions.

5 Why Capita Business Services Ltd (CBSL)?

- Security consulting and risk management are core services for us and our experience spans over 20 years
- Our consultants conduct hundreds of security assessments for various clients each year including some of the most secure public and private sector environments.
- The majority of CBSL consultants hold SC clearance with some members holding DV clearance, which is required for conducting consultancy engagements in the most security-sensitive UK environments
- All our services are delivered by CBSL personnel and no third parties or sub-contractors will be used
- We understand the security challenges that businesses face in today's ever-evolving digital world and have a deep understanding of our client's security concerns
- We are continually benchmarking ourselves against the market, including our major competitors meaning our rates are competitive
- We understand what it takes to deliver a truly transformational service - encompassing people, processes, technology and property
- CBSL is part of Capita plc, the UK's leading provider of technology-enabled business process and customer management services & professional services, with over 43,000 staff
- We deliver on time, every time!

6 Disclaimer

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The resulting orders from Service Definitions are subject to acceptance and governed by CCS Framework T&Cs.

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