

**G-Cloud 14**

**Service Definition  
Document**

Cyber Resilience Exercising  
May 2024



## Contents

1. Introduction .....	2
2. Service detail .....	4
3. Key contacts .....	11

# 1. Introduction

EY is delighted to participate in the latest release of the G-Cloud framework. We have been a supplier through G-Cloud since its inception and, in line with digital trends, have evolved our services over this time.

Digitalisation strategies and adoption of cloud technologies are a core enabler in tackling today's challenges such as energy transition and net zero, cyber-security and data loss, workforce skills gap, and ethical and regulatory changes. With enterprise technology evolving at an unprecedented pace, it is critical to work with a partner that can help you navigate these challenges and that brings an in depth understanding of how to leverage the broader technology ecosystem (e.g. ServiceNow, Microsoft, SAP) and emerging technologies (e.g. AI, Augmented Reality) in the context of cloud solutions to do so.

With 135,000 consultants globally, of which 17,000+ are cloud professionals providing services across Azure, AWS, GCP, IBM and Alibaba Cloud, we support all aspects of digital business transformations pivoting around cloud. We deliver end to end services from cloud strategy and migration to solving specific business challenges through building cloud native digital solutions. These technology-driven services are supplemented by our business and people capabilities allowing for holistic transformational change and adoption.

EY offers a range of cloud services that help organisations globally to modernise their business core, build data centricity and connect distributed ecosystems (see Figure 1):

## Data modernisation through cloud -

Migrate data to cloud, transform data foundations with intelligent cloud data platforms and infuse AI to accelerate and optimise operations and workflows such as our Advanced Analytics and Data Science service;

**Distributed cloud** - Develop, deploy and manage distributed architectures across multiple public clouds and edge, building resiliency, security and compliance such as our Cloud Strategy and Architecture service.

**Industry cloud** - Accelerate speed to market with EY industry clouds, through sector-specific use cases and opportunities to co-create solutions with industry specialists and ecosystem partners such as Microsoft, SAP and ServiceNow.

**Sustainability cloud** - Design cloud solutions that reduce carbon emissions and embed energy-efficient architecture and methods into cloud-based solutions such as our Microsoft Sustainability Manager solution.

**Trusted cloud** - Embed strong governance into cloud architecture that helps you comply with rapidly evolving legal and regulatory requirements.

**Cloud economics** - Create transparency on your cloud consumption and strengthen governance of costs and controls, enabling data-driven decisions and optimisations.

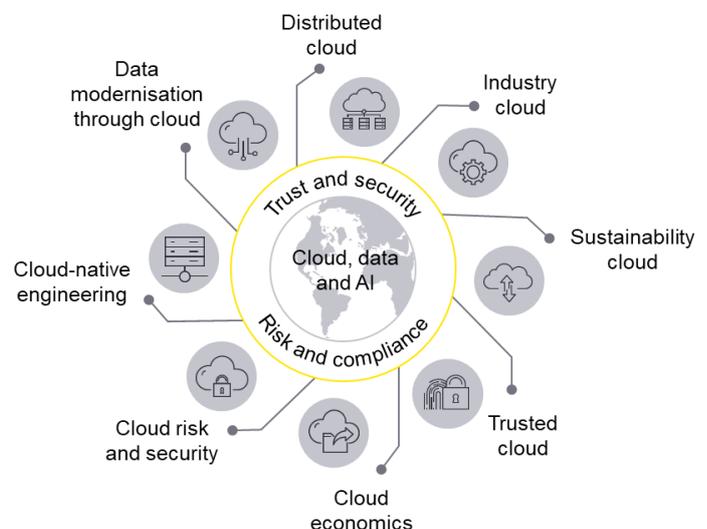


Figure 1 - EY Global Cloud Services

**Cloud risk and security** - Secure trust in critical business applications and data platforms hosted in multi-cloud environments from the onset, enabling innovation and transformational change.

**Cloud-native engineering** - Develop and deploy data and insights-driven microservices and composable architectures, enabled by industrialised DevOps.

For G-Cloud 14, we have curated a range of services grouped into themes (see Figure 2) which align to our Global Cloud Services and that can be procured separately or together to meet your specific requirements.



Figure 2 - EY G-Cloud 14 Service Themes

EY has been recognised as a:

- ✓ Leader in the Gartner Magic Quadrant for completeness of vision and ability to execute and have scored highest in Strategy and Consulting, Data Management and Governance Use Cases.
- ✓ Leader in Cloud Security and Microsoft Implementation Services by IDC MarketScape
- ✓ Top cloud professional services provider, based on an analysis of our capabilities and strategies by IDC MarketScape

Leader in the 2023 Cloud Services in Insurance PEAK Matrix by Everest Group

## 2. Service detail

### 2.1. Introduction to the Service

EY enables secure cloud transformation journeys by orchestrating cloud and technology providers as well as providing the required security services for compliant and resilient cloud business models. We deliver positive security transformation to the business through the design or review of cloud service architecture ensuring it meets business need and requirements for security, risks mitigation and conforms to the relevant policies and regulations, while balancing information and business risk against cost of controls.

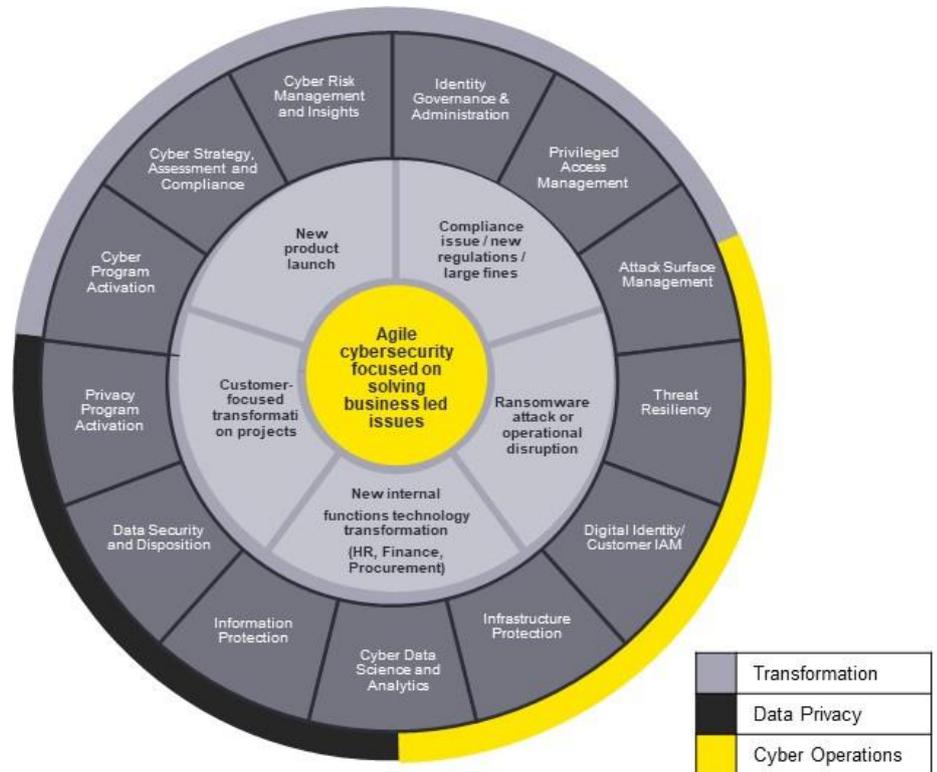


Figure 3 - EY Cyber Services

The components of this service are:

- ▶ Cloud Security Governance
- ▶ Security Capability and Cyber Strategy
- ▶ Extension of the Enterprise Security Framework into Cloud
- ▶ Cyber Operations
- ▶ Cloud Security Assessment
- ▶ Architecture and Engineering
- ▶ Cyber Resilience
- ▶ Platform and Apps Readiness
- ▶ Human Factors Security
- ▶ Cyber Board Advisory
- ▶ Cloud Security Audit

Through this service clients can achieve the following benefits:

- ▶ Compliance to industry and government cloud security standards
- ▶ Security architecture assessment and maturity review of the cloud services
- ▶ Consistent process across cloud providers and business units
- ▶ Effective cloud governance
- ▶ Regulatory compliance integrated to design and review
- ▶ Information security risk assessment and assurance
- ▶ Resilient cloud infrastructure design and review
- ▶ Alignment of cloud security strategy with the core information security strategy
- ▶ Defined cloud security patterns based on standards and leading practices

EY Cybersecurity supports trust in systems, design and data, so organisations can take more risk, make transformational change and enable innovation with confidence. EY teams accomplish the mission by developing solutions that can be used to assure security and resilience of key business transformation initiatives and/or business functions. These solutions are built using talent, experience and capability resident within the 5 competencies.

**Security Strategy, Risk, Compliance and Resilience** - This set of solutions helps organisations evaluate the effectiveness and efficiencies of their cybersecurity and resiliency programs in context of the business growth and operations strategies. The solutions apply consistently regardless of where they are applied (IT, IoT, OT, Cloud), provide clear measurement of risk and capture current risks to the organisation and demonstrate how cyber risks will be managed going forward. Each service can be combined to form a larger program or transformation effort.

**Data Protection and Privacy** - EY data protection and privacy services and solutions are designed to help organisations protect their information over the full data lifecycle – from acquisition to disposal. EY service offering helps organisations stay up to date with data security and data privacy good practices, as well as compliancy with regulation, in a constantly evolving threat environment and regulatory landscape. In the event of misuse or breach of personal information, the services can help companies forensically identify the scope and nature of the misuse or breach, and take steps to remediate and report on the event.



Figure 4 - EY UKI Cyber Key Metrics

**Identity and Access Management (IAM)** - This set of solutions helps support organisations with their definition of access management strategy, governance, access transformation

and ongoing operations. IAM includes the processes and technologies collectively used to manage the lifecycle of digital identities (profiles) for people, systems, services and users, and is a crucial part of keeping a client’s data and key resources protected from cyber attacks and limited to only those who should have access.

*Security Architecture, Security Engineering, and Emerging Technologies* - EY security architecture, security engineering, and emerging technologies services and solutions are designed to help companies protect their organisations from adversaries that would seek to exploit weaknesses in the design, implementation, and operation of their technical security controls, including disruptive technologies in the marketplace (e.g., cloud computing, blockchain, internet of things (IoT)/industrial control systems (ICS) devices, connected automotive, robotic process automation (RPA), etc.)

*Next Generation Security Operations and Response* - EY next generation security operations and response services along with a deep portfolio of advisory, implementation and managed services, can help clients build a transformation strategy and roadmap to implement the next generation of security operations, and provide the right amount of support to help you manage leading class security operations in a programmatic way.

## Alliances

At EY, we deliver long-term value to our clients and society with our Alliance & Ecosystem Relationships by enabling secure transformations through integrated delivery of cybersecurity with other capabilities.

In today’s complex cyber risk landscape, our clients need and value comprehensive reliable cybersecurity strategies and operations. EY stands out for its ability to create value for clients through future-proofed technology, that enable business outcomes, via our alliance ecosystem orchestration.

EY cyber professionals work closely with our alliance partners to combine transformational consulting experience with leading technologies. Together, we help businesses create dependable capable safeguards and strategies to detect, respond to and prevent, potential cyber attacks.

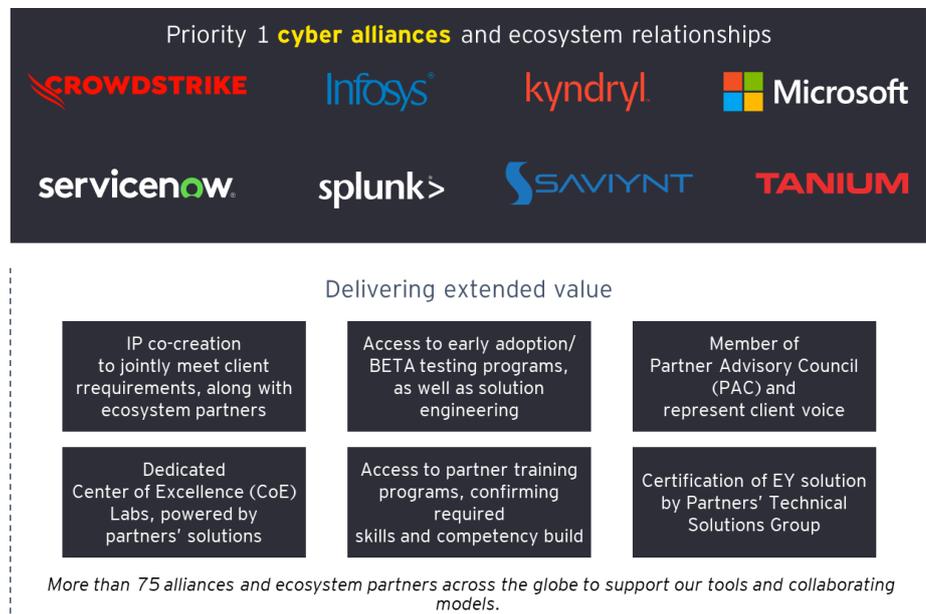


Figure 5 - EY Cyber Key Alliance Partners

## 2.2. Service Description

### Cyber Resilience Exercising

Our Organisation Resilience & People Security offer is closely aligned with EY's other cybersecurity offerings. They provide our clients with a comprehensive cybersecurity solution chain. There are **ten** core components:

1. **Target Operating Model:** creating an effective cyber target operating model and supporting organisation design.
2. **Crisis Leadership:** developing leadership capability to effectively respond to threats and incidents through executive briefing and training; exercises, simulations and toolkits; crisis playbooks; post-incident review; and supporting during live incidents, facilitating response and managing our deployment.
3. **Operational Resilience:** planning and decision-making to enable continuity of service delivery including alignment of operations with IT Resilience and all underlying dependencies; post-incident-reviews for clients where major incidents need to be understood and vulnerabilities resolved.
4. **Strategic/Emergent Risk:** horizon scanning and response to rapidly evolving risks; emergent risk; ERM alignment; risk appetite and triggers.
5. **Academies and Training:** developing the right technical and non-technical capabilities at all levels of the organisation.
6. **Culture and Awareness:** developing a cyber secure culture, raising awareness and changing behaviour.
7. **Cyber Crisis Comms:** building capability to communicate effectively internally, externally and with regulators in times of crisis.
8. **Physical Security:** enterprise security; security by design; physical security assessment/penetration; resilience alignment.
9. **Insider Threat:** effectively identifying, tackling and reducing the risk associated with insider threats.
10. **IT Resilience:** maintaining or recovering core IT and data provision aligned to business need. Business continuity alignment; end-to-end mapping and testing; ITR programme and change management design.



Figure 6 - Organisation Resilience & People Security Services

EY's organisation resilience services enable our clients to understand their current capability and maturity through capability understanding, development and validation. EY's services are aligned to the following core standards: Organisational Resilience BS 65000, Business Continuity ISO 22301, IT Service Continuity ISO27301, Crisis Management BS11200 and NIST 800-53. Our operational resilience model enables clients to select components that suite their business requirements as seen below.



Figure 7 - Organisational Resilience Services

The features of this service are:

### Capability understanding

- ▶ Determine target resilience maturity state
- ▶ Assess the maturity of current resilience programme, or individual components (including business continuity, crisis management and response), validate improvement against resilience investments and identify areas for improvement
- ▶ Assess and align business continuity and in-house technology requirements with cloud service package to identify extent of interoperability and gaps

### Capability development

- ▶ Resilience roadmap and target operating model development
- ▶ Leadership alignment and direction
- ▶ Policy, strategy, framework, plan, playbook, process and procedure development

### Capability validation

- ▶ Training and exercise/simulation delivery to validate capability against agreed objectives
- ▶ Production of bespoke toolkits for delivering training and exercising
- ▶ Identification of continuous improvement to achieve desired maturity

Through this service clients can achieve the following benefits:

### Capability understanding

- ▶ Tool to demonstrate and improve maturity of the organisation's resilience programme, governance and response capability across people, process and technology, to support move to, integration and optimisation of cloud services
- ▶ Demonstrate compliance to organisation's policy/standards/regulatory requirements

- ▶ Identify and articulate learning that can be applied to enhance existing capability and enable continuous improvement

### **Capability development**

- ▶ Provide consistent and repeatable processes across regions and organisation units
- ▶ Align leadership values and priorities to operational capacity and articulate business case to optimise
- ▶ Document ways of working and integrate with cloud capability

### **Capability validation**

- ▶ Assurance that response capability has been exercised
- ▶ Demonstration and validation of existing capability and interoperability with applied cloud solutions/providers
- ▶ Scalable delivery of a repeatable and consistent methodology

### 3. Key contacts

For further information please get in touch via the email address below.



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## EY | Building a better working world

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Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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