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Cyber Essential & Cyber Essential Plus

Service Level Description



Crown
Commercial
Service
Supplier



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01/01/2023	1.1	Simon Hopkin	SLD Detailed Description & Business Benefits
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23/01/2026	2.02	Kirsty Porter	Combined Cyber Essential Documents

Distribution

NAME	ROLE	CONTACT NUMBERS

Document Review

This document will be reviewed and updated, when necessary, as stipulated below:

- ✓ As required to correct or enhance the content.
- ✓ Following changes to the ITIL or ISO quality systems standard as defined by ITPS.
- ✓ Following any organisation changes or restructuring.
- ✓ No longer than 12 months after the previous approval date.

Cyber Essentials Standard Offerings Service Level Description

1.0 Reference Number

2.0 Detailed Description

Cyber security is an essential part of every business, large or small. The risks of cyber attacks and data breaches are constantly increasing, and organisations must protect themselves against them. To help businesses improve their cyber security, the UK government developed the Cyber Essentials Scheme. In this service level definition (SLD), we will outline Cyber Essentials and Cyber Essentials Plus, and how ITPS supports its customers to achieve this certification.

What is the Cyber Essentials Scheme?

The Cyber Essentials Scheme is a UK government-backed certification programme that provides businesses with a set of basic cyber security controls to implement within their organisation. The scheme was developed in response to the growing cyber threat landscape and is aimed at helping businesses protect themselves against common cyber attacks.

The scheme consists of two levels of certification: Cyber Essentials and Cyber Essentials Plus. Cyber Essentials is a self-assessment certification where businesses complete a questionnaire about their cyber security controls. Cyber Essentials Plus, on the other hand, involves an independent assessment by a qualified assessor.

3.0 Business Benefit

1. **Demonstrating Commitment to Cyber Security:** Cyber Essentials certification demonstrates to customers, partners, and investors that a business takes cyber security seriously and has implemented basic cyber security controls to protect against common cyber threats.
2. **Compliance:** Cyber Essentials certification can help businesses meet regulatory compliance requirements, such as the EU General Data Protection Regulation (GDPR) and the UK Data Protection Act.
3. **Competitive Advantage:** Cyber Essentials certification can provide a competitive advantage over other businesses that do not have the certificate, particularly in industries where cyber security is a critical concern.
4. **Risk Reduction:** Implementing the basic cyber security controls required for Cyber Essentials certification can reduce the risk of a data breach or cyber-attack, resulting in significant financial losses and damage to a business's reputation.

4.0 Scope

To achieve certification, businesses must demonstrate that they have implemented the following five controls:

1. **Boundary Firewalls and Internet Gateways:** Businesses must ensure that a firewall protects all internet-connected devices, and that any inbound and outbound traffic is monitored and controlled.
2. **Secure Configuration:** Businesses must ensure that all devices and software are configured securely, and that unnecessary services and protocols are disabled.
3. **User Access Control:** Businesses must ensure that user accounts are set up with the least privilege necessary and that passwords are strong and changed regularly.
4. **Malware Protection:** Businesses must ensure that all devices are protected against malware, including viruses, spyware, and ransomware.
5. **Patch Management:** Businesses must ensure that all devices and software are kept up to date with the latest security patches.

5.0 Service Hours

Portal Access	24 x 7 x 365
ITPS Certified CE Assessors	08:00 – 17:00, Monday to Friday
Extended Support	Bespoke service priced and defined on an ad-hoc basis

6.0 Standard Service Components

Cyber Essentials Standard Certification Only

The ITPS Cyber Essentials Certification-only package is designed for organisations that have the confidence and expertise to self-assess their IT systems and are ready for certification. This streamlined package offers organisations the ability to demonstrate their commitment to cyber hygiene by achieving the Cyber Essentials certification, without additional consultancy services.

Key Features

- Access to the online self-assessment questionnaire
- Support materials to guide you through the self-assessment process
- Assessment of the completed questionnaire by certified assessors
- Certification issuance upon successful verification

Cyber Essentials Standard Certification + Consultancy

The ITPS Cyber Essentials Certification & Consultancy package offers organisations not only the ability to achieve the Cyber Essentials Certification but also benefits from expert guidance. This package is perfect for organisations seeking insights and recommendations from seasoned professionals to enhance their cybersecurity measures and successfully navigate the certification process.

Key Features

- All features from the certification-only package
- One day of dedicated consultancy with an ITPS Cyber Security Expert
- Tailored advice to address specific areas of concern or uncertainty in the application
- Actionable recommendations to enhance the organisation cyber security posture
- Assistance in preparing for and completing the online self-assessment questionnaire

- Access to Certified IASME Cyber Essentials Assessors
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Cyber Essentials Plus Certification Only

This package is geared towards businesses that have the necessary knowledge and capability to navigate the Cyber Essentials Plus requirements independently. Opting for this ensures your organisation is evaluated and certified against the stringent Cyber Essentials Plus criteria, demonstrating that you've implemented robust cybersecurity measures in line with best practices.

ITPS Key Features

- Comprehensive assessment of your organisation's cybersecurity measures against the Cyber Essentials Plus criteria.
- Verification by an independent certification body.
- Cyber Essentials Plus Certification upon successful evaluation, endorsing your organisation's dedication to cybersecurity.
- Essential resources and guidance to assist you through the certification process.

Cyber Essentials Plus Certification + Consultancy

Cyber Essentials Plus certification involves an independent assessment of an organisation's cybersecurity controls by a qualified assessor. The assessment involves a technical audit of the organisation's systems to ensure that the five basic cybersecurity controls are implemented correctly.

To achieve Cyber Essentials Plus certification, businesses must first achieve Cyber Essentials Standard certification. ITPS provides support and guidance to its customers to ensure they meet the requirements for Cyber Essentials Plus certification. ITPS will arrange for a qualified assessor to conduct the technical audit of the organisation's systems. The assessor will provide a report on the audit findings, and ITPS will give the business feedback on any areas that need improvement.

This inclusive package is perfect for businesses that would benefit from expert assistance while preparing for the Cyber Essentials Plus certification. In addition to the core certification process, this package integrates a full day of professional consultancy to help streamline your application, offering tailored advice to ensure your security practices are aligned with the Cyber Essentials Plus standards.

ITPS Key Features

- All the features of the "Certification Only" package.

- One day of dedicated consultancy from a cybersecurity expert to guide you through the certification process.
- Personalised insights and recommendations based on a deep understanding of your organisation's IT infrastructure and cybersecurity measures.
- Assists in addressing potential weak points and ensuring that the organisation meets or exceeds the certification requirements.

7.0 Service Exclusions

- Penetration testing
- Remediation Activities

8.0 Toolsets

N/A