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Commercial
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Service Definition - RM1557.15

Cyber Security Services

G-CLOUD 13

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Service Definition - Cyber Security Services

1.0 Service Definition

1.1 Introduction

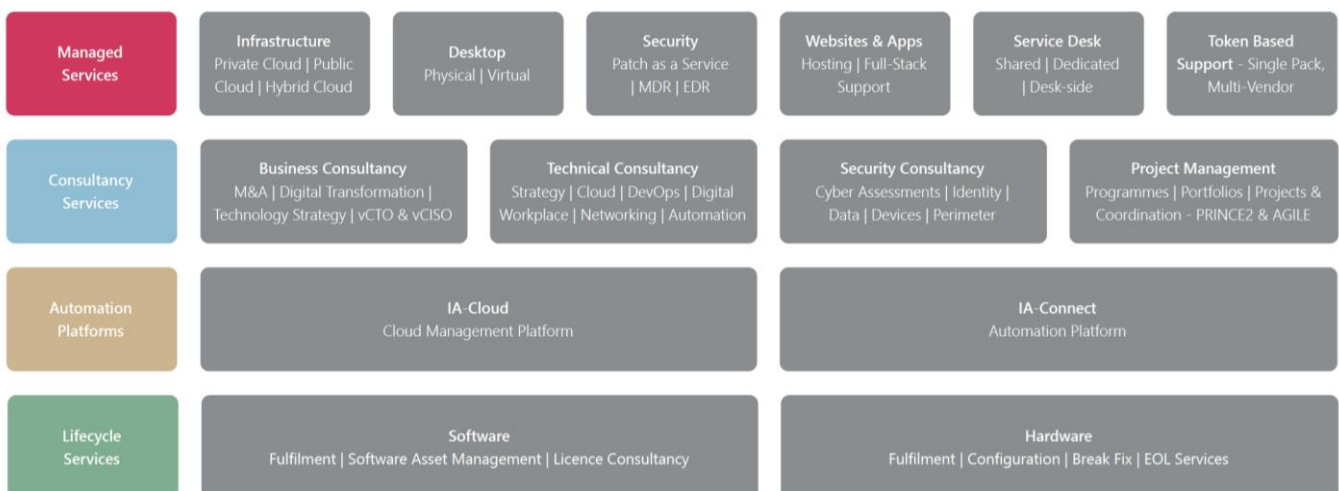
It's rare to find a public sector organisation whose success isn't inextricably linked to the execution of its IT strategy. They are no longer an assortment of standalone services, residing on a static environment. Instead they have evolved into complex, multi-faceted entities, which require a blend of support to meet the demands posed by an increasingly disparate and tech-savvy workforce, brokering services which reside both on-premise and in the public sphere.

Since 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud, security and automation companies, focused on the provision of tailored IT solutions and services, including the design and delivery of industry-leading technologies, backed by the best in 24x7 support. No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating risks associated with changes in regulatory compliance, modernising legacy systems to take advantages of the cloud, or automating complex processes, we deliver better business outcomes at a commercial, strategic, operational and technical level.

We take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a range of strategic vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions. From our family of Intelligent Remote Infrastructure Support (IRIS) services, complete with integrated analytics for diagnosing potentially service impacting threats and trends, to our Intelligent Service Desk with built in robotic process automation (RPA) and self-service orchestration, we provide a modern take on a very traditional set of business challenges.

As outlined below, we provide a range of different services, across four primary areas, Managed Services, Consultancy Services, Automation Platforms and Lifecycle Services. This allows our customers to benefit from our holistic delivery model and maintain fewer partners to deliver the same end result. Unlike other organisations who may focus on a particular niche or specialise in a single area or genre of IT, our strengths lie in the breadth of services we provide and the close partnerships we maintain with leading vendors.

This end-to-end approach allows clients to receive support with scoping and product fulfilment, implementation and project support, through to 24x7 care. To tackle the challenges presented by a dramatic increase in IT consumption, we have devised offerings that enable you to be selective over the support you require. Having delivered 24x7 managed services since 1998, we know what it takes to foster an environment which promotes innovation, encourages service excellence and embraces emerging business cultures. Finally, in order to fulfil our obligation as a tier one MSP, we operate dedicated ISO 27001 compliant Technical Service Centres, home to first to third line specialists and service managers, each intensely passionate about the support they provide and hand-picked for their ability to act as an extension to your team.



1.2 The Challenge

"There are only two types of companies: those that have been hacked and those that will be hacked again" Robert Mueller, ex FBI Director.

While cyber security professionals are adept at closing loopholes and identifying new attack vectors, they are working against a global network of adversaries, with nothing but time on their hands. From cybercriminals to ideologues and those involved in corporate espionage, the drivers often comes down to money, power and publicity, alongside desire to inflict operational and reputational damage. From the smallest SMB to the largest enterprise, organisations security strategies are being tested every single day, fuelling a \$140b industry (in 2021), whose sole purpose is to keep your organisation safe.

- The field of cyber security is expanding, due to the proliferation of remote working, the rise of third party cloud-based services and the increased consumerisation of IT, all of which threaten IT's traditional sphere of influence
- 78% of global cybersecurity professionals said cyber attacks on their business had increased, due to employees working remotely as a result of the Covid-19 pandemic, with 82% suffering a material breach - VMware
- The European Union Agency for Cybersecurity noted a 150% rise in ransomware in 2021 and expects that trend to continue
- Cyber criminals are increasingly using analytics to profile their victims, targeting organisations with multiple points of egress or entry, or those that have the most to lose.
- In 2021, cybercrime in the US was a \$6t business, driven by ransomware attacks, representing the greatest transfer of economic wealth in history - Cyber Security Ventures
- Ransomware, the fastest-growing type of cybercrime, claims a new victim every 5 seconds - Cyber Security Ventures
- In some cases, organisations require you work towards a cyber security certification or be already compliant with a government-based framework such as Cyber Essentials, in order to transact, safeguarding their data and IP
- Victims of cyber crime often do not fully recover, either as a result of the reputational damage caused by a PCI or PII breach, the loss of intellectual property, or the financial penalties caused by ransomware, blackmail and fines
- Organisations can invest significantly in their perimeter defences, but it can all be unravelled by a naive user clicking on a malicious link or attachment, enabling cybercriminals to compromise even the most hardened system
- It is important for organisations to adopt an appropriate security standard e.g. NIST or ISO27001, take a zero-trust approach to security (never trust, always verify) and ensure systems are "secure by design"
- Should the worst happen and a system is compromised, businesses should be able to invoke a suitable assessment, control and recovery process, isolating the breach and allowing security teams to restore operations quickly and safely
- The creation of a comprehensive cyber security strategy is often made more complex due to the presence of many disparate technologies, poor IT maintenance practices, a lack of in-house expertise and limited awareness of modern threats, all of which can significantly amplify costs

1.3 Service Overview

1.3.1 Advise - Cyber Security Assessments

While cyber security professionals are tasked with shoring up IT's defences, they are not necessarily looking at their organisation in the same way a hacker or disgruntled employee might. By adopting a red vs blue team mentality, one that places you in the shoes of both attacker and defender, you can introduce controls to reduce - and in many cases eliminate - a wide range of common cyber security threats. Furthermore, by signing up to a formal security standard, one that underpins a wider cyber security strategy, you can speak in a common language across your entire business, providing guidance on everything from monitoring, endpoint management and data protection at rest, to privacy lifecycle management, cryptography and operational resilience.

- From the people responsible for preventing cyber attacks, to the processes they follow, to the technology they use to mitigate and respond to incidents, having an understanding of your approach to cyber security will help determine how prepared you are to deal with a wide range of threats
- By assessing the maturity of your current security strategy, we can help you identify what technologies and controls you need to invest in, alongside the processes that will dictate how your organisation will react in the event of a breach
- Whether you are required to adhere to specialist security protocols such as GDPR, PCI-DSS or frameworks including ISO27001, NIST and Cyber Security Essentials, we can advise you on what you need to do to remain compliant
- Ultima is Cyber Essentials certified and our systems have been independently assessed by an IASME authorised body
- Our ISO27001 certification provides evidence that Ultima is a trusted IT business partner with a strong appetite for securing information assets and those entrusted to us by our customers.
- Our security practitioners are well versed in assessments and strategies, helping you define and implement preventative, detective and retrospective security solutions, across applications, network, endpoint and cloud environments

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Cyber Essentials Plus Pre-Assessment** - Via a questionnaire and vulnerability scan, we highlight areas of concern, determining a gap analysis and remediation plan, alongside the effort required to reach certification with an appropriate IASME body
- **Cyber Security Advisory Service** - Aligned to NCSC best practices and the Cyber Essentials scheme, we conduct an independent and modular risk assessment (threat analysis, vulnerability, secure cloud, best practice and risk rating), helping you prioritise which risks to remediate first, based on the likelihood of it occurring and the damage caused
- **Firewall Health Check** - Recommended annually or whenever there has been a major change (e.g. merger, acquisition), our security specialists will check everything from software revision, certificates, routing, to policies, ports, VLANs and accounts, ensuring your Cisco, Check Point or Palo Alto firewalls are operating in accordance with vendor best practice

1.3.2 Design and Plan - Security Planning Services

Having a design that provides a holistic view across your organisations entire security plane is one thing. Being able to plan and execute against it is another. Knowing what technologies to invest in and how they will integrate into your own ecosystem is not easy and can often lead to missteps when it comes to rolling out tools and adopting new security principles. And while there are comprehensive suites on the market, including those that span multiple disciplines, there is no silver bullet. Turning a theoretical design into something that can be relied upon to protect your people, data and investments in the event of a disaster, is a challenge that can often involve a patchwork of different solutions.

- If a measured as a country, cybercrime would be the world's third largest economy. In 2021 alone, cybercrime in the US was estimated at \$6 trillion, with hundreds of vendors developing solutions to meet every conceivable challenge.
- We make sense of the cyber security ecosystem, delivering the best in cloud, endpoint, network, server, OS and application solutions from a range of leading vendors including Microsoft, Cisco, Check Point, Palo Alto, Qualys and CrowdStrike

» Service Definition - Cyber Security Services

- Based on an initial cyber security risk assessment, we can help you implement a strategy that not only remediates weaknesses found, but introduces robust controls and modern defence measures such as Next-Generation Firewalls (NGFW), behavioural analytics, zero-trust and embedded hardware authentication
- From securing data in transit, to ensuring that your perimeter firewalls provides a first line of defence at the boundary of your network, our security specialists are able to consult on a wide range of topics
- Security is a focal point of many of our solutions, and we follow the National Cyber Security Centre (NCSC), Cloud Security Principles or vendor best practice wherever possible, providing an authoritative set of tools and techniques
- Ultima are a Microsoft 14 x Gold Partner with skills in Cloud Platform, Communications, Data Centre, Enterprise Mobility, Messaging, Small and Mid-market Cloud Solutions, and Windows Devices
- As a Premier Integrator, our specialists have generations of experience spanning Cisco's product portfolio, including perimeter and endpoint security solutions, including the latest trends in intent-based networking and cyber-security.
- Ultima are a 5 Star Check Point Partner, CloudGuard Partner, Advanced Threats Partner (for Network, Mobile and Endpoint), and Managed Service Provider, providing access to 24x7 outsourced, centralised security management

1.3.3 Delivery - Security Hardening

Striking the balance between accessibility, interoperability and security can be quite a challenge, with many organisations electing to introduce protocols that lock systems down to meet required compliancy levels, without impinging on user access or functionality. Out of the box, many IT systems have residual levels of unconfigured or unused services, providing the perfect route for hackers and bad actors, who are looking to exploit the kind of inherent weaknesses found in commercial IT systems. From encrypting network traffic and patching vulnerabilities to hardening remote sessions and removing unnecessary software, IT administrators need to consider every eventuality, from the external boundaries of their organisation with its gateways and firewalls, through to internal components such as servers, applications and databases.

- Our approach to hardening is designed to fill the space between newly commissioned systems and recommended security levels, reducing its overall attack surface
- We can help establish a security hardening baseline, from which all existing and new systems should follow. This may include introducing blanket policies such as zero-trust and the principle of least privilege (PoLP), in order to ensure that common attack vectors are eliminated
- We can provide security hardening consultancy support across aspects of your IT estate, including but not limited to servers, operating systems, databases, networks and software applications
- Server hardening includes keeping OS and third party software systems patched, introducing a strong password and account lockout policy, implementing multi-factor authentication and disk encryption to conceal and protect sensitive information
- When it comes to database hardening, we provide support for Microsoft SQL, including adhering to a role-based access control (RBAC) policy, turning off unused database services and functions, and encrypting data in transit and at rest.
- Finally, network hardening includes everything from locking down firewalls and auditing network rules and access privileges, traffic encryption, to disabling unused ports and implementing intrusion prevention and detection systems (IPS/IDS)

1.3.4 Management - XDR and vCISO

Given the continual rise in cyber attacks, alongside the commercial and reputational damage associated with data breaches, phishing, denial of service, ransomware and man-in-the-middle attacks, the need to continually invest in a robust, fully managed security strategy, alongside the appropriate people, processes and technologies is paramount. Since it is highly likely that the next security breach will come from a legitimate user on your network, it is down to security teams to hunt down cyber-threats emanating from both inside and outside your organisation. This extends your field of view to include illicit data in/exfiltration across networks, endpoints, mobile, web apps, email and cloud environments, backed by a strategy that promotes security governance, threat detection and remediation.

» Service Definition - Cyber Security Services

- While its important to cast a security net across as much of your enterprise as possible, if you are unable to interpret the data, any tool quickly becomes ineffective, leaving you open to breaches in compliance, data exfiltration and insider threats.
- Working with our chosen Extended Detection and Response (XDR) partner, we can help you achieve the level of visibility required to detect and respond to the latest cyber threats, unifying data across multiple security layers including networks, endpoints, email and cloud, empowering security teams to improve their incident investigation and resolution.
- Furthermore we can provide access to a turnkey Managed Detection and Response (MDR) service, that helps organisations to quickly scale up their security monitoring capabilities by combining Endpoint (EDR), Network (NDR) and Extended (XDR) Detection and Response technologies, providing the broadest visibility possible across environments.
- With Ultima and our chosen partner, you have access to a 24x7 UK-based C-SOC for threat monitoring, analysis, notification and hunting, with full remediation support from incident notification through to remediation guidance and resolution
- Whether you are responsible for securing PCI data or storing other forms of PII, we can help you monitor employee access, promote security awareness, detect vulnerabilities, as well as identify unauthorised access to data and its transmission.
- When it comes to defining the strategy, the Chief Information Security Officer (CISO) is an important role in helping to protect the company's employees, data and intellectual property. Given the cost however, many businesses delegate responsibility to existing operational teams or employ a fractional CISO.
- Our virtual CISOs are well versed in implementing emerging security initiatives, gain relevant certification and help you adapt to changes in workforce and business culture.
- For any client looking to outsource aspects of their IT portfolio, our ISO 27001 certification is the best indication that a partner has the standards in place in respect of the provision of secure managed services

In addition to bespoke consultancy, architectural and project management services, we provide access to the following packages.

- **Endpoint Detection and Response (EDR)** - Significantly enhance visibility of attacks targeting endpoint devices, including up-to-the-minute threat intelligence to identify dangers that other controls can miss.
- **Managed Detection and Response (MDR)** - Proactive threat hunting, monitoring and forensic investigation support, backed by dedicated senior security analysts, engineers and researchers, alongside by a fully accredited ISO27001/CREST SOC
- **Extended Detection and Response (XDR)** - Help detection teams obtain unified visibility of cyber threats across endpoints, networks and cloud workloads by ingesting security telemetry and intelligence from a broad range of sources and leveraging AI, machine learning and automation to identify and disrupt threats.
- **Fractional vCISO Service** - By fostering an understanding of your key drivers, our fractional resources can enable you to make strategic security decisions, at a fraction of the cost of a full-time head.

1.4 Scope

To be agreed as part of a formal Schedule of Engagement or Statement of Work. The sections below cover the type of architectural, consultancy and project management services that can be taken, which may form part of the scope.

1.4.1 Architectural Services

The principle goal of our architectural team is to help you maximise your ROI and solve real business challenges using IT, support business imperatives and become a trusted technology advisor. By fostering an understanding of business drivers and strategic direction, we facilitate the decision-making process through evidence-based assessments, stakeholder engagement, outcome analysis and market and technology insights. As business leaders demand more holistic views of their enterprises, presented in ways that promote insight and facilitate decision-making, we can bridge the gap between information overload on the one hand and innumerable strategies on the other, helping to drive business transformation effectively including solution evaluation, strategic planning, design, integration, execution and operations.

- **Leadership** - More than evangelists, our solution architects are hand-picked for their innate ability to equate business goals with a supported IT strategy
- **Comparison Analysis** - We are able to deliver a range of evidence-based technology option reviews, evaluating and comparing category-specific solutions
- **Strategy, Planning and Design** - Present a clear and independent approach to delivering business objectives, that promotes insight and facilitates decision-making
- **Envisioning** - We add significant value to strategic planning engagements; influencing and inspiring discussion across a wide range of disciplines
- **Transformation and Optimisation** - Our consultative approach increases the value of IT investments, by pinpointing inefficiencies and highlighting opportunities for change
- **Market and Trend Analysis** - Our industry awareness, helps you maintain a competitive edge, providing greater ROI through the adoption of a specific strategy

1.4.2 Consultancy Services

Ultima's in-house technical Consultancy team are able to provide the experience and processes necessary to deliver an extensive range of on-trend solutions and cloud services, transforming your organisation's IT infrastructure and delivering efficiencies and cost savings across the board, so that your company can realise its full potential. Our consultants hold top tier partner accreditations and can demonstrate extensive design and deployment experience, helping to both expedite and de-risk delivery. Throughout our Workspace, Data Centre Security and Cloud practices, we ensure that our consultants have the necessary support and are on the most appropriate certification tracks to become experts in their field. Working independently or under the guidance of a Solution Architect - either from Ultima or from your own team - they can assist business transformation through the delivery of resilient, secure, performant, scalable and cost effective solutions.

- Define architectural blueprints that deliver the required functional and non-functional requirements
- Deliver pre-packaged tactical services e.g. health checks and proof of concepts
- Assist clients with the deployment of new IT infrastructure and systems, either on premise or in the cloud
- Conduct systems upgrades as well as application, workload and data migrations
- Provide additional technical capacity to enable organisations rapidly grow or divest
- Help facilitate decision making through technical forums and workshops
- Up-skill existing team members through training, shadowing and other forms of knowledge transfer
- We provide flexible engagement models (skills, frequency and duration) at competitive rates
- Gain access to extensive technical IP, including vendor and Ultima best practice and project collateral
- Vendor certified, so that you can be sure have passed the relevant exams to be proficient in their chosen field

1.4.3 Project Governance Services

While technology and the way it is implemented may have evolved over the years, the governance and control required in order to bring about change and deliver tangible business benefits is very much the same. Challenged with maintaining control over an increasingly complex landscape of applications, services, workloads and infrastructure, being able to adhere to the triple constraints of time, cost and scope is paramount.

Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each project is delivered efficiently and effectively. With a track record in delivering a wide range of engagements, from the introduction of cloud managed EUC support services to complex data centre consolidations and cloud transformations, we work in a flexible and dynamic way, integrating into your business and the way you operate. As a result, customers can focus on the benefits of technical, organisation and operational change, safe in the knowledge that the governance is managed to the highest standard.

- **Programme Management** - On complex programmes of change, it may be appropriate to appoint a Programme Manager to deliver effective leadership over a group of related projects. We can provide ownership and control across the entire engagement, ensuring that business benefits are derived from the whole, rather than from its constituent parts.
- **Project Management** - Ultima's experienced PM team exploit structured project methods and controls to deliver a broad range of infrastructure, cloud and support services, bringing about significant transformational change. Typically reporting to a customer PM or Project Board, they facilitate the day to day monitoring, progression and management of each engagement.
- **Project Coordination** - For less complex engagements or where a project has entered a certain phase, it may be prudent to bring in a coordinator to deliver the remaining services in line with your requirements. Since many of the processes will have already been defined in earlier stages, PMs can delegate control, safe in the knowledge they will be followed.

1.5 Service Transition

1.5.1 On-Boarding

We will work with key stakeholders to capture the scope, deliverables and acceptance criteria within a formal Statement of Work or Schedule of Engagement, before initiating and running the project in accordance with our Advisory Service, Agile or PRINCE2 stage-based methodology. Where Project Management services are taken, additional governance activities will be provided, commensurate with the size, scale and complexity of the engagement. Acting as a centre of excellence, our PMO provides everything from practice management, training and skills development, to maintaining control over time, cost and quality constraints, ensuring that each engagement is delivered efficiently and effectively.

1.5.2 Off-Boarding

For traditional projects, we will confirm completion of deliverables to the satisfaction of the Project Sponsor and communicate final disposition and status to all stakeholders, alongside any recommended follow-on activities. Where agreed in advanced, Ultima will conduct a closedown meeting to ensure that the deliverables of the project are reviewed and any lessons learned captured as part of a formal project closure report.

1.6 Service Management

Accountability for our relationship with you lies with Ultima's Executive Sponsor for the proposed solution or service, together with your Account Manager and where applicable, a designated Service Delivery Manager. These individuals are responsible for providing strategic governance, working closely with your Project Board or Executive team to ensure that the relationship between our two organisations remains strong, the service continues to be fit for purpose and the governance model we adopt is delivering value.

Our traditional eight stage project methodology combines real world experience, alongside appropriate elements of PRINCE2, ITIL and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within the Statement of Works. For Advisory Services projects, a more streamlined four stage approach is taken, following an Analyse, Review, Define and Present path, with appropriate deliverables across each stage.

1.7 Service Constraints

To be agreed as part of a Schedule of Engagement or Statement of Work.

1.8 Implementation Approach

1.8.1 Advisory Services

When it comes to our Advisory Services, Ultima adopts a simple but effective, four stage process, allowing us to interrogate existing platforms in order to deliver best practice recommendations, and a prioritised list of next steps to remediate issues and define a new transformational strategy which improves the overall maturity of your environment. Once sized to your requirements, a Solutions Architect will provide forensic analysis of your environment and articulate the findings and recommendations, aligned to your business goals.

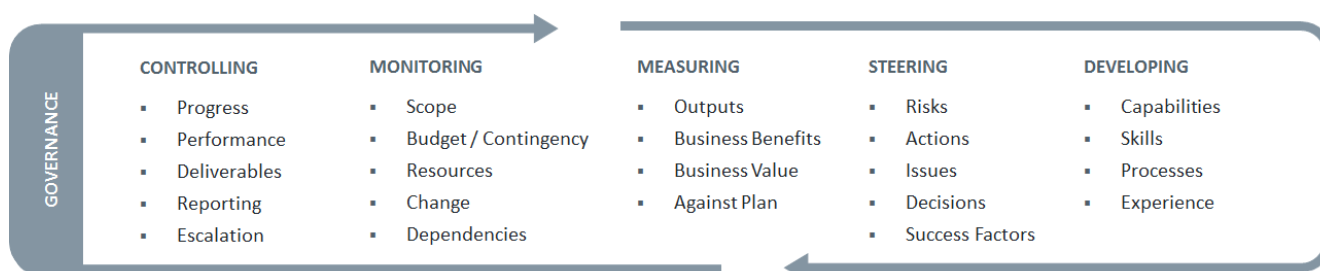
01 ANALYSE	02 REVIEW	03 DEFINE	04 PRESENT
1.1 - Project Initiation	2.1 - Rationalise Datasets	3.1 - Service Review	4.1 - Develop Presentation
1.2 - Automated Discovery	2.2 - Health Check	3.2 - Gap Analysis	4.2 - Present to Customer
1.3 - Manual Discovery	2.3 - Evaluate and Analyse	3.3 - Create Documentation	4.3 - Confirm Next Steps
1.4 - Questionnaire	2.4 - Identify Changes		4.4 - Close Project

Service Definition - Cyber Security Services

1.8.2 Traditional Projects

Our eight stage project methodology combines real world experience, alongside the appropriate elements of PRINCE2 and vendor best practice. The scope, stages, governance activities and deliverables will vary between engagements and shall be confirmed within a Statement of Works, once the project has been initiated. An example of our standard project lifecycle is outlined below.

01 PROJECT INITIATION	02 DISCOVERY & ASSESSMENT	03 DESIGN & PLANNING	04 BUILD AND TEST
1.1 - Project Initiation	2.1 - Discovery Workshop	3.1 - Design Workshops	4.1 - Define Test Plans
1.2 - Define Requirements	2.2 - Discovery Activities	3.2 - Planning Workshop	4.2 - Commission Solution
1.3 - Form Project Team	2.3 - Evaluate and Analyse	3.3 - Gate Review	4.3 - Acceptance Testing
1.4 - Draw Up SoW / SoE	2.4 - Gate Review		4.3 - Gate Review
Outputs	Outputs	Outputs	Outputs
Schedule of Engagement (SoE) Statement of Work (SoW) Setup Project Governance	Raw Discovery Data Discovery and Assessment Report Quality Checks Health Check Reports	Solution Architecture Design Detailed Design Project Plan Bill of Materials Baselined SoW / SoE	Completed Test Plans Build Document Configuration Guide Commissioned Solution



Outputs	Outputs	Outputs	Outputs
Pilot Issues Log Draft Client Deployment Guide or Migration Strategy	Transition Plan Training Plan / Content Operations Guide Admin Guide Successful Transition	Finalised Deployment Guide or Migration Strategy Deployment Schedule User / Services Migrated Legacy Decommissioning	Project Closure Report Lessons Learned
5.1 - Agree Pilot Approach	6.1 - Establish Training Needs	7.1 - Agree Strategy	8.1 - Closure Meeting
5.2 - Undertake Pilot	6.2 - Undertake Training	7.2 - Define Schedule	
5.3 - Issue Handling	6.3 - Finalise Documentation	7.3 - Deployment / Migration	
5.4 - Gate Review	6.4 - Handover to BAU	7.4 - Issue Handling	
05 PILOT	06 SERVICE INTRODUCTION	07 DEPLOYMENT / MIGRATION	08 PROJECT CLOSURE

1.9 Technical Requirements

To be captured within the Schedule of Engagement or Statement of Works, depending on the engagement being taken.

1.10 Customer Obligations

The customer will refer to the associated Terms and Conditions for their obligations related but not limited to acceptable use, data protection and information security, intellectual property, confidentiality, termination, anti-bribery and payment terms. As part of this engagement, your responsibilities will include:

- To oversee the overall project work streams or programme, acting as a point of escalation for Ultima
- Raise all change requests and obtain approval in line with the dates in the project / programme plan
- Ensure that all required hardware, software or services is available, unless being provided by Ultima
- Complete any agreed local site / system preparation prior to the commencement of any planned work
- Provide physical or remote access for Ultima personnel to the location where the work is to be conducted, along with access to a suitable area of work and typical office facilities if the work is being conducted on-site.
- Provide necessary security access and clearance to enable completion of tasks in a timely manner
- Ensure internal resources are available to enable completion of allocated tasks in a timely manner. (Tasks allocated to the Business will need to be communicated and agreed as soon as they are identified throughout the engagement.)
- Provide primary and secondary contacts to which any technical, project or commercial issues may be addressed
- Manage any local site logistics and business communication, e.g. arranging any system downtime
- Make Ultima aware of any company or site-specific requirements e.g. specific standards and procedures
- Escalate to the Ultima Account Manager any such issues or concerns with regard to the quality of services being provided or anything that affects the scope of works or agreed commercial terms

1.10.1 Further Recommendations

Where applicable, we recommend the business form a project board consisting of an Executive Sponsor, Senior Users, Senior Supplier and the Project Management team. The board's responsibilities will be to:

- Approve the scope, solution, resources, plans and any subsequent changes
- Resolve conflicts and act as a point of escalation
- Maintain an appreciation of resource requirements and facilitate requests for personnel in a timely fashion
- Review and monitor the risk register and mitigating actions associated with the project
- Maintain a holistic view over the engagement and resolve inter-project issues as required
- Approve all major plans and authorise any deviations from agreed stage plans
- Sign off the completion of each stage as well as authorise the start of the next
- Keep a watching brief over change requests and any project variances

1.11 Delays and Deficiencies

Ultima will not be liable for any delay or deficiency in providing this service if they result from the customer's failure to fulfil the required dependencies and recommended responsibilities. Should a delay to the service result from the customer's failure in relation to the above dependencies or obligations, for example if there is insufficient access to relevant information or key meetings or workshops are cancelled or not attended in full, we shall be entitled to amend the service, schedule and / or the associated charges with no liability and shall be entitled to charge you for any cost incurred as a result.

1.12 Pricing

Ultima believe that value for money is derived from an aggregation of a number of aspects, including but not limited to product delivery, quality, cost, time, resource investment and effectiveness, confidence in delivery and technical assurance. Throughout this Service Definition and into the delivery phases, Ultima aim to be transparent about our costs, the way in which we deliver services to you and the manner in which we intend to operate and work with your organisation as an integrated team.

Ultima are confident that we have created a cost-effective proposition; one that will deliver the required level of quality and detail within each deliverable and will provide the foundation for the on-going delivery of services to your organisation. We will continue to demonstrate our commitment to this programme by assigning a highly experienced and effective team to drive this engagement forward, alongside a proven methodology which will deliver the products outlined herein.

1.13 Service Rates

Please see the associated Pricing Document for an overview of our service costs. When it comes to ad-hoc consultancy, our SFIA rate card is available to the entire UK Public Sector for the deployment of staff in the UK for IT projects on a time and materials and fixed price basis. The rate card is valid for 12 months from the Effective Date of the Framework Agreement.

- **VAT** - Ultima's day rates and service charges are exclusive of VAT at the prevailing rate
- **Validity** - Our rate card and service charges are applicable to internal Ultima resources only. Should third party resource be required, rates will be provided on a case-by-case basis.
- **Consultant's Working Day** - 7.5 hours exclusive of travel and lunch
- **Working Week** - Monday to Friday excluding public and national holidays
- **Office Hours** - From 09:00 to 17:30, Monday to Friday
- **Mileage** - Included in the standard day rate if within the M25. Payable at our standard T&S rates if outside the M25.
- **Professional Indemnity Insurance** - Included in day rate
- **Additional Rate Uplifts** - x 1.5 weekdays outside core business hours and x 2.0 weekends

Level	Strategy and Architecture	Business Change	Development & Implementation	Service Management	Procurement & Mgmt. Support	Client Interface
1	N/A	N/A	N/A	£335 - 385	N/A	N/A
2	N/A	N/A	N/A	£525	N/A	N/A
3	£650	£500	£650	£625	N/A	£650
4	£950	£950	£950	£775	£950	£950
5	£1050	£1050	£1050	£950	£1050	£1050
6	£1250	£1250	£1250	£1050	£1250	£1250
7	£1450	£1450	£1450	£1250	£1450	£1450

1.14 Ordering and Invoicing Process

Buyers should abide by the Crown Commercial Services procurement guidelines outlined here - <https://www.gov.uk/guidance/g-cloud-buyers-guide>. A summary of the process and any conditions is included for reference below.

- Upon award, the Buyer will be required to generate a Purchase Order (PO) number from your internal ordering system. In some cases this will be what is known as a Scheduled Bill, for support performed in advance / arrears
- Once complete, you should complete the Order Form in conjunction with the Supplier (Ultima), containing information such as contact details, start / expiry dates, service description, quantity of the services required, contract value, service prerequisites and deliverables, liability and insurance, terms and conditions under which we will provide the service.
- The maximum initial length of a contract is 24 months, with the option for 2 additional extensions of 12 months each.
- You must publish details of all completed contracts on Contracts Finder if their value is either over £10k and the buyer is a central Government department, or over £25k, where the buyer is part of the wider public sector or NHS
- Each time you award a contract, the Buyer should submit a Customer Benefits Record. CCS works with organisations across the Public Sector to improve service delivery and ensure commercial relationships provide value for money.

1.15 Termination Terms

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.16 Service Levels

Ultima's Terms and Conditions have been provided alongside this Service Definition.

1.17 Service Assurance

Ultima is certified to ISO 9001 and ISO 27001. Our certification provides evidence to our prospects, customers and other interested parties that Ultima is a trusted IT business partner with a strong appetite for securing our information assets and those entrusted to us by our customers, and that we meet a standard set of statutory and regulatory requirements related to our products and services. A copy of our certificate are available [here](#).

The Cyber Essentials Scheme is a government-backed standard, which identifies the security controls an organisation must have in place within their IT systems. Ultima's most recent CREST Cyber Essentials certification, confirms that our ICT defences have been technically assessed by an independent body, indicating that we have implemented a baseline of organisational cyber security.

1.18 Supporting Government Organisations

In order to influence current and future design goals, Ultima consider the Government's Digital Service Technology Code of Practice (<https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>) when it comes to helping organisations design, build and buy technology. Our primary considerations include;

- Understanding the organisational goals and end user needs, using Ultima's wide range of public cloud and IaaS, SaaS and PaaS transformational services to deliver the desired outcomes, ensuring the client is using the right platform, at the right scale, all backed by the most appropriate level of support.
- Supporting ICT cloud strategy through the provision of Ultima's family of next generation Autonomous platforms

Service Definition - Cyber Security Services

- Being guided by the 14 cloud security principles
- Enabling business change through the use of structured PRINCE2 and Agile project methodology and governance, alongside vendor best practice and appropriate architectural standards
- Adopting ITIL for IT Service Management across our IRIS, Cortex and Autonomous platforms

1.19 Strategic Partnerships

Operating in the space between vendors and our clients, Ultima continue to be awarded some of the highest accreditations and partnership levels, providing impartial advice, turn-key and bespoke solutions, all backed by the best in 24x7 support. Through our relationships with the following strategic partners, alongside the years of practical delivery experience across generations of products and solutions, we are able to become a trusted advisor to your organisation.



1.20 Disclaimers

- The information contained within this Service Definition was written for public consumption via the G-Cloud 13 Digital Marketplace, as part of a Client's evaluation process and is valid from the framework start date of 28th September 2022 until the end of the agreement, including any extensions.
- This document contains proprietary information which is confidential between Ultima and the Client. It shall not be reproduced in any form or by any mechanical or electronic means, nor its contents disclosed to a third party without the written consent of Ultima. The Client may use this document for the purpose of evaluating Ultima's proposal only.
- This document does not constitute an offer capable of acceptance by the Client and is subject to agreement of a formal contract. No contractual relationship shall arise until a formal contract has been signed by both parties. Any final agreement is conditional upon due diligence undertaken by Ultima or our business partners, the result of which may impact upon the content of this proposal, including the structure, solution, terms and financial arrangements.
- Orders against this Service Definition are governed by both the CCS framework and Ultima Terms and Conditions
- To the best of our knowledge, the information provided herein is correct at the time of submission. Should any errors or omissions be found in this Service Definition, please notify Danielle Connor, Head of Public Sector, Ultima Business Solutions, Gainsborough House, Manor Park, Reading, Berkshire, RG2 0NA. Tel: 0333 0158670 or email publicsectorbids@ultima.com



➤ Why Ultima?

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support.

No matter where you are on your IT journey, we make technology a positive asset, aligned with the goals of your business. Whether that be mitigating risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

At Ultima, we take a holistic approach to delivering IT services, providing multiple entry points to clients who are looking to manage their IT more effectively. As an end-to-end IT solution provider, we maintain relationships with a wide range of strategic and disruptive vendors, providing everything from independent and impartial best practice advice to managed, bespoke solutions.

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change Management
- Business Risk Management
- Assurance and Compliance
- Business Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise & Consolidate
- 24x7 Managed Services

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit ultima.com

- CRN Channel Finalists - 2020 and 2021
- Digital Technology Leaders Awards Winner - 2020
- AI and Machine Learning Awards Winner - 2020
- Blue Prism TAP Partner of the Year for EMEA - 2020
- Thames Valley Tech Awards Finalist - 2020
- HPE UK and Ireland Value Partner of the Year - 2019



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