



Involved

Cloud Infrastructure Security Management

Service Definition

1. Service Overview

Cloud Infrastructure Security Management provides a secure software platform for monitoring, protecting, and governing cloud infrastructure environments. It enables public sector organisations to maintain visibility of security posture, enforce protective controls, and manage risk across hybrid estates.

The platform supports threat detection, compliance oversight, and operational security management within regulated environments. It is designed to strengthen infrastructure resilience while ensuring auditability, governance, and predictable protection of critical services.

2. Service Scope

The platform supports:

- Infrastructure security monitoring
- Threat detection and alerting
- Compliance posture management
- Security configuration oversight
- Access and identity visibility
- Security analytics and reporting
- Integration with enterprise security tooling
- Audit logging and governance controls

Buyers retain ownership of infrastructure and data. The platform provides protective capability rather than operational ownership.

3. Service Features

- Centralised security management dashboard
- Real-time threat monitoring

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- Security posture analytics
 - Role-based governance controls
 - Automated alert workflows
 - Compliance reporting tools
 - API-driven security integration
 - Secure audit logging
 - Encryption-aligned architecture
 - Scalable hybrid infrastructure support
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4. Service Benefits

- Strengthens infrastructure security posture
 - Reduces cyber risk exposure
 - Improves compliance visibility
 - Enables proactive threat response
 - Protects sensitive public sector assets
 - Enhances governance oversight
 - Supports regulatory alignment
 - Improves audit readiness
 - Simplifies hybrid security management
 - Builds operational resilience
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5. Onboarding and Implementation

Onboarding includes platform provisioning, security integration setup, access configuration, and monitoring alignment. Buyers receive onboarding guidance and administrative documentation.

Workshops may be delivered remotely or onsite by agreement. Buyers provide required security permissions and infrastructure access to enable integration.

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Transition planning ensures controlled adoption without disrupting existing protective controls.

6. Service Management

The platform is maintained through controlled security updates, release management, and operational monitoring. Threat telemetry is continuously evaluated to support platform stability.

Support is delivered through structured ticketing aligned with defined response targets. Governance reporting provides operational transparency.

7. Support Levels

Standard support provides business-hours incident handling and operational guidance.

Enhanced and Premium tiers are available, providing extended coverage, priority handling, and proactive security optimisation advisory.

A dedicated technical account manager or cloud security engineer may be assigned under enhanced tiers.

8. Security and Compliance

The platform operates within an ISO/IEC 27001-aligned governance framework. Data is encrypted in transit and at rest. Access controls, logging, and monitoring protect buyer environments.

Security posture is reviewed continuously and aligned with public sector expectations and recognised security standards.

9. Availability and Resilience

The platform is designed for high availability using redundant infrastructure, automated failover, and continuous monitoring. Resilience architecture minimises single points of failure.

Detailed resilience information is available under controlled disclosure.

10. Data Protection and Exit

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Buyers retain ownership of all security telemetry and configuration data. At contract end, data can be exported in structured formats. A managed offboarding process ensures continuity and secure sanitisation following transfer confirmation.

No buyer data is retained after termination.

11. Constraints and Assumptions

The service assumes supported infrastructure integrations, remote connectivity, and administrative cooperation. Some advanced security capabilities require compatible APIs and supported environments.

Service delivery is primarily remote unless onsite engagement is agreed.

12. Commercial Model and Ordering

Services are delivered using transparent, effort-based commercial arrangements aligned to the published SFIA rate card. Buyers may select the pricing structure most appropriate to their operational needs.

Time and Materials

Services may be delivered on a time and materials basis using the SFIA rate card. Charges are based on effort expended and invoiced periodically in arrears. This model supports advisory, operational, and evolving service requirements where scope may change over time.

Fixed Capacity Engagement

Services may be delivered through an agreed fixed-capacity team for a defined duration. Pricing is based on allocated resource capacity rather than delivery of a specific outcome. This model provides predictable availability of skilled personnel while allowing buyers to prioritise work flexibly.

Statement of Work (Resource-Based)

Services may be delivered under a high-level Statement of Work using SFIA day rates. Delivery is resource-based rather than outcome-based. Weekly worksheets confirm services provided and effort expended. This structure supports controlled engagement while maintaining commercial transparency.

Expenses, where applicable, are agreed in advance and invoiced at cost. VAT is applied where required. Pricing assumes remote delivery unless onsite work is separately agreed.

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Services are ordered through G-Cloud call-off procedures with scope confirmed prior to commencement.

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