



# Specialist Cyber Security Architecture Service

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VERACITY

# 1. Service Overview

Security and data protection are a key facet of all public sector service offerings. Our Cyber Security Architecture Service has been developed to support development teams in ensuring all facets of security are considered during the engagement lifecycle. We work in collaboration with customers and suppliers alike, either as an outsourced supplier, multi-supplier team, or client-side service to make our approach to security and data protection a key focus.

We ensure solutions are security aware (by design) and follow both the GDS/CDDO and NCSC guidelines as advised by HM Government. We follow a zero trust architecture approach in solutions with system designs where inherent trust in the network is to be removed. These Security by Design frameworks lead to specific technology investment choices and Sec Ops processes that are key to ensuring security as a discipline is end-to-end across the whole solution rather than just parts. We engage accreditation and compliance teams to ensure this is the case and no gaps are found.

We stay up to date on the latest Cyber issues and emerging technologies. The backbone of our approach is collaboration and early engagement, in order to work closely with cyber security teams, senior security and data officers, authorities and DevOps teams to ensure that any design and solution is secure. We engage in vulnerability and penetration testing, to provide governance and assurance on the security solutions proposed. In line with GDPR, our teams work to ensure data is protected, when at rest, in motion and under execution. We work closely with information governance teams to ensure that we align requirements around retention, disposal, and data classification appropriately so that the customer understands the data assets.

# 2. Detail of Service Delivery

Our Specialist Cyber Security Architecture approach focuses on working with your team and any suppliers to review and improve the security governance of existing projects within their portfolio, documenting, communicating, adopting and validating Cloud Best Practice and Patterns, with a security focus.

This includes:

- Defining a data management strategy within your security function and Chief Information Officer;
- Improving Risk identification, mitigation and management;
- Assisting in assurance and review of security protections and controls creating security requirements (ISO 27001 ISMS, 22301 BC/DR), 3GPP, NIST, SANS; & Commercial Best Practice (Cyber Essentials Plus));
- Ensuring the architectures we design, satisfy strategic and user needs of your organisation by implementing robust governance processes aligning with wider department TDAs and Security requirements;
- Providing documentation and specifications from our architecture models for feeding into DevOps pipelines;
- Reducing project risk by informing decision making, including considering alternative approaches and trade-offs to achieving the optimal solution and ensuring quality

attributes such as security, performance, reliability, scalability and maintainability are considered from the outset;

- Managing stakeholders on the acceptance of security risks journey from the identification stage through potential delays and issues, including facilitating vulnerability/penetration/load testing, engagement and collaboration, remediation and delay prognosis.

We will always seek to be flexible with our customers and vary our services where required to help our customers to optimise the use of their own internal resources and maximise value for money.

### 3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required.

### 4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

### 5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order to meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

### 6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

### 7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

## 8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

## 9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work.



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