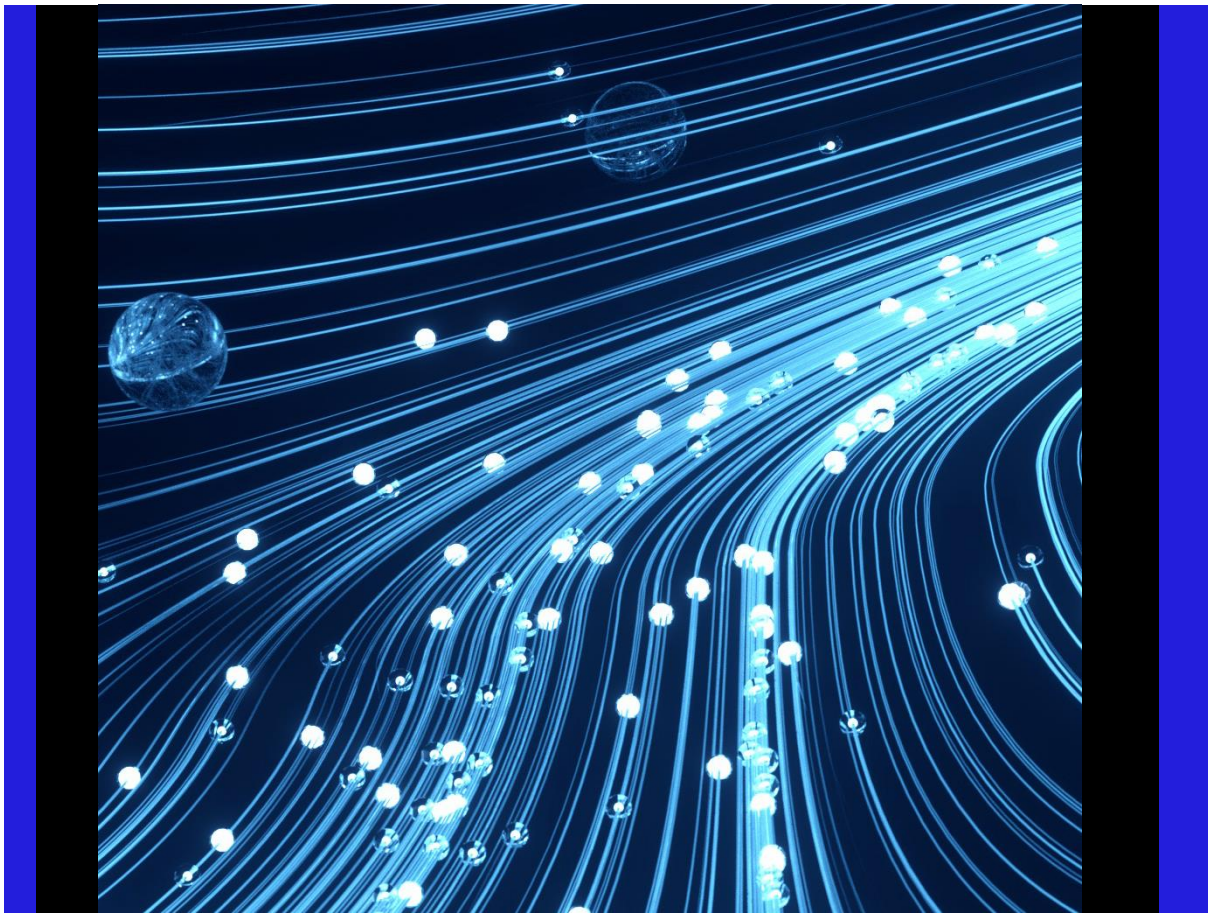
Jacobs

# Service Definition Document – Cyber & OT

Document no: 001
Revision: v1.0

CCS - G-Cloud 15
19 January 2026



# Service Definition Document – Cyber & OT

| | | | |
|---|---|---|---|
| **Client name:** | n/a | | |
| **Project name:** | CCS - G-Cloud 15 | | |
| **Client reference:** | n/a | **Project no:** | n/a |
| **Document no:** | 001 | **Project manager:** | Hugh McMichael |
| **Revision:** | v1.0 | **Prepared by:** | n/a |
| **Date:** | 19 January 2026 | **File name:** | GCloud15_SS_OTICS_ServiceDef.docx |

## Document history and status

| Revision | Date | Description | Author | Checked | Reviewed | Approved |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |

## Distribution of copies

| Version | Issue approved | Date issued | Issued to | Comments |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |

**Jacobs U.K. Limited**

Cottons Centre
Cottons Lane
London SE1 2QG
United Kingdom

T +44 (0)203 980 2000
www.jacobs.com

# Contents

# Service attributes

## Service type

Lot 3: Cloud Support

# Service name

## Service name

OT/ICS Cybersecurity Consulting

# About your service

## Service description

Our strategic and specialized cybersecurity consulting service is designed to enhance your cybersecurity posture and provide defensive capabilities against the highly sophisticated threat landscape facing critical business and infrastructure operations. Our expertise lies in securing cutting-edge OT/IT systems built on complex architectures and advanced connected digital platforms.

## Service categories

- Cloud Support Services
  - Security Services
    - Security strategy
      - Security strategy
    - Security risk management
      - Security risk management
    - Security design
      - Security design
    - Security incident management
      - Security incident management
    - Security audit services
      - Security audit services
    - Security quality assurance (QA) and testing
      - Security quality assurance (QA) and testing

- Other
  - Other

# Service features and benefits

## Service features and benefits

**Service features**

- Secure by Design and implementation of security controls.
- Data driven risk assessment for cybersecurity and risk mitigation.
- Development of holistic cybersecurity strategy, policies and procedures.
- System hardening, asset management for vulnerabilities, supply chain security.
- Cybersecurity testing, vulnerability analysis and penetrating testing (Red Teaming).
- Compliance with national regulations and international standards (NIS assessment).
- Security awareness training for staff and external stakeholders.
- Audit Support for external regulatory and certification.
- Network security and Zero Trust Architecture Design and implementation.
- Vulnerability management, installation of security updates and patches.

**Service benefits**

- Resilience with business continuity planning and disaster recovery playbooks.
- Strategic roadmap development to achieve you target cybersecurity maturity.
- Evaluation of readiness for AI safety, security and governance.
- Maximises returns on security expenditure and budget management.
- Guidance from cybersecurity consultants with knowledge of global standards.
- Cybersecurity incident management and digital forensic investigations.
- Minimization of third-party risks and supply chain security.
- Maturity assessment to plan for future cybersecurity posture.
- Ensures compliance with regulations and streamlining audit evidence.
- Reduces human risk through security awareness trainings and workshops.

# Service scope

## Service constraints

N/A

# Reselling

## Supplier type

**Supplier type**

I'm not a reseller

# User support

## Email or ticketing support

**Email or online ticketing support**

Yes

**Support response times**

Email support available 9am-5pm Monday to Friday (UK time) with a typical response time of 48 hours (SLAs to be agreed on a case-by-case basis).

**User can manage status and priority of support tickets**

No

## Phone support

**Phone support**

Yes

**Phone support availability**

9 to 5 (UK time), Monday to Friday

## Web chat support

**Web chat support**

No

## Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

# Staff security

## Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

### Government security clearance

Up to Security Clearance (SC)

## Pricing

### Discount for educational organisations

No