

G-CLOUD 15

SERVICE DEFINITION DOCUMENT

CLOUD DATA SECURITY & COMPLIANCE FOR ANALYTICS PLATFORMS

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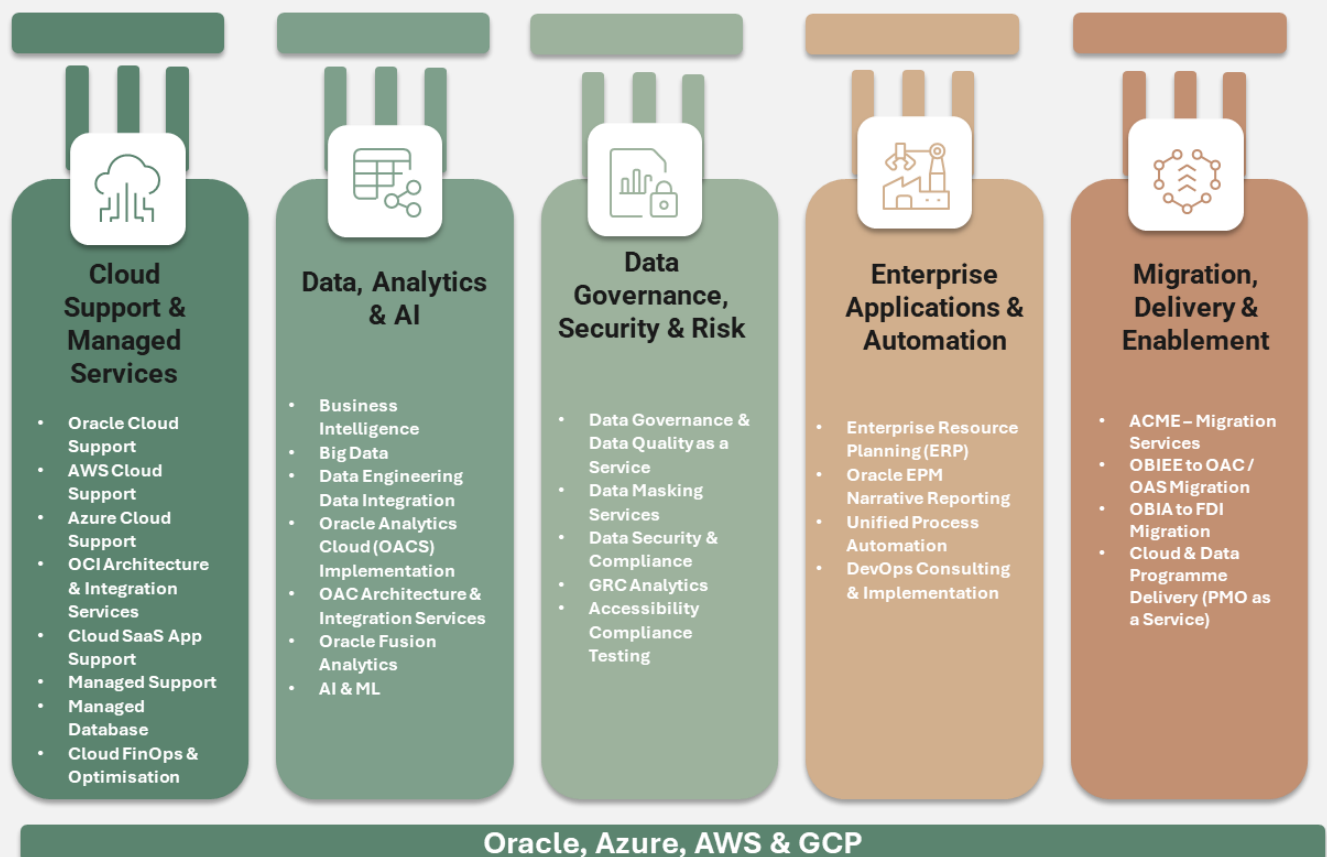
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1. About VAAMG Consulting

Established in 2016, VAAMG Consulting leads in innovation and excellence, offering expert solutions that adapt to the ever-changing technological landscape. We believe technology is key to success and we provide a range of services to harness its full potential. We are trusted partners with leading cloud providers like Oracle, AWS, Azure and salesforce, specializing in Cloud Services, Data Analytics, Database Integration, Database Management and Migration, Enterprise Performance Management (EPM), Managed services and resource augmentation.

We help businesses modernise and accelerate their cloud journey, driving innovation and enabling effective, informed decision-making. From transforming legacy systems to optimising cloud infrastructure and ensuring full compliance, we equip organisations with the capabilities they need to stay ahead.

Our Service Portfolio



2. Service Overview

2.1 Service Name

Cloud Data Security & Compliance for Analytics Platforms

2.2 Service Objective

To help public and private sector organisations **secure, govern, and evidence compliance** for cloud-based data and analytics platforms by implementing proportionate, auditable security controls aligned to regulatory and industry standards (e.g. GDPR, ISO 27001, NCSC guidance).

2.3 Service Description

We provide specialist **cloud data security and compliance services focused on analytics platforms**, including Business Intelligence, data warehouses, and cloud data pipelines operating on Microsoft Azure, AWS, and Oracle Cloud Infrastructure (OCI).

Our service enables organisations to protect sensitive data, control access, and demonstrate regulatory compliance through a **governed, auditable security model**.

We focus on securing data across its lifecycle—ingestion, storage, processing, analytics, and retention—while ensuring usability for business users.

The service combines **security architecture, governance, and hands-on implementation**, supporting analytics platforms such as Oracle Analytics Cloud (OAC), Oracle Fusion Data Intelligence (FDI), cloud data warehouses, and integrated BI ecosystems. Delivery is outcome-led and aligned to public sector expectations for assurance, auditability, and risk reduction.

2.4 Tech Stack & Intended customers

- Public sector organisations (central government, local authorities, NHS, education)
- Enterprises operating regulated or sensitive analytics environments

Technology Scope

- Microsoft Azure, AWS, Oracle Cloud Infrastructure (OCI)
- Analytics & BI platforms (e.g. OAC, FDI, cloud data warehouses)
- Cloud-native security services
- Identity and Access Management (IAM)
- Encryption and key management services
- Audit logging and monitoring tools

- Compliance and governance frameworks

2.5 Service Offerings

❖ Governance & Compliance

- Data Security Governance Framework aligned to GDPR, ISO 27001, and sector-specific requirements
- Compliance gap analysis for analytics platforms
- Definition of policies, standards, and control mappings
- Support for audit preparation and evidence packs

❖ Identity & Access Management (IAM)

- Design and implementation of least-privilege access models
- Role-based access control (RBAC) for analytics and data platforms
- Privileged access management and segregation of duties
- Integration with enterprise identity providers

❖ Encryption & Key Management

- Encryption of data at rest and in transit
- Cloud-native key management and rotation strategies
- Tokenisation for sensitive data elements where appropriate

❖ Data Masking & Privacy Controls

- Dynamic and static data masking for analytics use cases
- Pseudonymisation and anonymisation to support GDPR compliance
- Privacy-by-design controls embedded into analytics platforms

❖ Audit Logging & Monitoring

- Enablement of comprehensive audit logging for data access and usage
- Centralised logging and monitoring for analytics environments
- Alerting and incident response integration

❖ Data Retention & Lifecycle Management

- Definition and implementation of data retention policies
- Automated archival and secure deletion processes
- Alignment with regulatory and organisational retention schedules

❖ Data Loss Prevention (DLP)

- Design and deployment of DLP controls for cloud analytics
- Protection against unauthorised data exfiltration
- Policy-driven controls across users, workloads, and integrations

❖ **Cloud Security Assessment**

- Cloud analytics security posture review
- Identification of vulnerabilities, misconfigurations, and compliance risks
- Prioritised remediation roadmap

2.6 Service Benefits

- Enhanced data security and protection of sensitive information in the cloud.
- Safeguard sensitive information, such as customer financial data.
- Reduced risk of data breaches and regulatory penalties through proactive security measures.
- Improved compliance posture with adherence to industry standards and regulatory requirements.
- Increased trust and confidence among customers and stakeholders due to robust security measures.
- Cost savings by avoiding potential fines, reputational damage, and data loss associated with security incidents.
- Competitive Advantage by prioritizing data security and compliance.

2.7 Service Support window

- **Onshore Support (UK-based):**
09:00 – 17:00 (GMT/BST), Monday to Friday, excluding UK public holidays.
- **Hybrid Support (Onshore + Offshore):**
24x7 support coverage, including weekends and public holidays.

2.8 Service Levels

Level	Scope of Service
Basic	Entry-level support suitable for organizations with basic data provisioning needs such as assistance with accessing and retrieving predefined datasets. Basic guidance on data loading and ingestion processes
Standard	Comprehensive support level suitable for organizations with moderate data provisioning needs such as Customized data provisioning solutions, Assistance with data integration, transformation etc.

Premium	Elite support tier offering personalized assistance and proactive guidance for mission-critical data provisioning initiatives. Dedicated account manager and support team for personalized assistance and strategic guidance.
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3. Service Onboarding & Offboarding

3.1 – key tasks for Onboarding of services

Effective onboarding is highly critical to ensuring a smooth start to any engagement. Our onboarding process establishes the governance, delivery approach, and operational foundations required to deliver services successfully. It ensures that all stakeholders are aligned, risks are identified and mitigated early, and the project team is fully equipped to meet objectives. This structured approach supports clarity, accountability, and sets the stage for consistent delivery in line with the client's expectations and framework standards.

Governance & Engagement Setup

- Collaborate with the client to define the governance model, including roles, responsibilities, decision-making processes, and communication channels.
- Engage with key stakeholders to capture functional and non-functional requirements through workshops, interviews, and discovery sessions.

Delivery Approach & Planning

- Discuss and agree the delivery methodology (Agile, Waterfall, or hybrid) aligned to project needs.
- Conduct risk and compliance assessment, identifying project risks, regulatory requirements, and mitigation strategies.

Commercial & Contractual Agreements

- Finalize commercial terms, including pricing, delivery milestones, timelines, payment terms, and contractual obligations.

Resource & Team Allocation

- Assemble the project team based on skills, availability, and project requirements.
- Assign roles, responsibilities, and accountabilities for efficient delivery.

Infrastructure, Tools & Security Setup

- Set up necessary infrastructure, development, test, and deployment environments.
- Configure collaboration and project management tools (e.g., JIRA, Confluence, Teams).

- Provision client and team access in line with security policies and client requirements.

Service Level & Reporting Setup

- Agree on service levels, KPIs, and reporting mechanisms for monitoring progress

Kick-off Meeting

- Conduct the kick-off session with the client and project team to formally launch the engagement.
- Review project objectives, scope, timelines, governance, and expectations, and establish open lines of communication.

3.2 – key tasks for Off-boarding of services

A structured off-boarding process ensures a seamless conclusion to the engagement, protecting the client's operational continuity and knowledge retention. Our approach focuses on the secure transition of deliverables, effective knowledge transfer, and the formal closure of contractual and administrative obligations. By capturing lessons learned and providing post-engagement support where necessary, we enable continuous improvement, maintain client confidence, and ensure that the client is fully empowered to manage ongoing operations independently

Transition Planning

- Collaborate with the client to plan a smooth handover of project deliverables, knowledge, and responsibilities.
- Define transition timelines, handover processes, and post-project support arrangements.

Knowledge Transfer

- Conduct knowledge transfer sessions including documentation, training materials, and resources.
- Share lessons learned and best practices with the client team.

Deliverables & Closure Activities

- Complete all outstanding deliverables, documentation, and administrative tasks.
- Archive project data and documents in line with client and regulatory policies.

Feedback & Evaluation

- Gather client feedback on engagement quality, delivery outcomes, and satisfaction.
- Conduct an internal lessons learned session to drive continuous improvement.

Contract Closure & Post-Support

- Finalize any remaining contractual matters, including invoicing, payments, and formal sign-off on completion.
- Agree short-term post-engagement support arrangements, if needed, to ensure continuity and client confidence.

4. Pricing Models

At VAAMG, we offer flexible and scalable engagement models tailored to meet client's and partner's diverse needs. Our delivery is built around collaboration, accountability, and value creation. Whether you require on-demand expertise, structured project delivery, or full-service management, we offer a model that fits. We offer Time and Money (T&M), Fixed Price and Fixed capacity pricing models. Please refer to our Pricing document for details and we can provide a quotation for service upon request.

5. Engagement & Support Models

VAAMG's service support methodology is built on deep domain expertise across enterprise applications, cloud platforms, data, analytics, and integration technologies. We leverage proven delivery accelerators, reusable assets, and structured knowledge transfer practices gained from supporting public and private sector clients across the UK and globally.

By combining remote-first delivery, strong governance, and outcome-based service management, VAAMG provides a cost-effective, scalable, and secure support service while maintaining consistently high service quality.

This methodology reduces unnecessary onsite overheads, makes effective use of time-zone efficiencies where appropriate, and ensures service continuity through well-documented processes, runbooks, and centralised knowledge repositories. Services are delivered in line with agreed SLAs and KPIs, with clear escalation paths and proactive service reporting.

VAAMG offers two primary support models:

Resource Augmentation Model	Statement of Work (SoW) Model
We provide skilled professionals who integrate seamlessly with the partner's or client's team, helping capacity scaling and meeting deadlines. This model ensures flexibility, faster ramp-up, and	Our SOW based model provides a structured, deliverable-driven model where we take full ownership of a defined scope under a signed SoW. This type of model is ideal for fixed-scope projects

cost-effectiveness while maintaining control on delivery.

Key Features

- ❖ On-demand skilled resources (onshore / offshore / hybrid)
- ❖ Scalable team capacity based on project phases
- ❖ Full integration with partner/client's processes and tools
- ❖ Best suited in scenarios with interdependency in deliverables

with clear timelines, outputs, and responsibilities.

Key Features

- ❖ Clearly defined scope, timeline, and milestones
- ❖ Fixed or milestone-based pricing
- ❖ End-to-end delivery accountability
- ❖ Suited for independent delivery scenarios with clearly defined separation of duties

6. Contact Us

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