



Service Definition

Cloud Security Services

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited Cloud Security Services support organisations to design, implement and operate secure cloud environments. The service covers security strategy, risk management, security architecture and design, incident management, audit services and security quality assurance to protect cloud services, data and users.

2. Scope of the service

The service provides advisory, design, assurance and operational security support across cloud environments. It complements cloud hosting and platform services and does not include the supply of security products or licences unless explicitly agreed at call-off.

3. Features

- Cloud security strategy and roadmap development
- Security risk assessment and risk management
- Security architecture and design for cloud environments
- Identity and access management security design
- Security control definition and implementation support
- Security incident management and response coordination
- Security audit and compliance support
- Security quality assurance and testing
- Security assurance reporting and governance
- Continuous security improvement recommendations

4. Benefits

- Improved cloud security posture
- Reduced security and compliance risk
- Clear security strategy aligned to business objectives
- Secure-by-design cloud environments
- Improved incident response and recovery
- Increased confidence in cloud services
- Improved compliance and audit readiness
- Reduced likelihood of security breaches
- Clear accountability for security management
- Sustainable security practices

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends

on timely access to strategy documents, architecture information and stakeholders provided by the buyer. The service provides advisory and planning activities only and does not include cloud implementation or migration unless explicitly agreed. Third-party dependencies may impact delivery timelines.

6. Onboarding and implementation

Onboarding includes confirmation of scope, security objectives, stakeholders and success criteria. Activities are delivered in structured phases with regular reporting and governance to ensure alignment and control.

7. Service management and support

Support is provided in line with agreed support levels. A named security lead or cloud security specialist can be provided to coordinate activities, manage risks and act as a single point of contact.

8. Offboarding and exit management

At the end of the engagement, Shivom Consultancy Limited provides agreed security artefacts, reports and knowledge transfer. No buyer data is retained beyond contract completion unless otherwise agreed.

9. Security and data protection

Shivom Consultancy Limited follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer data is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. The service can be adapted to meet buyer-specific accessibility requirements.

11. Pricing

Pricing is agreed at call-off and depends on scope, duration and required support levels. All pricing is transparent and documented in the call-off contract.