



Service Definition

AWS Cloud Security Assurance, Audit and Incident Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides AWS-focused cloud security quality assurance, security testing, independent security audits and security incident management using native AWS services.

Scope of the service

The service covers security control assurance, configuration reviews, security audits, incident response support and post-incident reviews for AWS cloud environments.

Features

- AWS security configuration reviews
- Security quality assurance testing
- AWS-native security tooling support
- Security control validation
- Independent security audits
- Security testing coordination
- Incident detection and triage
- Incident response support
- Root cause analysis
- Post-incident reporting

Benefits

- Improved AWS security assurance
- Reduced cloud security risks
- Faster incident response
- Clear audit evidence
- Improved compliance confidence
- Stronger security governance
- Improved operational resilience
- Better incident preparedness
- Clear remediation actions
- Increased stakeholder assurance

Service constraints

The service is delivered remotely by default and supports AWS environments only. Buyers must provide appropriate access, logs and documentation. Cloud consumption costs, third-party tools and remediation implementation are excluded.

Onboarding and implementation

Onboarding includes confirmation of scope, access setup, security objectives and reporting requirements before service commencement.

Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and the criticality of the service. Level 1 support provides first-line support during UK business hours.



Level 2 provides deeper technical investigation and resolution. Level 3 provides specialist and expert-level support. Support levels and pricing are agreed at call-off.

Offboarding and exit management

Offboarding includes final reporting, knowledge transfer and secure removal of access in line with agreed security requirements.

Security and data protection

All activities align with AWS shared responsibility principles and UK GDPR requirements. Buyer data is processed only for service delivery purposes.

Accessibility

Accessibility considerations align with WCAG 2.2 AA standards where applicable.

Pricing

Pricing is agreed at call-off and depends on scope, duration and depth of financial and sustainability analysis required. All pricing is transparent and documented in the call-off contract.