



CISO Mentoring

Service Definition Document. Version 1.0

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CISO Mentoring Service Definition

1. Introduction

This Service Definition Document describes the CISO Mentoring service offered by Cambridge Cyber Advisers (CCA) under the G-Cloud 15 framework. The service provides structured, experience-driven leadership development for current and aspiring Chief Information Security Officers, enabling them to build the strategic, operational, and executive capabilities required to lead modern cyber security functions effectively.

Stepping into or operating within a CISO role presents unique challenges: balancing risk and business priorities, engaging with boards, shaping strategy, and navigating complex organisational dynamics. This service provides tailored, one-to-one mentoring from former global CISOs who have led security programmes for some of the world's largest organisations.

Using a combination of structured development planning, scenario-based coaching, leadership guidance, and ongoing advisory support, the programme delivers a clear, actionable pathway for strengthening CISO capability and accelerating professional growth.

2. Service Overview

The CISO Mentoring service provides a personalised, structured development journey designed to build high-performing cyber leaders. The programme focuses on enhancing strategic thinking, leadership maturity, communication skills, and operational decision-making.

The service supports both new and experienced CISOs, as well as individuals preparing to transition into senior security leadership roles. It provides direct access to seasoned CISO mentors who offer practical guidance, challenge existing thinking, and help mentees build confidence in navigating complex security and business environments.

Activities include:

- One-to-one mentoring sessions (virtual or in-person)
- Development of a tailored leadership and capability roadmap
- Review of current challenges, responsibilities, and organisational context
- Scenario-based coaching (e.g., board presentations, crisis management, budget negotiations)
- Guidance on building and maturing security programmes
- Support with stakeholder engagement and influencing strategies
- Career development planning and progression support
- Access to mentor insights, tools, and real-world experience

Service Features

- Tailored mentoring programme aligned to mentee goals and organisational needs
- Delivered by former global CISOs with extensive industry experience
- Structured development methodology proven to shape successful cyber leaders
- Focus on strategic leadership, communication, and executive presence
- Practical guidance on building and running effective security programmes
- Scenario-based coaching for real-world challenges
- Flexible delivery (monthly, fortnightly, or weekly sessions)
- Optional group mentoring or leadership team development

Service Benefits

- Accelerates development of high-performing CISOs and security leaders
- Builds confidence in decision-making, strategy, and board-level engagement
- Strengthens leadership capability across governance, risk, and operations
- Provides a trusted sounding board for complex or sensitive challenges
- Enhances organisational resilience through stronger security leadership
- Supports long-term career progression and succession planning
- Improves alignment between security, technology, and business objectives
- Reduces leadership isolation by providing experienced, independent guidance

3. Service Scope

The service includes, but is not limited to, leadership development, strategic coaching, capability assessment, and ongoing advisory support. Activities may include leadership maturity evaluation, programme strategy review, stakeholder engagement coaching, crisis-management simulation, and personal development planning.

4. Delivery Methodology

All CCA engagements follow a structured, phased approach:

- Scoping and Planning – understanding mentee goals, role context, and organisational environment
- Baseline Assessment – evaluating current leadership capability, strengths, and development areas
- Mentoring Programme Delivery – regular sessions, scenario coaching, and targeted development activities
- Progress Review and Adjustment – periodic evaluation of progress and refinement of the development plan
- Final Review and Recommendations – end-of-programme assessment and future development roadmap

5. Deliverables

- Tailored Leadership Development Plan
- CISO Capability Baseline Assessment
- Progress Review Reports (frequency based on engagement length)
- Final Development Summary and Recommendations
- Optional Team Leadership Assessment Outputs
- Optional Strategic Advisory Notes

6. Service Levels

- Engagement commences within 10 working days of contract award
- Initial scoping session delivered within 5 working days of engagement start
- Mentoring sessions delivered at agreed cadence (weekly, fortnightly, or monthly)
- Progress reports delivered quarterly or as agreed
- Continuous email support between sessions (within business hours)

7. Governance and Assurance

Activities align with NCSC leadership guidance, ISO 27001 governance principles, and CCA's internal mentoring methodology. Where required, engagements will be overseen by a CCA Project Manager.

Backup and Restore

Not applicable.

Reporting & Analytics

Outputs include capability assessments, development plans, progress summaries, and final recommendations.

Incident Management

The service provides leadership guidance on incident management but does not manage customer incidents.

Disaster Recovery

Not applicable.

Availability

CCA mentors are available Monday–Friday, 09:00–17:30 UK time as standard, but can be available outside these time with prior agreement and subject to additional costs.

8. Security and Data Protection

- Confidential handling of all mentee and organisational information

- UK-based mentoring team
- Secure environments for data processing and storage
- Data retained for 30 days then securely destroyed
- GDPR, NCSC, and ISO 27001-aligned practices

GDPR & Data Privacy

- Personal data minimisation
- DPIA support available
- Notes anonymised unless otherwise agreed

Accreditations

- ISO 27001-aligned practices
- NCSC-aligned methodologies

Staff Security Clearance

SC-cleared staff available upon request; BPSS as a minimum for all CCA consultants.

9. Customer Responsibilities

Customers must provide scoping information, access to relevant stakeholders (e.g., line managers or HR partners), and support the scheduling of mentoring sessions.

Technical Requirements

- Scoping information
- Contact details for mentee and relevant stakeholders

Supported Browsers/Devices

Not applicable.

Access Restrictions

Customer must designate authorised individuals for scope approval, change requests, and receipt of outputs.

10. Service Constraints

Activities are limited to agreed scope and timeframes; some sessions may require controlled scheduling windows.

11. Pricing

Pricing is engagement-based and determined by scope, duration, and mentoring cadence.

Pricing is based on:

- Duration of mentoring programme

- Frequency of sessions
- Seniority and experience level of mentee
- Requirement for in-person sessions
- Optional team or group mentoring

Typical engagements range from 3–12 months.

Day-rate pricing is available on the pricing document and compliant with G-Cloud pricing rules.

Ordering and Invoicing Process

Ordering is typically completed via Purchase Order following confirmation of service. CCA invoices monthly, providing a detailed breakdown of services delivered, including VAT/expenses. Consolidated invoices available. Invoices may be issued electronically or via post.

12. Exit and Offboarding

- Final development summary delivered
- Knowledge transfer completed
- Data destroyed within 30 days (certificate available)

Onboarding

- Requirements workshop
- Scope definition
- Mentee capability baseline
- Communication and scheduling setup

Offboarding

- Final review session
- Delivery of all reports
- Optional future development planning workshop
- Secure data destruction

Training Provided

- Leadership awareness sessions
- Board-engagement coaching
- Optional crisis-management tabletop exercises

13. Termination

- Standard G-Cloud termination terms apply
- Customer may terminate with notice; work completed to date will be invoiced
- Provider may terminate only under defined exceptions (e.g., breach of engagement terms or safety concerns)

14. Contact and Support

A delivery manager is assigned for each engagement. Support is available via email and phone during delivery hours.

Included as standard:

- Email and phone support during the engagement
- Dedicated mentor and delivery manager
- Access to reporting team for clarifications

Enhanced support packages available for ongoing leadership development programmes.