



Virtual CISO (vCISO) Service

Service Definition Document. Version 1.0

14 January 2026

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1. Introduction

This Service Definition Document describes the Virtual Chief Information Security Officer (vCISO) service offered by Cambridge Cyber Advisers (CCA) under the G-Cloud 15 framework. The vCISO service provides strategic cybersecurity leadership and expert guidance to help organisations build, mature, and manage their security programmes effectively.

CCA's vCISO offering delivers experienced security leadership tailored to your organisation's needs. Whether you require part-time strategic oversight, interim CISO support, or ongoing security programme development, our vCISO service ensures you have access to seasoned professionals with deep industry knowledge and regulatory expertise.

2. Service Overview

The vCISO service provides organisations with access to a dedicated cybersecurity leader who acts as an extension of your internal team. The vCISO works closely with stakeholders to assess risk, define strategy, implement controls, and ensure compliance with relevant standards and regulations.

The service is flexible and scalable, supporting organisations of all sizes and maturity levels. It is ideal for organisations without a full-time CISO or those seeking to augment their existing security leadership.

Service Features

- Dedicated security leadership tailored to your organisation
- Security strategy development and roadmap planning
- Risk assessment and governance framework implementation
- Policy and procedure development
- Regulatory and standards compliance support (e.g., ISO 27001, NIS2, GDPR)
- Security awareness and training programmes
- Board-level reporting and stakeholder engagement
- Third-party risk management and supply chain security
- Incident response planning and tabletop exercises
- Ongoing advisory and mentorship for internal teams

Service Benefits

- Access to experienced security leadership without full-time overhead
- Improved security posture and risk management
- Enhanced compliance with regulatory and industry standards

- Strategic alignment of security with business objectives
- Improved stakeholder confidence and board-level visibility
- Scalable support tailored to organisational maturity
- Cost-effective alternative to hiring a full-time CISO

3. Service Scope

The vCISO service includes strategic leadership, policy development, risk management, compliance support, and security programme oversight. Engagements are tailored to the organisation's size, sector, and maturity, and may include support for audits, certifications, and incident response planning.

4. Delivery Methodology

- Discovery and onboarding workshop
- Security posture assessment and gap analysis
- Strategy and roadmap development
- Policy and control framework implementation
- Ongoing advisory and governance support
- Regular reporting and stakeholder engagement

5. Deliverables

- Security strategy and roadmap
- Risk assessment and gap analysis reports
- Policy and procedure documentation
- Compliance readiness assessments
- Board and executive reporting packs
- Incident response plans and playbooks
- Training and awareness materials
- Monthly or quarterly progress reports

6. Service Levels

- Engagement commences within 10 working days of contract award
- Initial assessment and roadmap within 20 working days
- Monthly or quarterly reporting cadence
- Dedicated vCISO available during business hours
- Optional enhanced SLAs for high-priority engagements

7. Governance and Assurance

All vCISO engagements are governed by a formal Statement of Work and Service Level Agreement. CCA ensures alignment with industry best practices including ISO 27001, NCSC guidance, and NIST frameworks.

8. Security and Data Protection

- All customer data handled under strict confidentiality
- UK-based vCISO consultants with security clearance available
- Data stored and processed in secure environments
- Data retained only for the duration of the engagement
- Compliance with GDPR, ISO 27001, and NCSC guidance

9. Customer Responsibilities

- Provide access to relevant stakeholders and documentation
- Nominate a primary point of contact
- Support scheduling of workshops and meetings
- Implement agreed recommendations and controls

10. Service Constraints

- Service limited to agreed scope and hours
- On-site presence subject to availability and agreement
- Engagements require defined scope and objectives
- Customer must provide timely access to required resources

11. Pricing

Pricing is based on engagement duration, scope, and complexity. Flexible models include day-rate, monthly retainer, or project-based pricing. Pricing is compliant with G-Cloud guidelines and detailed in the pricing document.

12. Exit and Offboarding

- Final reporting and knowledge transfer
- Delivery of all documentation and artefacts
- Optional offboarding workshop
- Secure data destruction within 30 days (certificate available)

13. Termination

Standard G-Cloud termination terms apply. Customer may terminate with notice; services delivered to date will be invoiced. CCA may terminate only under defined exceptions such as breach of agreement or ethical concerns.

14. Contact and Support

- Dedicated delivery manager assigned
- Email and phone support during business hours
- Access to vCISO and reporting team
- Enhanced support available for continuous engagements