CYBER SECURITY MONITORING AND INCIDENT RESPONSE SERVICE

G-Cloud 15





ABOUT IMICRO

iMicro is a UK-based IT and communications services provider supporting public and private sector organisations. We deliver managed IT, cloud, cyber security, and connectivity services, with experience supporting healthcare providers, local authorities, and other public sector bodies.

ABOUT THIS DOCUMENT

This document provides the service definition for iMicro's **Cyber Security Monitoring and Incident Response** service offered under the G-Cloud framework. It describes the scope of the service, how it is delivered, and any relevant constraints. Pricing, service levels, and contractual terms are agreed at call-off in accordance with the G-Cloud framework.

1. SERVICE OVERVIEW

iMicro provides Cyber Security Monitoring and Incident Response services to UK public sector organisations, including healthcare providers and local authorities. The service supports the identification, investigation, and management of security events affecting IT systems used to deliver public services.

The service is designed to assist customers in detecting potential security incidents and coordinating an effective and structured response across cloud and on-premise environments.

2. SERVICE SCOPE

Included:

- Security monitoring and alerting for identified security events
- Incident triage and initial investigation support
- Analysis and contextualisation of security alerts
- Incident response coordination and guidance
- Support for containment and response activities
- Liaison with customer teams and third-party suppliers where required
- Incident documentation and reporting
- Support for cloud and on-premise environments

Excluded:

- Supply of hardware or software
- Penetration testing or security audit services
- Vulnerability scanning or vulnerability management
- Remediation activities unless explicitly agreed
- Out-of-hours support unless agreed at call-off

3. SERVICE DELIVERY

Support is primarily delivered remotely. Security events and incidents are assessed and managed in accordance with agreed service levels defined at call-off.

Onsite support may be provided where required, subject to location, agreement, and additional cost.

4. ONBOARDING AND OFFBOARDING

Onboarding

Onboarding includes:

- Initial security service assessment
- Agreement of service scope and responsibilities
- Secure access setup
- Definition of incident communication and escalation processes

Offboarding

Offboarding includes:

- Secure handover of incident documentation
- Removal of access permissions
- Support for transition to an alternative supplier (if applicable)

5. SERVICE MANAGEMENT

Security incidents are managed using agreed incident management processes. Incidents are prioritised based on severity and handled in line with service levels defined at call-off.

Communication and escalation are coordinated with customer stakeholders and relevant third parties as required.

6. SECURITY AND COMPLIANCE

Service delivery aligns with UK GDPR requirements and public sector information security expectations. Access to systems and data is controlled on a role-based basis and limited to authorised personnel.

Staff involved in service delivery are subject to appropriate pre-employment screening and Baseline Personnel Security Standard (BPSS) checks, proportionate to their role and the data classification of the service.

7. ORDERING AND PRICING

Services are ordered via a call-off contract under the G-Cloud framework. Pricing and service levels are agreed at call-off in accordance with the framework pricing documentation.

Invoicing and payment terms are defined in the call-off contract.

8. SERVICE CONSTRAINTS

- Support is primarily delivered remotely
- Support is provided during UK business hours unless otherwise agreed
- Hardware, software supply and remediation activities are excluded unless explicitly stated
- Onsite support is subject to agreement and availability

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