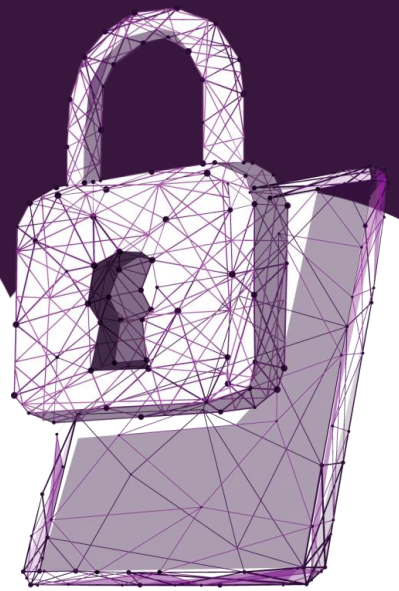
G Cloud - Support

Service Definition Document

Windows Security Engineering & Compliance



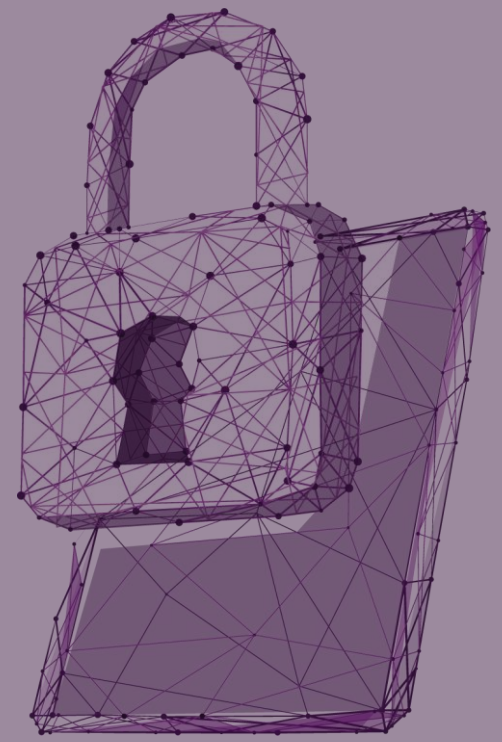
quorum

SERVICE DESCRIPTION

Our Security Engineering and Compliance service analyses your current Microsoft Modern Workplace and Azure Public Cloud environments providing guidance and recommendations to ensure that robust security controls are in place. This service creates a roadmap to detail how an organisation can meet future challenges across its estate and implement a security posture that matches the needs of the business.

Supported by the following Microsoft services:

- Azure Active Directory Single Sign-On
- Azure Information Protection & Data Loss Prevention
- Advanced Threat Analytics
- Windows Defender for Identity
- Microsoft Defender for Cloud
- Microsoft Defender for Cloud Apps
- Windows Defender for Endpoint
- Microsoft 365 Defender
- Multi Factor Authentication & Conditional Access
- Microsoft Intune for Mobile Device Management (MDM)

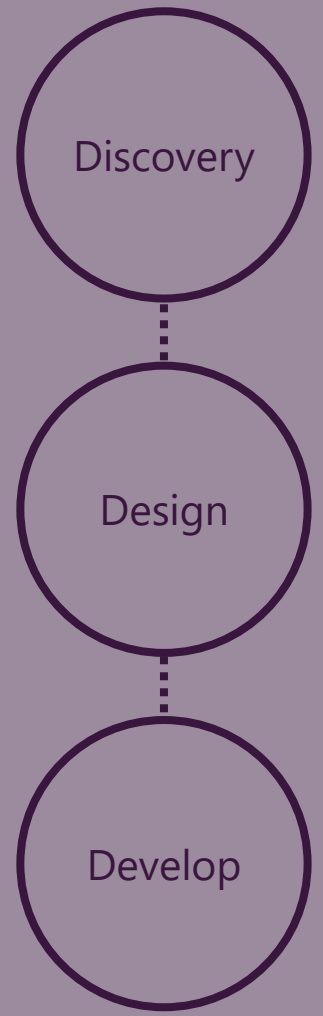


SERVICE FEATURES

- **Discovery** – Understanding current security landscape, collating future business requirements, agreeing priorities, creating high level security and management design.

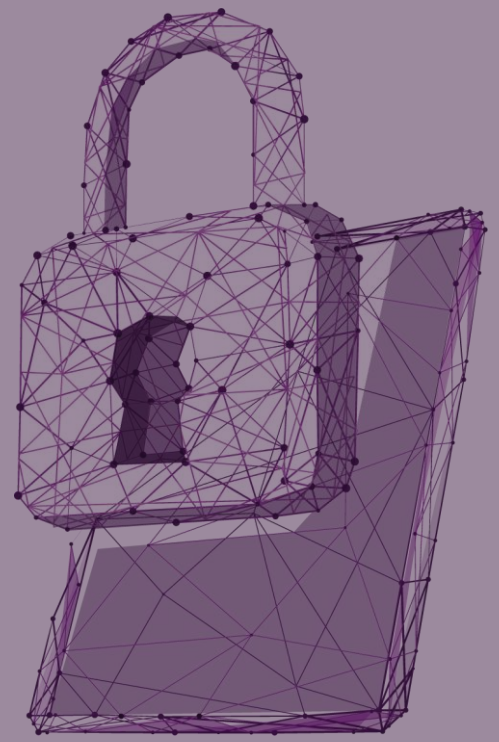
- **Design** – Creation of detailed design, based upon the capabilities of the available products and licensing.

- **Develop** – Through an agreed schedule of configuration implementations supported by prototyping, piloting, trialed user group implementation and full deployments. The full solution goes through a full cycle of testing (unit testing, system testing and user acceptance testing) and is signed off by the organisation.



SERVICE BENEFITS

- Maintain and enhance current security position
- Attain and maintain desired security compliance standards
- Automate detection and responses to suspicious behaviors using Advanced Threat Protection - ATP
- Easing management overhead through use of Intune to provide common device and application management.



SERVICE PROVISION

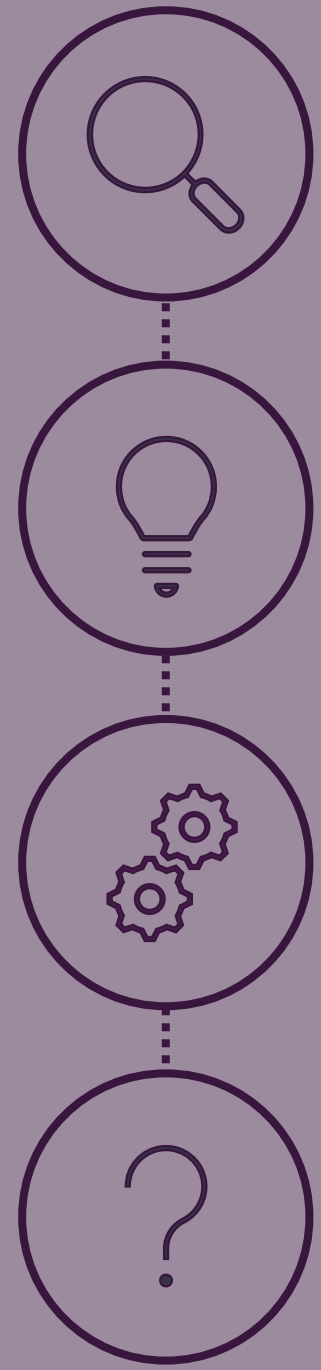
Onboarding

Our project and professional services professionals will require access to:

- Agreed business and technology stakeholders
- Environments, systems and platforms with appropriate rights and privileges
- On-site or remote access identities and operating environments
- Client security policies and standards
- Internal PMO processes and templates (can be provided if not available internally).

Key Roles

- Agile Project Manager
- Senior Solution Architect
- Microsoft Security & Identity Engineer



SERVICE SUPPORT

Quorum provide different options for clients looking for support. We offer the following (price dependent on client requirement):

Full Managed Service

Full responsibility for all your IT services end-to-end, including external suppliers and project delivery. 24x7x365 support is available by agreement and incurs an additional charge.

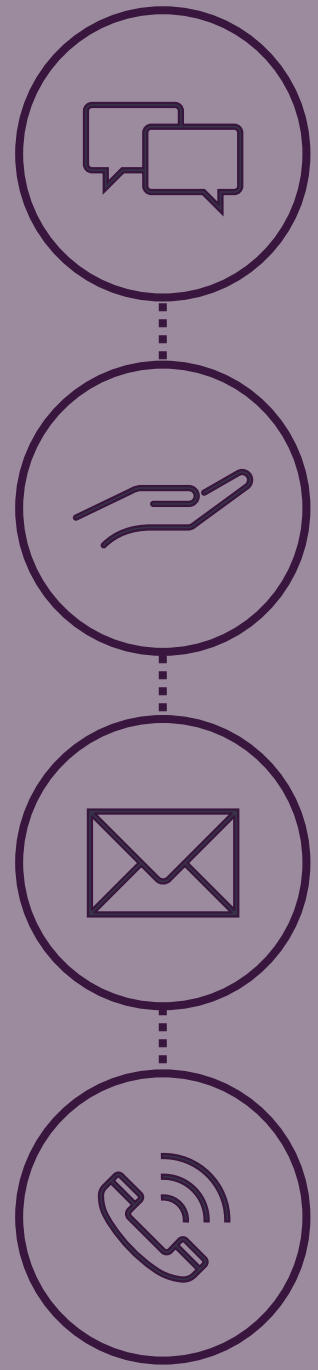
IT Director as a Service

Our IT Director Service gives access to senior IT Directors on a part time basis who can work with you to review your current IT capability and develop your IT roadmap, ensuring that IT is aligned to the changing needs of your business.

End User & Infrastructure Support

As your outsourced infrastructure team, we will take responsibility for proactively monitoring, patching and managing your servers, storage and network devices, ensuring they remain highly available, performant and healthy.

All clients will be assigned a designated Account Manager and if required, a lead Cloud Architect.





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