



Cyber Essentials & Cyber Essentials Plus Readiness Service Definition Document

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Document Control

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Revision History

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1. Service Overview

Maple Networks are a next generation Digital and IT service provider in the UK. With skills in various areas across the digital landscape. Maple have developed several services to support customers in their digital, data and business transformations.

Through their passion for cost effective, highly secure infrastructure and their ability to simplify and care fiercely Maple can provide sophisticated AI driven, Support Services. The Maple Support Services are delivered across both on-premises, cloud and hybrid cloud infrastructures to provide customers with the confidence that their infrastructure is supported and available 24/7. While also having the assurance in the rapid recovery from an incident and root cause analysis.

Maple's Cyber Essentials & Cyber Essentials Plus Readiness Assessment is a bespoke service that supports organisations with gathering and evidencing the requirements for Cyber Essentials certification. The Maple team have years of experience in supporting organisations through this process and our bespoke offering is tailored to your individual organisation's needs, to assist with passing the Cyber Essentials certification.



2. Service Scope

This chapter identifies and describes the high-level components that make-up the service, which comprise the:

- Service package – which defines the service, capabilities and options
- Service platform infrastructure - which defines the service delivery mechanism
- Supporting services - any processes or resources that support the delivery of the service

Service Package

Objective	Provide a bespoke Cyber Essentials & Cyber Essentials Plus Readiness Assessment to help customers understand their current security posture, identify gaps against the Cyber Essentials & Cyber Essentials Plus standard, and prepare for successful certification.
Description	This service provides a tailored Cyber Essentials & Cyber Essentials Plus Readiness Assessment of the customer's IT environment. It includes a structured review of systems, configurations, and security controls aligned to the Cyber Essentials & Cyber Essentials Plus requirements. Our experienced security engineers assess the customer's current position, identify areas of non-compliance, and provide clear, practical recommendations to address gaps and reduce cyber risk. The assessment supports planning and remediation activities to ensure the environment is suitably prepared ahead of formal Cyber Essentials & Cyber Essentials Plus certification.
Hosted-in	Remote
Supported from	All support and management are delivered remotely from a Certified Cyber Essentials assessor.
Support level	The Maple Networks Cyber Essentials Readiness service includes the following support levels: <u>Cyber Essentials & Cyber Essentials Plus Readiness Assessment</u> The level and depth of assessment will be customised to each customer's environment and scope. This includes review and guidance across the Cyber Essentials & Cyber Essentials Plus control areas, with prioritised recommendations to support remediation and certification readiness.
Required connection types	The Maple Networks service requires internet connectivity. Maple will establish a remote session to customer environments by a pre-determined method, typically Microsoft Teams to review the customer's environment All connections are encrypted over the public internet.



Service Features

	Description	Standard / Optional / Customisations
Scoping	A key pillar of the Maple Cyber Essentials & Cyber Essentials Plus Readiness service is enabling organisations to quickly understand their current security posture and readiness for Cyber Essentials & Cyber Essentials Plus certification. Upon agreement of the service, Maple will initiate the readiness assessment promptly, with scoping and information gathering completed within days to ensure rapid value delivery. This is achieved through going over Cyber Essentials & Cyber Essentials Plus requirements and existing answers to questions and understanding desired timelines.	Standard
Cyber Security Lead / Assessment Consultant	Maple will provide each organisation with an aligned Cyber Security Consultant to lead the Cyber Essentials & Cyber Essentials Plus readiness assessment. The consultant will act as: • Primary point of contact throughout the readiness assessment • Technical authority for Cyber Essentials & Cyber Essentials Plus control interpretation • Advisor on remediation actions and risk prioritisation • Escalation point for assessment findings and certification queries • Liaison for guidance on changes required to achieve compliance The assigned consultant will be confirmed during onboarding.	Standard
Deliverables	The deliverables from this Service include the following these are aimed to be completed in a timeline set through discussion from Maple and the customer to fit their needs: Cyber Essentials & Cyber Essentials Plus Readiness Assessment Report A comprehensive written report assessing the organisation's current security posture against the Cyber Essentials & Cyber Essentials Plus requirements. The report includes an executive summary, assessment methodology, control-by-control findings, identified gaps, risk implications, and clear remediation recommendations required to achieve certification. Gap Analysis and Evidence Mapping A structured gap analysis mapping each Cyber Essentials & Cyber Essentials Plus requirement to existing controls and available evidence. This identifies missing controls or evidence and highlights certification blockers, enabling efficient remediation planning and evidence collection.	Standard



Remediation Recommendations and Roadmap

A prioritised remediation plan outlining the actions required to achieve Cyber Essentials & Cyber Essentials Plus compliance. Recommendations are aligned directly to Cyber Essentials & Cyber Essentials Plus questions and categorised by urgency, with guidance on ownership, sequencing, and dependencies.

Management Summary / Presentation

A concise management-level summary, provided as a presentation or written briefing, outlining overall readiness status, key risks, certification blockers, and recommended next steps. This deliverable is designed to support senior stakeholder understanding and decision-making.

One-to-One Advisory Sessions

Dedicated one-to-one advisory sessions with the assigned Cyber Security Consultant to discuss assessment findings, remediation actions, and evidence requirements. Sessions may include walkthroughs of failed or partially compliant controls, clarification of Cyber Essentials & Cyber Essentials Plus expectations, and tailored advice to support certification readiness.

Certification Readiness Statement

A clear statement confirming the organisation's readiness for Cyber Essentials & Cyber Essentials Plus certification. This includes an indication of whether the organisation is ready to proceed, any conditions that must be met prior to submission, and recommended timing for certification.

Post-Assessment Close-Out Summary

A concise written summary confirming the scope of the assessment, key findings, agreed remediation actions, and next steps. This is suitable for governance records and internal assurance purposes.

Optional Deliverables

Certification Submission Support

Support with reviewing Cyber Essentials self-assessment responses and supporting evidence prior to submission, including clarification of assessor expectations and guidance to reduce the risk of certification failure.

Follow-Up Review or Reassessment

A follow-up review to validate remediation actions and confirm readiness for certification where gaps were identified during the initial assessment.