

SERVICE DEFINITION

CROWN COMMERCIAL SERVICE
G-CLOUD 15
LOT 3 - CLOUD SUPPORT

CLOUD SECURITY ASSURANCE AND AUDIT SUPPORT

TRANSFORMCX
LIMITED

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Contents

SERVICE OVERVIEW	3
WHAT THE SERVICE INCLUDES	3
WHAT THE SERVICE DOES NOT INCLUDE	4
HOW THE SERVICE IS DELIVERED	4
SERVICE LEVELS AND SUPPORT OPTIONS	5
SECURITY, COMPLIANCE AND ASSURANCE	6
ONBOARDING AND EXIT	6
COMMERCIAL MODEL	7
WHY CHOOSE THIS SERVICE	7
NEXT STEPS	8

01

SERVICE OVERVIEW

The **Cloud Security Assurance and Audit Support** service supports organisations to prepare for, undertake, and respond to security assurance activities and audits related to cloud services. The service focuses on providing structured evidence, assurance artefacts, and expert support to demonstrate that cloud environments meet security, risk, and compliance requirements.

The service is typically used to support internal assurance activities, external audits, or regulatory reviews associated with cloud adoption, migration, or live service operation.

02

WHAT THE SERVICE INCLUDES

The service includes a defined set of assurance and audit support activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Review of cloud security controls and assurance requirements
- Mapping of cloud controls to organisational and regulatory standards
- Preparation and collation of security assurance evidence
- Support for internal or external audit activities
- Identification of gaps and remediation recommendations
- Support for remediation planning and tracking
- Advice on improving ongoing security assurance processes

Key outputs and deliverables

Outputs are documented and provided to the buyer and typically include:

- Security assurance evidence packs

- Control mappings and assurance documentation
- Audit support reports and responses
- Identified gaps and remediation recommendations
- Inputs to governance and risk reporting

Deliverables are designed to support clear, auditable security assurance.

03

WHAT THE SERVICE DOES NOT INCLUDE

Unless explicitly agreed as part of the call-off, the service does not include:

- Formal certification or accreditation services
- Independent external audit opinions
- Ongoing managed security operations
- Procurement or resale of security tooling

These activities can be provided through related services procured separately where required.

04

HOW THE SERVICE IS DELIVERED

The service is delivered using a structured assurance and audit support approach aligned to public-sector security and governance expectations.

Typical delivery approach

Delivery is typically structured around the following activities:

1. **Assurance planning**

- Confirm assurance scope and standards
- Identify evidence requirements
- 2. **Evidence preparation and review**
 - Review existing controls and artefacts
 - Prepare assurance documentation
- 3. **Audit and review support**
 - Support audit activities and queries
 - Provide clarification and evidence
- 4. **Findings and follow-up**
 - Identify gaps and recommendations
 - Support remediation planning

Engagements may be delivered as one-off activities or over a defined assurance period.

05

SERVICE LEVELS AND SUPPORT OPTIONS

This service is delivered as an assurance and audit support engagement. It does not include operational support services.

Engagement duration, reporting requirements, and support levels are agreed at call-off.

06

SECURITY, COMPLIANCE AND ASSURANCE

Security, compliance, and assurance are the primary focus of this service. Activities support alignment with organisational security policies, risk management approaches, and applicable regulatory requirements.

Assurance is supported through structured evidence, documented findings, and clear recommendations.

07

ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- assurance objectives and scope are confirmed
- applicable standards and frameworks are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- assurance artefacts and reports are provided
- findings and recommendations are discussed
- next steps for ongoing assurance are agreed

This supports effective governance and assurance outcomes.

08

COMMERCIAL MODEL

The service is typically delivered on a **fixed-scope** or **time-and-materials** basis, agreed at call-off.

Scope, deliverables, and timelines are confirmed prior to delivery. Any changes to scope are managed through agreed change control.

09

WHY CHOOSE THIS SERVICE

This service provides:

- structured support for cloud security assurance
- improved readiness for audits and reviews
- clear evidence of security control effectiveness
- reduced risk during assurance and audit activities

The focus is on confidence, transparency, and compliance.

10

NEXT STEPS

To engage this service:

1. Confirm assurance objectives and standards
2. Agree engagement scope and commercial model
3. Schedule assurance and evidence preparation activities

The service will be tailored to reflect organisational context and assurance priorities.