

Service Definition Document (Accessible Version)

**Service Name: Cyber Essentials / Cyber Essentials Plus
Certification**

Supplier: Indelible Data Limited

Service Type: Cyber Security Assurance

1. Service Description

Indelible Data Limited provides Cyber Essentials and Cyber Essentials Plus certification services.

We help organisations check their IT systems against UK Government cyber security standards.

Our service:

- **Identifies gaps and weaknesses in IT systems**
 - **Provides practical guidance to fix these gaps**
 - **Supports certification readiness**
 - **Reduces cyber risk**
 - **Helps organisations run cloud and digital services securely**
-

2. Service Features

- **Define scope and eligibility for Cyber Essentials or Plus**
 - **Analyse IT systems and controls**
 - **Provide guidance on fixing gaps**
 - **Help complete and submit the certification questionnaire**
 - **Perform technical verification for Cyber Essentials Plus**
 - **Follow NCSC guidance and Cloud First principles**
 - **Deliver clear reports and certification results**
 - **Minimise disruption to live systems**
-

3. Service Benefits

- **Shows compliance with UK Government cyber standards**
 - **Reduces risk from common cyber threats**
 - **Builds confidence with stakeholders and partners**
 - **Supports secure cloud service adoption**
 - **Improves organisational cyber resilience**
 - **Provides practical advice for ongoing improvement**
-

4. Service Constraints

- **Certification only covers systems agreed in the project scope**
 - **Clients must provide accurate information about IT systems**
 - **Clients are responsible for fixing gaps identified**
 - **Cyber Essentials Plus requires system access for testing**
 - **Service does not cover advanced or custom security outside Cyber Essentials**
-

5. Support Levels

- **Standard Support (BRONZE): Clarification of requirements and remediation queries starting from £320+VAT**
- **Enhanced Support (SILVER): Includes access to exclusive guide, quick turnaround in 48 hours and multiple resubmissions from £410+VAT.**
- **Priority Support (GOLD): Hour-long support call, quick turnaround and unlimited resubmissions plus access to exclusive guide from £510+VAT**
- **Cyber Essentials Plus Gap Analysis: We identify missing controls, vulnerabilities, and remediation needs, delivering a clear, actionable report £1386+VAT**

- **Cyber Essentials Plus includes access to resources; prep call; support during the audit and a free retest from £1575+VAT**

All support is provided during UK working hours, with options for extended or bespoke support agreed at contract stage.

6. Service Deliverables

- **Gap analysis report for Cyber Essentials / Plus**
- **Guidance and recommendations for fixing gaps**
- **Completed questionnaire for submission**
- **Certification (once requirements are met)**
- **Optional follow-up support for residual risks**