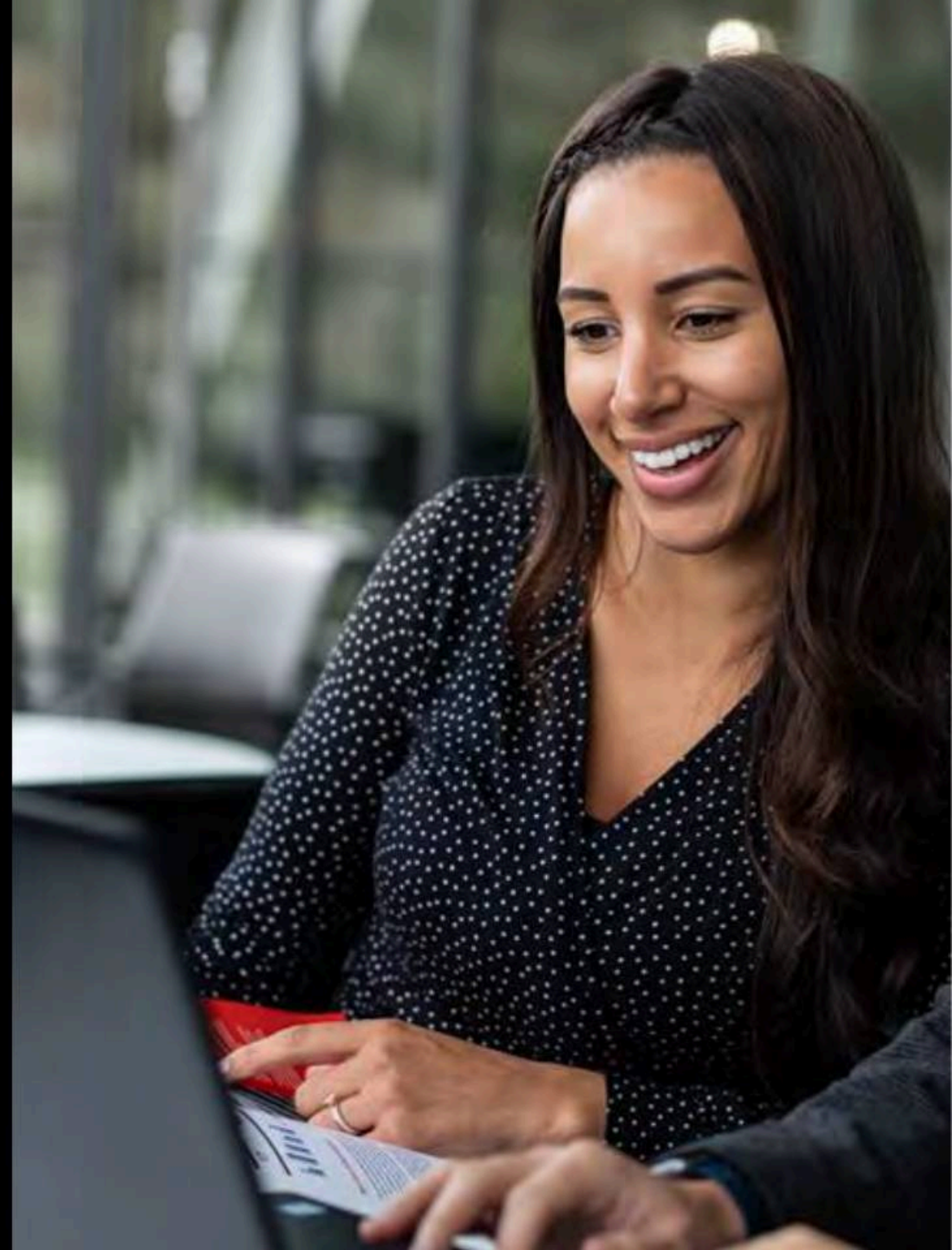




# Virtual Chief Technology Officer (vCTO)

Service guide



# About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

**Commitment** – Through clear ownership and long-term partnership.

**Proof** – Through measurable outcomes, service metrics and transparent reporting.

**Certainty** – Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

## Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.



# Our Services

ROCK's Virtual Chief Technology Officer (vCTO) service provides public sector organisations with senior level technology leadership that delivers demonstrable improvements in governance, delivery confidence and value for money.

The service enables organisations to make informed, risk based technology decisions across cloud, digital and IT services without the cost or commitment of a full time executive appointment.

Outcomes include clearer accountability for technology decisions, reduced delivery risk and improved assurance over technology investment and supplier performance.

The vCTO operates as an independent, objective advisor to senior responsible owners, executives and boards. The service focuses on ensuring that technology strategy, architecture and delivery decisions are aligned to organisational objectives, statutory obligations and service delivery outcomes.

The vCTO service is particularly suited to organisations undertaking cloud adoption, digital transformation, legacy modernisation or operating within complex multi supplier environments where additional assurance and leadership is required.

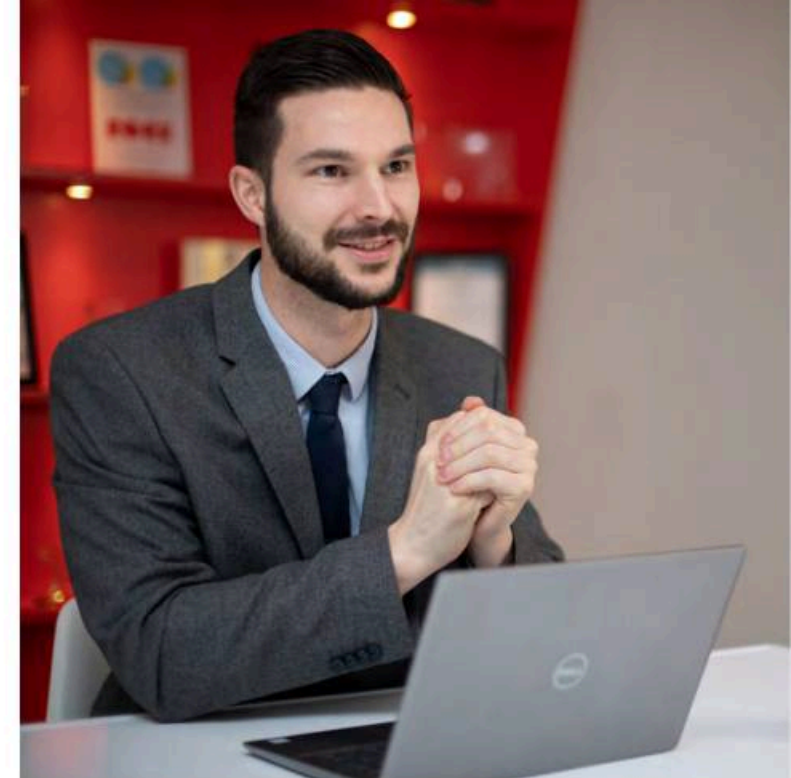
## Our Approach

Our approach is designed to deliver practical, evidence based outcomes rather than theoretical strategy.

We begin by establishing a clear baseline understanding of the organisation's services, strategic objectives, technology estate, delivery model and risk profile. This ensures leadership activity is focused on issues that materially affect service delivery, resilience and public value.

The vCTO translates complex technical, architectural and delivery risks into clear, decision ready insight for senior stakeholders. This enables documented decisions on prioritisation, investment, risk acceptance and remediation, strengthening accountability and governance.

The vCTO works collaboratively with internal teams and suppliers to improve coordination, reduce duplication and ensure governance enables delivery velocity while maintaining appropriate control and assurance.



“Clear technology leadership is provided to align strategy, execution and investment with business outcomes.”

Warren Walker, CTO at ROCK

# Key Features

ROCK's vCTO service delivers the following capabilities with associated, evidence based outcomes:

## Senior technology leadership

Provision of an experienced senior technology leader, resulting in clear ownership of technology decisions supported by documented decision logs and accountability structures.

## Technology strategy roadmap

Development and oversight of a technology strategy and roadmap aligned to organisational objectives, providing a traceable link between investment decisions and service outcomes.

## Architecture governance

Review and governance of cloud and IT architecture, producing agreed architectural principles and reducing resilience, scalability and obsolescence risk.

## Risk identification prioritisation

Identification and prioritisation of technology and delivery risk, maintained through structured risk registers aligned to business impact.

## Standards design governance

Governance of technology standards and design decisions, improving consistency, interoperability and audit readiness.

## Executive board reporting

Executive and board level reporting, providing regular visibility of delivery progress, risks, dependencies and required decisions.

## Programme supplier oversight

Oversight of technology programmes and supplier delivery, improving confidence in timelines, cost control and outcomes.

## Investment planning advice

Advice on technology investment planning, supporting value for money through informed prioritisation and avoidance of rework.

## Strategic change leadership

Strategic leadership during periods of change, delivery challenge or incident response, reducing uncertainty and decision latency.

## Ongoing advisory support

Ongoing advisory support, ensuring governance and strategy adapt as organisational needs, threats and constraints evolve.

# Key Benefits

ROCK's vCTO service delivers benefits aligned to public sector priorities and evaluated entry criteria.

## Executive board confidence

Improved executive and board confidence, supported by clear reporting and documented decisions.

## Governance assurance

Stronger governance and assurance over cloud and digital delivery.

## Reduced investment risk

Reduced risk of poorly directed, duplicated or short lived technology investment.

## Strategic alignment

Better alignment between technology delivery, service outcomes and organisational strategy.

## Supplier performance assurance

Increased assurance over supplier performance and dependency risk.

## Scalable leadership

Flexible access to senior leadership that scales in line with need and budget constraints.

# Management & Governance

The vCTO service is delivered through a structured and repeatable engagement model designed to support assurance and audit readiness.

## Engagement model

Scope, objectives and success criteria are agreed at the outset. Delivery may include scheduled leadership input, defined reviews or outcome based deliverables, ensuring clarity of purpose and accountability.

## Stakeholder engagement

The vCTO engages with senior responsible owners, executives, delivery teams and suppliers to support informed decision making, clear escalation and ownership of outcomes.

## Governance & oversight

Regular governance activity includes review of delivery progress, architectural compliance and technology risk. Issues are identified early and tracked through agreed actions and owners.

## Reporting & Insight

Reporting is structured to support action and assurance, typically including:

- Delivery status against agreed objectives
- Material risks, dependencies and constraints
- Architectural and technical decisions requiring approval
- Supplier delivery confidence and performance indicators
- Recommended actions and priorities to reduce risk

Outputs are suitable for audit, assurance and executive review.

# Security & Data Protection

Security and data protection controls ensure confidentiality, integrity and audit readiness throughout service delivery.

## Security framework & Assurance

The vCTO service operates within ROCK's ISO 27001:2022 certified Information Security Management System, ensuring consistent and auditable control of information.

## Data handling & Privacy

Only information required to deliver agreed outcomes is processed, such as architecture documentation, delivery plans and reports. All data handling complies with UK GDPR and Cyber Essentials Plus requirements

## Identity & access management

Access to sensitive information is restricted to authorised personnel using least privilege controls, with access logging and review.

## Secure storage & transmission

All documentation and reports are stored and transmitted using encrypted, secure mechanisms.

## Data retention & disposal

Service related data is retained only for the duration required to support outcomes and is securely disposed of at contract end in line with ISO aligned sanitisation practices.



# Values & Outcomes

The vCTO service delivers clear, evidenced value across operational, financial, security and strategic dimensions.

Outcomes are achieved through structured governance, informed decision making and proportionate oversight.

## Operational Value

Clear technology leadership and decision ownership, reducing ambiguity and delay.

Improved coordination between cloud, digital, IT and business teams.

Reduced delivery risk through early identification and management of dependencies and constraints.

Improved delivery confidence through regular oversight of programmes and supplier activity.

Faster resolution of technology issues through informed escalation and prioritisation.

Governance that supports delivery velocity by focusing control where it reduces material risk.

Operational value is evidenced through delivery reporting, decision logs, risk registers and agreed action tracking.

## Financial Value

Senior technology leadership without the cost of a full time executive role.

Improved prioritisation of cloud and digital investment based on service impact and risk.

Avoided spend associated with duplicated, misaligned or short lived technology solutions.

Reduced rework through clearer architectural direction and standards.

Improved oversight of supplier delivery, reducing the risk of cost overruns and poor outcomes.

Financial value is supported through documented investment recommendations, prioritisation decisions and delivery oversight artefacts.

## Security & Compliance Value

Improved alignment of technology decisions with organisational risk appetite and security requirements.

Clear governance of architecture and design decisions that affect security and resilience.

Reduced risk of unmanaged technical debt and obsolescence.

Improved readiness for audit and assurance through documented decisions, standards and controls.

Increased confidence when engaging with regulators, auditors and internal assurance functions.

Security and compliance is evidenced through architecture principles, risk registers, governance records and reporting suitable for audit review.

## Strategic & Organisational Value

Technology strategy aligned to organisational objectives and public service outcomes.

Improved executive and board confidence in technology governance and delivery.

Clear line of sight between strategic priorities, technology investment and delivery activity.

Increased resilience during periods of change, transformation or heightened risk.

A scalable leadership model that adapts as needs, services and constraints evolve.

Strategic value is demonstrated through agreed roadmaps, executive reporting and traceable decision making.

# Accreditations & Certifications

ROCK maintains a proven, independently assessed way of working that underpins every service, helping us provide the best IT solutions to our clients. Our certifications and partnerships show that we take security, governance and quality seriously, strengthening our credibility through best-practice services, recognised standards, and ongoing accreditation.

## Security Clearances

### BS7858:2019 Screening

All staff undergo background screening aligned to BS7858:2019 for roles with access to client systems or sensitive information.

### Security Check

Staff can hold UK Government Security Check clearance where required by the service scope, buyer requirements or contractual obligations.

### Enhanced DBS Checks

Enhanced DBS checks are performed for staff supporting regulated or sensitive environments where required by client contracts or service scope.

## Strategic Partnerships

ROCK works with a range of leading cloud and technology providers to deliver secure, resilient and well-governed services.



### Microsoft Partner

Cloud, identity, security and productivity services across Azure, Microsoft 365, Microsoft Entra ID and Microsoft Defender.



### AWS Partner

Infrastructure and platform services including compute, storage, networking and security.



### Cisco and Meraki

Cloud-managed networking, SD-WAN and secure connectivity solutions.



### Cloud Security & SASE

Secure access, firewalling, SD-WAN and ZTNA capabilities, including cloud security.



### Backup & Recovery | N-Able & Cove

Cloud-based backup, replication and disaster recovery solutions supporting cloud, hybrid and endpoint environments.



### Endpoint & Device Management

Endpoint security, configuration, monitoring and lifecycle management tooling across user devices and servers.



### SonicWall

Network security, firewalling, secure remote access and SD-WAN capabilities for on-premise and cloud-connected environments.

## Certifications & Compliance



### ISO 27001:2022

Certified information security management system demonstrating effective controls for data protection, access management and operational security.



### ISO 9001:2015

Certified quality management system supporting consistent service delivery, continuous improvement and effective governance.



### Cyber Essentials Plus

Independently verified assurance of strong baseline cybersecurity controls across all operational systems.



### ICO registration

Fully registered with the Information Commissioner's Office for data processing compliance.

# How To Buy

This service can be procured quickly and compliantly through the Crown Commercial Service (CCS) G-Cloud 15 Framework under the Cloud Support lot.

This provides a streamlined route for public-sector organisations to access high-quality managed support without needing to run a full tender.

## What Buyers Can Expect

- Fast mobilisation, with service commencement scheduled quickly after award.
- No contract negotiation, as all terms follow the standard G-Cloud framework.
- Transparent pricing, published and fixed in accordance with the G-Cloud catalogue.
- Clear onboarding processes, including asset discovery, documentation intake and communication setup.

## Purchasing Steps

1. Search for ROCK on the Digital Marketplace under: Managed IT Services - Cloud Support
2. Review the Service Definition, pricing document and terms.
3. Shortlist ROCK based on your technical, operational and commercial criteria.
4. Evaluate shortlisted suppliers following CCS guidance.
5. Award a Call-Off Contract directly to ROCK through G-Cloud 15.
6. Agree service scope and onboarding timelines with our mobilisation team.

## Support with Procurement

ROCK can support buyers with:

- Responding to clarification questions
- Helping shape scope within the boundaries of G-Cloud
- Providing guidance on service levels, onboarding and shared responsibilities
- Supporting internal approvals or business case preparation

We remain fully compliant with CCS rules - no pre-award customisation of terms.





Your Cloud and AI provider to  
accelerate business transformation.

[rock.co.uk](https://rock.co.uk)