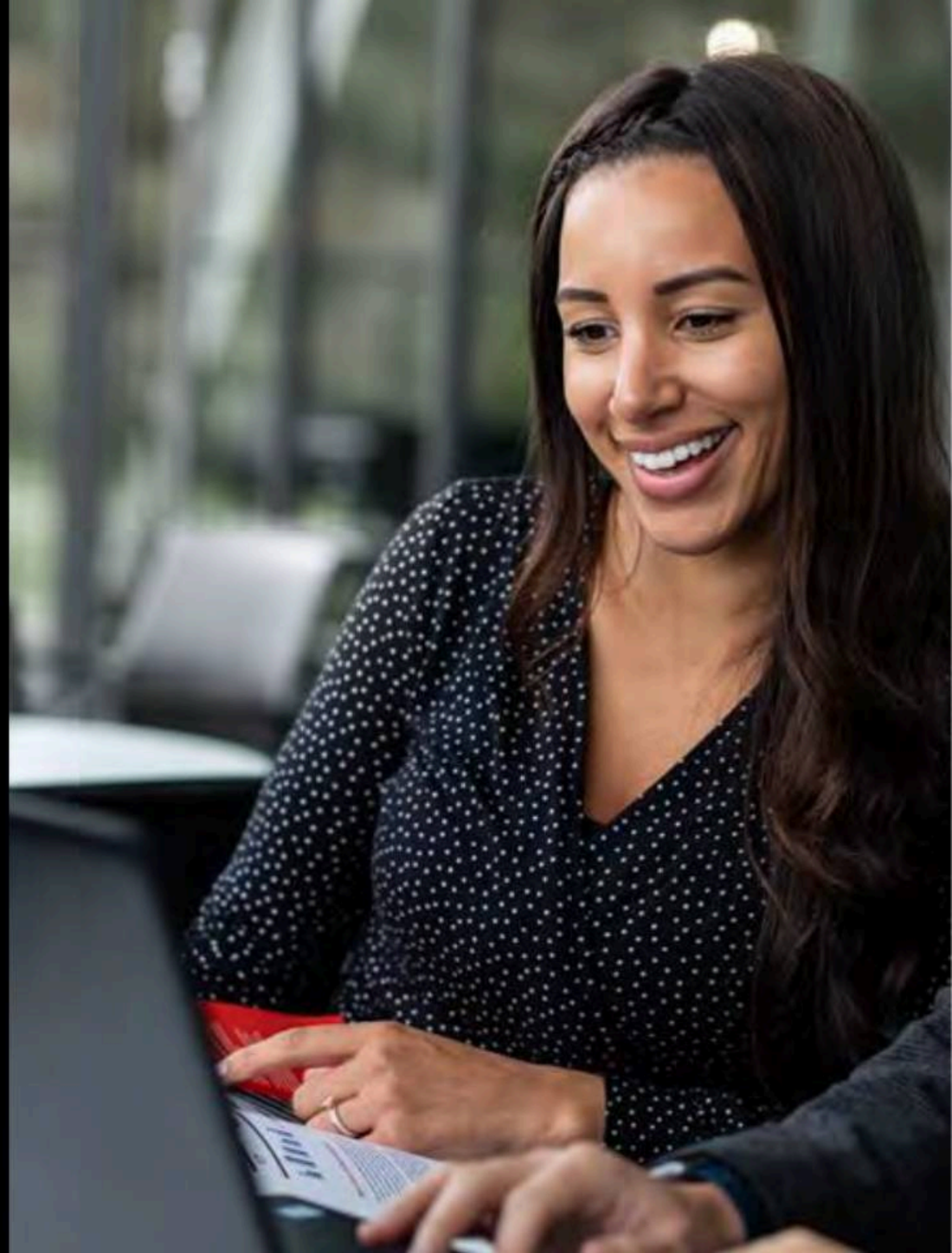
Cyber Assessments

Service guide



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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.



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Our Services

ROCK's Cyber Assessment service provides public-sector organisations with a definitive, evidence-based blueprint for digital resilience. Moving beyond static vulnerability scanning, we deliver senior-level technology leadership that translates complex technical risks into clear, decision-ready insights for executives and boards.

Our approach ensures that cybersecurity is not an isolated technical function but a core enabler of service delivery, governance, and public value.

Strategic Outcomes

The service is designed to replace ambiguity with accountability, providing:

Clear visibility
A structured, objective view of technical controls, governance, and operational practices to establish a clear risk baseline. Providing a detailed report that allows decision makers to make informed financial and business risk decision.

Informed decision making
Documented decision logs and risk registers that align technology investment with organisational risk appetite and statutory obligations.

Operational agility
Practical, actionable recommendations, rather than generic compliance statements, that ensure security supports delivery velocity while maintaining robust control.

Audit & regulatory confidence
Evidence-based assurance suitable for UK GDPR, Cyber Essentials Plus, and ISO-aligned audit requirements



"Clear visibility of security posture, with actionable recommendations that improve assurance and readiness fast."

Ian Elsbury, COO at ROCK

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Our Approach

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

We move beyond checkboxes to provide a clear, decision-ready roadmap for security investment and risk remediation.

Phase 1: Strategic Scoping & Risk Baseline

We begin by establishing a clear baseline understanding of the organisation's services, strategic objectives, and risk appetite.

By agreeing on the assessment framework at the outset, we ensure that leadership activity is focused on issues that materially affect service delivery, resilience, and public value.

Phase 2: Evidence-Based Assessment

We employ a multi-dimensional methodology to ensure accuracy and relevance.

Technical integrity
Review of cloud and IT architecture against recognised standards and the Microsoft Cloud Adoption Framework to identify resilience and scalability risks.

Operational validation
Analysis of documentation and governance arrangements to ensure controls operate effectively in practice, not just on paper.

Stakeholder engagement
Targeted consultation with SROs, executives, and delivery teams to translate technical risks into clear business impact.

Phase 3: Actionable Insight & Prioritisation

Findings are validated and maintained through structured risk registers aligned to business impact.

We move beyond generic compliance statements to provide:

Decisive guidance
Recommendations presented in plain language with a clear rationale for prioritisation.

Traceable accountability
Documented decision logs that provide a traceable link between risk acceptance, remediation, and service outcomes.

Remediation roadmap
A scalable plan that enables delivery velocity while maintaining appropriate control and assurance.

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Key Features

The Cyber Assessment service delivers the following tangible capabilities and artefacts, ensuring clear ownership of technology decisions and audit readiness:

Cyber Risk Register & Impact Analysis

A structured register that identifies and prioritises technology and delivery risks, aligned specifically to your business impact and risk appetite.

Executive Insight & Decision Pack

Board-level reporting that provides regular visibility of delivery progress, risks, and dependencies, designed to reduce decision latency and uncertainty.

Traceable Technology Decision Log

A formal record of technology and security decisions, providing clearer accountability and a traceable link between investment and service outcomes.

Architectural Compliance Review

An objective assessment of cloud and IT architecture, producing agreed principles to reduce resilience, scalability, and obsolescence risk.

Investment Prioritisation Roadmap

A technology strategy and roadmap that supports value for money by identifying where to focus spend and how to avoid costly rework or duplicated investment.

Supplier Performance & Assurance Report

Independent oversight of supplier delivery and performance, improving confidence in timelines, cost control, and outcomes within complex multi-supplier environments.

Audit-Ready Governance Documentation

Provision of technical standards and design decisions formatted for audit and assurance review, ensuring your organisation is secure by design.

Incident & Response Readiness Advisory

Strategic leadership during periods of delivery challenge or incident response, reducing the impact of unmanaged technical debt.

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Key Benefits

Our Cyber Assessment service delivers benefits aligned to public-sector priorities, ensuring that security investment translates directly into operational resilience.

Operational Resilience & Delivery Certainty

Reduced decision latency
Accelerate project timelines by providing executives with insights that replace technical ambiguity with clear, actionable options.

Frictionless cloud adoption
Gain stronger governance and assurance over cloud and digital delivery, ensuring new services are secure by design and ready for rapid deployment.

Minimised service disruption
Reduce the likelihood of unplanned outages or incident-related downtime through early identification of material technical debt and resilience risks.

Financial Efficiency & Value for Money

Optimised capital spend
Avoid the high cost of duplicated, misaligned, or short-lived technology investments by prioritising spend based on evidenced risk.

Senior leadership without the overhead
Access executive-level CTO and security expertise without the cost or long-term commitment of a full-time permanent appointment.

Reduced Rework
Lower the total cost of ownership for technology services by establishing architectural standards early, preventing costly bolt-on security fixes later.

Strategic Governance & Public Trust

Board-level confidence
Empower SROs and Executives with documented decision logs and risk registers that provide clear accountability for technology outcomes.

Continuous audit readiness
Maintain an always-ready posture for regulatory reviews (UK GDPR, Cyber Essentials Plus) through structured documentation and evidence-based controls.

Supplier accountability
Increase assurance over third-party performance and multi-supplier dependency risks, ensuring external partners meet your specific security standards

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Management & Governance

The Cyber Assessment service is delivered through a structured engagement model designed to provide senior stakeholders with absolute clarity on risk, ownership, and remediation progress.

We move beyond ad-hoc reviews to provide a disciplined governance framework that supports internal assurance and external audit requirements.

Engagement & Mobilisation

Scope, objectives, and success criteria are defined and agreed upon during an initial discovery phase to ensure alignment with organisational risk appetite.

Assigned leadership
Provision of a senior technology advisor to oversee the assessment, ensuring clear ownership of findings and accountability for recommendations.

Project initiation
Rapid mobilisation with defined timelines and milestones to reduce decision latency and ensure a controlled service start.

Stakeholder Engagement & Escalation

We act as an objective advisor, bridging the gap between technical teams and executive leadership.

Executive liaison
The assessment lead engages directly with SROs, Executives, and Boards to translate complex risks into decision-ready insights.

Supplier Coordination
We manage communication and evidence gathering with third-party suppliers, improving oversight of performance and dependency risks.

Reporting, Assurance & Audit Trail

Our reporting is structured to support immediate action and long-term assurance.

Decision-ready reporting
Regular visibility of assessment progress, material risks, and dependencies.

Traceable documentation
All outputs, including risk registers and decision logs, are formatted to be suitable for executive review and external audit.

Governance meetings
Formal reviews focus on architectural compliance, remediation priorities, and the validation of security controls.

Continuous Improvement & Risk

Governance is focused on ensuring the assessment leads to a stronger, more resilient operational posture.

Action tracking
Issues identified are tracked through agreed actions and owners, ensuring accountability is maintained throughout the engagement.

Strategic alignment
Quarterly roadmap reviews ensure that security strategy adapts as organisational needs and the threat landscape evolve.

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Security & Data Protection

ROCK operates with a security first mindset. Our Cyber Assessment service is governed by a mature compliance framework that ensures the confidentiality, integrity, and audit-readiness of all client information throughout the engagement lifecycle.

Data Handling & Sovereignty

Minimalist data collection
We only process the operational metadata and configuration documentation required to deliver the agreed assessment outcomes.

UK Sovereignty
All service-related data is handled in compliance with UK GDPR and Cyber Essentials Plus requirements.

No production data transfer
We assess your environment in-situ; customer production data remains within your controlled environment and is not extracted or stored by ROCK.



Certified Information Security Management (ISMS)

All assessment activities are conducted within ROCK's ISO 27001:2022 certified ISMS. This provides independently verified assurance that we maintain stringent controls over data protection, access management, and operational security.

Identity & Least-Privilege Access

Zero Trust principles
Access to sensitive assessment findings is restricted to authorised personnel using "least-privilege" controls.

Multi-Factor Authentication (MFA)
All access is secured via Microsoft Entra ID with mandatory MFA.

Vetting & screening
All staff involved in the assessment undergo background screening aligned to BS7858:2019, with enhanced DBS checks available for regulated environments.

Secure Storage & Transmission

End to end encryption
All documentation, risk registers, and decision logs are stored and transmitted using encrypted, secure mechanisms (AES-256 or equivalent).

Secure disposal
At the end of the contract, all service-related data is retained only for the duration required to support outcomes and is then securely disposed of in line with ISO-aligned sanitisation practices.

Incident Response Assurance

Documented protocols
In the event of a security concern, we follow documented incident response processes aligned to ISO standards, ensuring clear communication and escalation pathways to your SRO.

Audit logs
All access to your assessment data is logged and reviewed, providing a transparent audit trail for your internal assurance functions.

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Values & Outcomes

Our Cyber Assessment service delivers evidenced value by transforming technical vulnerabilities into a strategic roadmap for resilience.

Outcomes are achieved through structured governance and proportionate oversight, ensuring every pound spent on security strengthens your operational foundation.

Operational Value

Accelerated delivery velocity by embedding security standards early, removing friction from cloud and digital deployments so teams can innovate safely.

Clear decision accountability through documented decision logs that give SROs and executives direct line-of-sight to technology risks and ownership.

Reduced operational friction via stronger coordination between security, digital and business teams cutting noise and eliminating misaligned priorities.

Improved resilience against emerging threats by identifying technical debt and obsolescence early, reducing the risk of service-impacting incidents.

Financial Value

Avoided rework costs by identifying architectural flaws before deployment, preventing expensive bolt-on security fixes and redesign.

Optimised security spend through prioritised risk registers that focus limited budgets on what most materially impacts service delivery and public value.

Reduced capital expenditure by providing scalable senior technology leadership without the overhead of a full-time executive appointment.

Enhanced supplier performance through independent oversight that holds third parties to agreed standards, reducing the risk of overruns and under-delivery.

Security & Compliance Value

Increased board-level confidence with regular, action-oriented reporting that provides evidence for clear executive decision-making during change.

Sustained audit readiness through documented standards and evidence-backed controls, supporting compliance with UK GDPR and Cyber Essentials Plus.

Improved risk appetite alignment by calibrating technology decisions to organisational risk tolerance and statutory obligations.

Scalable leadership model that adapts as needs evolve, strengthening resilience for long-term transformation and policy change.

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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.

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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.

HM Government
G-Cloud
Supplier

ROCK

Your cybersecurity partner to reduce risk, strengthen resilience and build trust.

rock.co.uk

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