

G-CLOUD V15

Service Description Overview



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About us

We are a UK SME that specialises in delivering innovative, cost competitive and scalable IT professional services to support digital and technology change in the public and private sectors. We have in excess of 200 clients working in partnership with us across the UK, covering regional and national government, financial services and not-for-profit organisations.

Our managed service specialists produce outcomes measured against contracted deliverables/statements of work (SoW). We will provide you with solutions of highest calibre which can be scaled from a single consultant to a team providing guidance and backup, while delivering outcomes in a co-ordinated and assured way across a programme.

Our consultants will bring you relevant industry and technology experience coupled with large scale programme delivery know-how.

We will work with you to obtain an understanding of the resource you require, and we'll put together a package providing you with the skills and capacity you need, when you need it.

Our flexible delivery solutions support organisations where:

The resource requirement is excessive and beyond the internal resourcing capability – skill and volume

The resource profile has significant peaks and troughs and a client only requires some skills for relatively short periods of time

A project or programme is suffering resource attrition and is losing knowledge prior to end of programme life

Our solution reduces capital spending and produces a milestone-focused team who work to upskill client staff.

Our Flexible Delivery Services

Our delivery models are customisable to fit client requirements -

MANAGED SERVICES	We provide a team with the expertise and support to deliver specific objectives: • Consultant Management • Utilisation Management • Measureable Outcomes • Knowledge Transfer • Performance Reporting • Onboarding & Offboarding
PROJECT DELIVERY	We offer project-based services, delivering set outcomes: • Risk Sharing • SOW Accountability • Stakeholder Management • Deliverable Management
OUTSOURCED SERVICES	We offer ongoing function and project-support services: • Client-side/Remote Support • Service Target Accountability • Process Engineering & Business Transformation

Our delivery model follows a 5-stage iterative lifecycle combining best practices to create agility to realise positive business outcomes quickly.

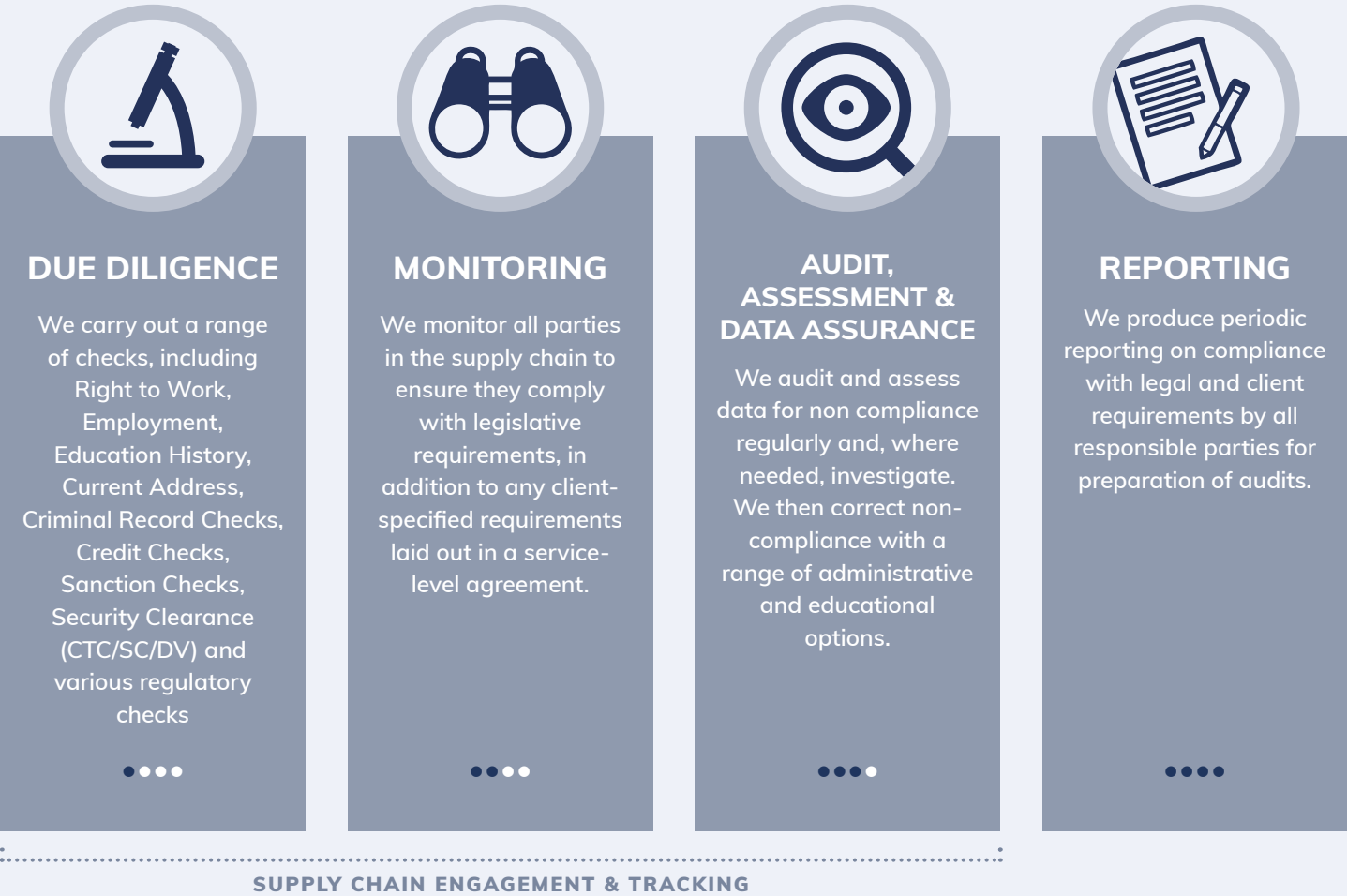
●●●●● DISCOVERY Ascertain the current situation and desired state	●●●●● INITIATION Define your vision and business outcomes	●●●●● PLANNING Map out the process to achieve your aims	●●●●● EXECUTION Execute plans, measuring progress and adjusting methods as needed	●●●●● CLOSE Round off activities with comprehensive evaluation of performance
• Consultant Acquisition & Selection • Compliance • Consultant Care Programme • Status Reporting • Budget Reporting • KPIs & Trend Analysis	• Assignment of Delivery Lead • Transition from Solution to Delivery • Creation of Internal Processes and Structures to Meet Client Needs	• Consultant Onboarding Plans • Knowledge Management System • Create Onboarding Documentation • Reporting Suite Creation	• Consultant Onboarding, Compliance and Management • Knowledge Management • Performance Reporting and SWOT Analyses • Stakeholder Engagement • Engagement Steering Group Meetings • Change Control	• Offboard or Transition Consultants • Handover of Knowledge Management System • Complete of Financials and Issue of Final Invoice • Client Satisfaction Survey • Lessons Documented



Compliance & Vetting

We work collaboratively with our clients, offering great solutions and proven expertise that provides great outcomes quickly. We always act with integrity and respect and all of our consultants are vetted to ensure they are of the highest standing – technically certified and security cleared – to meet your organisational standards. Our security clearances include Counter Terrorist Check (CTC), Security Check (SC) and Developed Vetting (DV).

Our dedicated compliance team will ensure we adhere with your specific screening standards and all consultants will be audited regularly to ensure these standards are maintained through the life of our engagement.



On-Boarding & Off-Boarding

Accuracy and speed of on-boarding is a critical factor for many scaling programmes. Our on-boarding model is customisable to your requirements, but as a guideline it is summarised here:



Knowledge Transfer Process

Knowledge transfer is a vital part of our offboarding process and we will ensure that business-as-usual for you is not interrupted. Our comprehensive knowledge transfer process defines the required knowledge transfer, classifies it, assigns an owner to each item and tracks its progress. The action of transferring knowledge is the most important step in the process. This will be followed by a review and sign-off by you and Be-IT.



Define Knowledge Transfer scope and content

The deputy relationship manager dedicated to this project will work with the appropriate teams and the client to define what knowledge is to be transferred and agree upon a knowledge transfer scope and content which can then be logged and tracked.



Classify each Knowledge Transfer requirement

We recognise that some knowledge items will be more critical, lengthy or complex than others. Also, some may have prerequisites, such as training. Others may simply be upskilling or training requirements in their own right, particularly where new technology is involved. By understanding these factors Be-IT will develop a knowledge transfer tracker and use this to define the knowledge transfer plan.



Assign Ownership

Each knowledge transfer item will be assigned an owner, both from Be-IT and your team. We have found that assigning ownership provides accountability for ensuring that the knowledge transfer takes place and helps resolve any issues which may occur along the way.



Perform Knowledge Transfer

Depending on the knowledge transfer classification factors described above, the appropriate knowledge transfer method can be agreed. This may involve any combination of:

1. Classroom-based training
2. Computer-based training
3. Documentation review
4. Assisted performance of the task
5. Supervised performance of the task
6. Review of the performance of the task once it has been completed independently
7. Meetings or workshops to discuss specific challenges or complex transfer items



Review and Sign off Knowledge Transfer

This part is critical. Both Be-IT and your team will review and sign off to state that the knowledge transfer was received to an appropriate standard and to the satisfaction of both parties. Where necessary, evidence will be provided to support the fact that knowledge transfer has been given and both parties are satisfied.



Track progress and ensure momentum

We will track progress to provide a single source of the status of each knowledge transfer item. This tracker will be reviewed by the Be-IT deputy relationship manager regularly to ensure that progress is maintained, and issues identified and escalated as quickly as possible.

Contact Details

We encourage you to contact us to discuss your specific needs and to explore how Be-IT can help you achieve your objectives.



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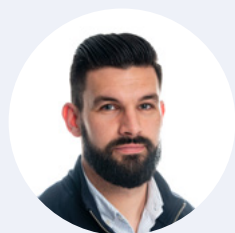
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Hours of Service

Be-IT's core hours of service are 9.00am – 6.00pm, Monday to Friday.

Your account management team will be available between 8:00am and 8:00pm to offer additional support, and answer any questions that you might have about our engagement with you. Full contact details for your account management team will be provided as part of our onboarding process at the start of our contract with you.

Service Performance

This section summarises how we will continually review and improve our performance throughout the delivery of a contract with you, in line with our Performance Monitoring and Assurance process.

Key Elements and Principles of Be-IT Performance Monitoring and Assurance process:

- Self-evaluation will take place against agreed Service Levels, Key Performance Indicators (KPIs) and outputs.
- Be-IT will prepare and submit monthly reports to you which will include but not be limited to:
 - o Details of the resources provided.
 - o Monthly and cumulative spend totals broken down by resource, number of days worked.
 - o Risk and mitigation report.
 - o Details of ongoing and planned activity by each resource, including any periods of planned leave within the next three months.
 - o Details of any resource constraints (within the next three months) across Be-IT that may have an impact on our ability to provide the services.
 - o Details of any complaints or issues of poor performance that Be-IT has received along with actions taken.
 - o Details of any complaints or issues raised by Be-IT's representatives directly to you.
 - o Continuous Improvement Initiative planned and delivered.
 - o Sustainability/community benefit outcomes planned and delivered.
 - o SME participation in the delivery of services.

Self-evaluation and feedback from the assigned project team will result in an Assurance Issues Exception report. The relevant sections of this report will then be shared with you.

- Exception reporting will highlight:
 - o Where compliance is at risk.
 - o Where there is an instance of non-compliance against Service Levels, KPI's or outputs.
 - o Innovative approaches being taken or developed.
 - o Where there has been a significant change against previous audits.
- Regular meetings will be held, more frequently at the start of the contract and then moving to an agreed interval (monthly/quarterly) when the contract is embedded, where the exception report will be discussed and actions agreed.
- The process will place equal value upon quality monitoring and enhancement, making sure the latter includes identification of innovation and good practice.
- The assurance process will be the responsibility of, and managed by, the Be-IT Client Relationship Director (CRD) for the contract.

Cloud Discovery and Analysis Service

Overview

Designed to help organisations identify and assess cloud resources across their IT environment. It offers insights into cloud usage, security, and compliance, enabling businesses to optimise their cloud infrastructure for efficiency, reduce costs, and enhance data protection. This service supports strategic planning and risk management in cloud adoption and transition.

Service Features

- Expert consultants, ISEB-certified, with public sector cloud expertise.
- UK-based, BPSS, SC, DV-cleared consultants for secure cloud analysis.
- Flexible delivery, managed service, T&M, or SoW-packaged cloud solutions.
- Cloud discovery to identify cost-saving and optimisation opportunities.
- Re-engineer processes, focus on cloud data and security.
- Optimise IT/Cloud strategy with tailored improvement recommendations.
- Supply from a single cloud experts to full cross-functional teams.
- Provide detailed current vs future cloud mappings and advice, as-is/to-be.
- Enhance teams with cloud-focused staff augmentation and knowledge sharing.
- Conduct cloud-focused requirements and feasibility for strategic decision-making.

Service Benefits

- Ensures high-quality, informed decisions leveraging cloud technology.
- Guarantees secure, compliant cloud solutions for sensitive data.
- Adapts to business needs with customisable cloud service options.
- Identifies inefficiencies and likely cost reductions in cloud usage.
- Improves security posture and efficiency of cloud-based operations.
- Delivers strategic enhancements for more effective cloud utilization.
- Scales resources flexibly to meet project demands efficiently.
- Facilitates informed planning for cloud migrations and transformations.
- Boosts team capabilities with specialised cloud expertise and insights.
- Supports sound investments in cloud technology with thorough analysis.

Digital Transformation and Support Service

Overview

Be-ITs digital transformation and support service modernises government operations through technology. It enhances efficiency, accessibility, and security of public services by implementing cloud solutions, data analytics, and digital platforms. Tailored to comply with GDS standards, it fosters innovation, citizen engagement, and streamlined service delivery using industry leading transformation experts.

Service Features

- Cloud solutions implementation, scalable technologies for flexible service delivery.
- Advanced data analytics, leveraging for insights, decision-making, service improvement.
- Digital platform development, creating user-friendly solutions, enhanced outcomes.
- GDS standards compliance, leading to better audit outcomes.
- Innovation workshops to foster new ideas and digital strategies.
- Citizen engagement tools, increasing participation and feedback through digital means.
- Streamlined delivery, simplifying processes for faster, more efficient public services.
- Security protocols, implementing top-tier measures to protect data and services.
- Expert transformation team, industry experts guiding and leading digital initiatives.
- Vendor neutral, customisable to meet specific client challenges and needs.

Service Benefits

- Adapts quickly to changing needs and demands, enhancing service flexibility.
- Data-driven insights improve policy-making and service design.
- Delivering easier access to services, boosting user satisfaction.
- Guaranteed compliant delivery, meeting rigorous standards for secure service outcomes.
- Drives public sector innovation, delivering adoption of new, efficient technologies.
- User research to engage citizens directly in the improvement process.
- Meeting security protocols, safeguarding sensitive information and service integrity.
- Leverages expert knowledge drawing on extensive experience for successful transformation.
- Mobilising expertise at pace, streamlined onboarding, minimal disruption, maximum impact.
- Making complex simple, solutions designed to meet specific operational requirements.

Programme & Project Management / PPM-as-a-Service

Overview

Be-ITs PPM-as-a-Service offers expert oversight and strategic direction for implementing and managing cloud transition and migration projects and programmes. It includes planning, executing, and monitoring activities to ensure goals are met on time, within budget, and to desired quality standards, leveraging best practices and methodologies to achieve successful outcomes.

Service Features

- Strategic planning
- Efficient Resource allocation
- PRINCE2, MSP, APM, PMI, SCRUM, KANBAN, Agile, Waterfall
- Risk management
- Meticulous schedule management, tracking, adjustments.
- Robust budget control
- Proactive stakeholder engagement, communications management
- Benefits tracking and realisation reporting
- Data analytics and reporting
- Robust governance / compliance

Service Benefits

- Enhances strategic alignment, ensuring cloud initiatives support business objectives.
- Scalable, optimising resource utilisation, placing right skills for cloud success.
- Mitigates cloud migration risks, safeguarding project continuity and reducing downtime.
- Accelerates cloud deployment, through effective schedule oversight.
- Controls cloud migration costs, preventing budget overruns.
- Guarantees cloud service quality, through rigorous supplier/vendor evaluation/ selection.
- Fosters consensus on cloud strategy, via proactive stakeholder communication.
- Facilitates agile cloud adaptation, navigating change smoothly.
- Informs cloud decisions, with actionable analytics and insights.
- Ensures regulatory compliance in cloud, maintaining governance integrity.

Programme Management Office / PMO-as-a-Service

Overview

Be-IT's PMO-as-a-service is designed to offer a scalable governance structure, assisting organisations in managing and planning large scale business, digital and technical mission-critical programmes. Fully-managed or blended existing team service, we offer full service spectrum from project definition, planning, strategy, risks/issues, costs control, benefits realisation to programme closure.

Service Features

- Provides frameworks and tools for increased accountability supporting governance excellence.
- Stakeholder Engagement strategy improving comms across internal, external, vendors/suppliers.
- Methodologies supported include Prince2, Agile, Scrum, Waterfall, Kanban, PMBOK.
- Public Sector Expertise, track-record in Government/Public Sector projects.
- Resource Management and allocation, ensuring optimal use of taxpayer funds.
- Risk and Issue Management, RAID, RAG.
- Enhanced reporting mechanisms, greater transparency, better decision-making, public accountability.
- Planning cloud / digital replacement programmes to granular level.
- Change Management ensuring minimal disruption and maintaining service continuity.
- Training, development and mentoring to build in-house project management capabilities.

Service Benefits

- Improving efficiency and effectiveness of projects, maximising outputs, minimising slippage.
- Cost savings, effective and targeted resource use, reduced project delays.
- Quality outputs leading to improved public trust, transparency and accountability.
- Flexibility, scalability, adaptability to address rapidly changing priorities and demands.
- Access to Specialised Skills, able to deploy highly-skilled specialised teams.
- Reducing project risks, financial, operational, reputational, proven risk management strategies.
- Provides frameworks and tools for increased accountability supporting governance excellence.
- Supplier and Vendor management, tracking contractual commitments.
- Tracking and managing social value targets and goals.
- Controlled exit management, project closure and handover.

Business Analysis-as-a-service

Overview

Be-IT's Business Analysis-as-a-Service offering, tailored for public sector and Government, focusing on understanding and solving specific challenges. We deliver strategic analysis to improve efficiency, compliance, and citizen services through digital innovations. This service aligns with governmental objectives, ensuring that technology investments deliver impactful, sustainable public value and enhance operational effectiveness

Service Features

- Strategic cloud adoption analysis, assessing cloud strategies for optimal paths.
- Customised statements of work (SOW) delivered by industry analysis experts.
- Compliance and regulatory review, transitions meet legal and policy standards.
- Efficiency audits, identifying areas for operational improvement through cloud technologies.
- Stakeholder engagement plans, structured approach including client, vendors and users.
- Risk management frameworks, mitigation of risks associated with cloud migration.
- Data migration strategies for transferring data to cloud platforms.
- Mentoring and upskilling, enabling adoption to new cloud solutions.
- Benefits realisation, tracking achievements to evidence value for money.
- Innovation workshops, user engagement delivering enhanced citizen services through technology.

Service Benefits

- Ensures aligned cloud strategy - cloud adoption with overarching objectives.
- Custom SOWs provide clear, measurable outputs for each stage.
- Compliance, keeps cloud transitions in line with all regulatory requirements.
- Identify cost-saving opportunities, targeted vendor reduction, maintaining service quality.
- Enhances stakeholder buy-in and engagement, strategic alignment.
- Capturing early insight to potential overspend and failure points.
- Boosting operational capability, mentoring programs empowering staff to transition.
- Transparent and evidence based data for audit purposes.
- Delivering inclusive and best value citizen services.
- Securing critical data, strategies ensuring safe and compliant data handling.

Architecture-as-a-Service

Overview

Be-ITs Architecture-as-a-Service (AaaS) offering for the public sector delivers a flexible, cloud-first approach to designing, implementing, and managing IT architectures. It enables government entities to access cutting-edge infrastructure and software architecture expertise on demand, ensuring scalable, secure, and cost-effective digital services that meet the dynamic needs of public service delivery.

Service Features

- Scalable cloud architecture teams.
- Security compliance management, adherence to security standards.
- Infrastructure optimisation, streamlining IT for cost savings.
- Disaster recovery planning.
- Data architecture design, structuring data, optimal access, analysis / security.
- Application architecture development, designing for scalability, reliability, and performance.
- Integration architecture solutions - seamlessly connecting disparate systems and applications.
- Network architecture enhancement, optimising network for speed, reliability, security.
- Vendor selection for real-time 24/7 monitoring and support.
- Strategic architectural planning, aligning IT architecture with digital transformation.

Service Benefits

- Enhanced scalability, easily adjusting to service demand fluctuations.
- Improved security posture, reducing risk of data breaches and attacks.
- Cost reduction, lowering operational expenses through infrastructure efficiency.
- Business continuity, ensuring uninterrupted service with effective disaster recovery.
- Better data management, facilitating informed decision-making and compliance.
- Increased application performance, improving user experience and service delivery.
- Seamless system integration, enhancing operational efficiency and data flow.
- Network reliability, guaranteeing consistent and secure access to services.
- Proactive issue resolution, minimising downtime through ongoing monitoring.
- Futureproof services, keeping public sector IT architecture current and competitive.

DevOps-as-a-Service

Overview

Be-ITs DevOps service for government clients integrates development and operations to streamline and accelerate the delivery of software and services. By adopting agile methodologies, automation, and continuous integration/continuous delivery (CI/CD) practices, we enhance collaboration, efficiency, and security, ensuring that digital services meet the dynamic needs of public sector stakeholders.

Service Features

- Rapid deployment, teams become operational quickly to accelerate project timelines.
- Expertise in cutting-edge DevOps tools and practices.
- Flexible team scaling, adjustable team size based on project needs.
- CI/CD implementation, establishes continuous integration and continuous delivery pipelines.
- Automation of processes, automates repetitive tasks for efficiency and accuracy.
- Security integration, embeds security practices into the software development lifecycle.
- Expert management of cloud-based services and resources.
- Performance monitoring, continuous monitoring for performance optimization and issue detection.
- Fostering a culture of collaboration between development and operations.
- Knowledge transfer, mentoring and sharing expertise with in-house staff.

Service Benefits

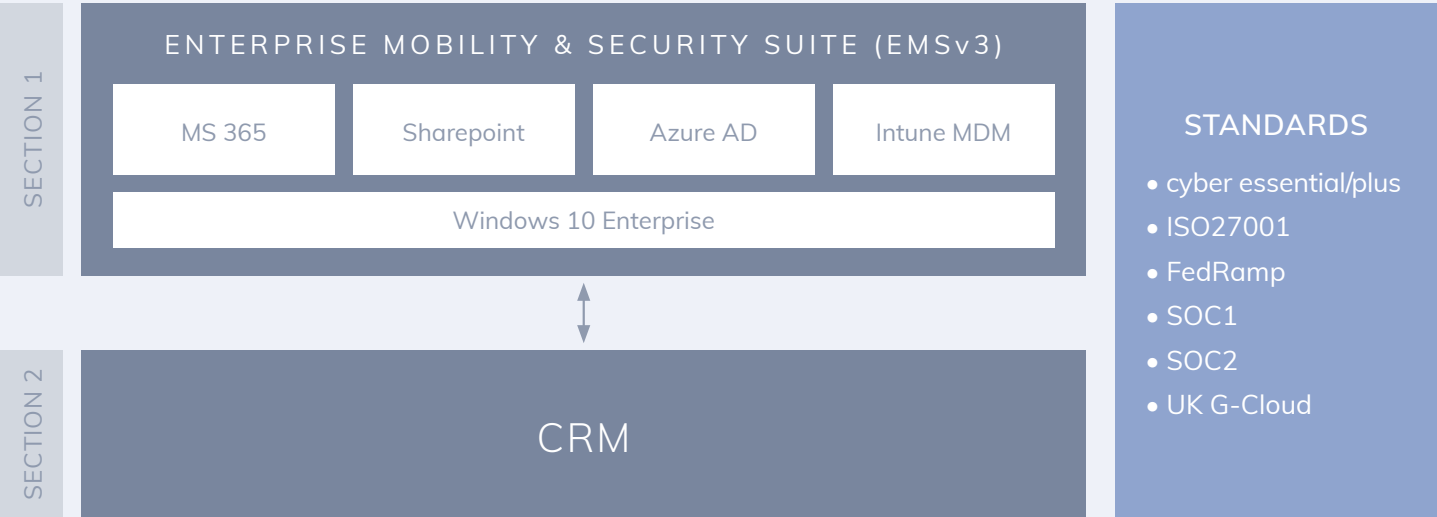
- Accelerating digital transformation, quickly implementing modern software delivery methodologies.
- Ensures cutting-edge competence, latest DevOps strategies and technologies.
- Flexibility to scale efforts as projects evolve.
- Enhancing software quality, faster releases with fewer errors.
- Reducing manual workload, frees up staff for strategic tasks.
- Strengthening security posture, proactive security measures reduce vulnerabilities.
- Optimises costs, efficient resource use lowers operational expenses.
- Improving service availability, minimizes downtime with proactive monitoring.
- Boosting cross-functional collaboration, breaks down silos between departments.
- Building internal capabilities, equipping internal teams, new skills and practices.

Security and Disaster Recovery Plans

Security

Data security and disaster recovery is a priority at Be-IT because we understand that you need the strongest assurance that projects will not be interrupted by technical problems. That's why we have a comprehensive Business Continuity Plan addressing all possible scenarios.

All the infrastructure and software used to deliver our services is based within the Microsoft Cloud. We have two core platforms, as outlined below:



Data is stored within Microsoft Cloud Services Office 365, located within UK data centres, providing enterprise-grade security with robust policies, controls and systems built in to keep your data safe.

All data in the Microsoft Cloud are encrypted at rest with TLS encryption in transit. Staff laptops have the latest Windows 10 Enterprise OS with BitLocker encrypted disks.

Information risk is assessed at board level and embedded throughout the organisation. Through our Information and Security Policy, we are committed to ensuring that our information and IT assets are protected against:

- Unplanned downtime or outage
- Accidental or malicious exposure, interference or damage.
- Unauthorised access

We utilise a “defence-in-depth” approach for email that delivers advanced email security with complete protection from spam, virus, malware, whaling, zero-day attacks, ransomware, phishing, spear phishing and data leaks.

We are **Cyber Essentials** certified and all our IT assets are monitored continually, providing real-time security assessments and highlighting any vulnerability.



Mobile and personal user devices are monitored and managed through Microsoft Intune to ensure protection of all company information assets.

Backup

We utilise multiple layers within our systems to ensure minimum disruption to you, should a technical problem occur. If a problem arises among any of those layers, our backup and recovery plans will be immediately triggered and there are numerous measures in place to assure you that there will be no loss of data.

Our MS Office backup guarantees include:

- Microsoft Office 365 provides resiliency and recoverability for all our data with a financially-backed SLA agreement
- SharePoint Online follows the key principle of never having a single copy of any piece of data, with backups performed every 12 hours and retained for 14 days

Should a significant failure occur to a Microsoft data centre, a hot standby system based in a secondary region will be available

CRM backup and continuity:

Our CRM has multiple backup and business continuity measures in place which have automatic health and error reporting, monitored weekly to ensure backup systems are in place and working as expected.

In our CRM system a failure requiring disaster recovery can stem from one of four causes, and we have ready-made solutions if any of those occur.

CAUSE	FIX
A software or data fault/failure	In the rare event of a software or data failure, the vast majority of data corruption is automatically repaired by the Microsoft Azure framework. If data have been lost, we'll backup the database and files directly from our internal backups, aiming to do so within two hours of notification.
A server or hardware fault/failure	CRM has been configured in a highly available, load-balance manner. This effectively means that in the event of an isolated hardware failure, the affected server will be taken offline and a secondary server steps in to take over the processing of requests to minimise disruption to service.
A Microsoft Azure Service fault/failure	CRM is built upon the Microsoft Azure framework and uses a variety of services hosted directly by Microsoft within their European data centres. If the Azure Service fails, CRM will work with Microsoft to identify the problem and circumvent it using alternative services. The core Microsoft Azure Services are backed a 99.9% uptime SLA.
A data centre failure	As all data and backups are stored throughout multiple sites, the failure of a single site will not impact on data recovery. If the primary data centre fails, all the data will be securely stored at the secondary site until the primary data centre comes back online. After the data has been recovered, the servers will be turned back on and normal service will resume.



Access to Data (upon exit)

Retention periods and disposal arrangements are defined for all records. All physical media under our direct control is disposed of by secure destruction (shredding of paper records and secure erasure and destruction in the case of hard disks). Hard disks for client devices are cleaned with KillDisk prior to disposal to remove all software and company information.

Client data will be help by Be-IT for a maximum of 3 years. This is flexible and can be agreed at the start of each project/programme of work. We can at anytime share our current records management system (RSM) with the end client.

Media Type	Disposal		Notes
	NORMAL	SECURE	
Hard Disk drives (magnetic)	N/A	Secure erasure and redeployment OR destruction	
Hard Disk drives (magnetic) [MANAGED HOSTING AT DATA CENTRES]	N/A	As per certified Data Centre procedures	
Paper	normal waste	Shredding	A shredder is available in the office.
Backup tapes (magnetic tape cartridges)	N/A	Destruction	Tape cartridges are to be used for backup purposes only. Not for data transfer.
Vendor-Supplied Product CD-ROMS & DVD-ROMS	normal waste	Destruction	Controlled by the Managing Director who may delegate the storage of media items to the IT Administrator.
USB Memory Devices	N/A	Secure erasure and redeployment OR destruction	Not to be used for SENSITIVE information unless encrypted. Only Bridgeall-provided USB memory devices may be used for business purposes. Not to be used unless essential for business purposes.
Memory and Static-sensitive Devices	N/A	Secure erasure and redeployment OR destruction	Portable static memory devices not to be used for SENSITIVE information unless encrypted.
Diskettes (Magnetic)	N/A	Destruction	Diskettes should not be used unless absolutely necessary for business purposes. SENSITIVE information must not be stored on diskettes unless it is encrypted. All diskettes will be assumed to be 'scratch' media that can be erased without reference to the user unless they have a legible label that clearly states their content, its status, and its level of confidentiality.
Electronic Messages	N/A	As per the media type on which the messages are stored	Use standard company disclaimer with initial transmitted email when corresponding with external recipients. Highly sensitive information that is covered by the Data Protection Act (e.g. salary, pension, bank and health details) must be encrypted. (WinZIP and 7-ZIP can be used to create archives in which files are encrypted.) Credit and Debit Card PANS must NEVER be included in full in electronic messages unless encrypted.





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