GidiSync

Securing your digital footprint

BUSINESS TECHNOLOGY SOLUTIONS

SERVICE DEFINITION DOCUMENT

1 Table of Contents

1 Service Overview

The business technology solution service uses modern technology to improve business productivity and respond to customer needs. The service aligns with enterprise architecture principles and strategy to develop solutions that ensure the business capitalises on its technology investments. This service offering is well suited to clients who are looking to optimise business processes, reduce lead times and improve time to market. It can be used for greenfield environments with little or no technology definition to brownfield environments looking to refresh or transform their technology. This service is applicable to on-premise, hybrid and cloud environments.

1.1 Description

The service offers a wide range of technology features for clients to choose from and is tailored specifically to each client's needs based on their maturity levels.

The service is adaptable to the client's project management methodology (Agile, Scrum, Kanban, Waterfall etc.) and target operating model. The service can be offered as remote services, close engagement with project teams, embedding resources into your security teams or even filling out the entire security function at different roles and levels. Our services are flexible with one goal in mind; Providing architectural services aligned with business objectives and reducing the risk of a cyber breach.

1.2 Features

The business technology solution service offers a wide range of features for clients to select from based on their technology strategy, current maturity level and budget. As the service is flexible, initial engagements and discussions with clients will help select the most appropriate features and ways of working. Some of the features of the business technology services include:

1.2.1 Business Process Analysis

This feature involves the documentation of the client's current business processes which helps to identify any pain points and opportunities for optimisation. It also documents proposals on how the process can be optimised and performs a gap analysis which highlights how to get from the current situation to the ideal situation/solution. The analysis can be specific to a business team, workstream or an entire unit.

1.2.2 Technology Review

This service feature reviews the client's technology in relation to business processes, identifying technology gaps or areas where current technology has not been maximised to improve business productivity. It produces a plan on how current technology can be utilised or redeployed as a tactical solution until the next technology refresh to address business issues. It also helps the business to plan for the next technology refresh.

1.2.3 Business Requirement Gathering

This feature involves eliciting requirements for the ideal situation/solution from the client through workshops, interviews, data analysis etc. The requirements are documented and translated into technical language that the development team understand and implement.

 Copyright GidiSync Solutions Limited ©

1.2.4 Solution Design and Implementation

This feature proposes technology solutions to address the pain points identified in the business process analysis. It uses the requirements gathered from the business to guide the solution design, ensuring that business functional requirements are met, and non-functional requirements are addressed. This feature limits manual processes by applying a high degree of automation.

2 Service Scope

The scope of the service is limited to the infrastructure, service, or solution which is owned or controlled by the client. This boundary will be clearly defined and agreed within the SoW.

The service is offered with a variety of features which the client can select from. Service features selected will be listed and costed to include planning, management and value-added services.

As cyber security is a wholistic approach, we reserve the right to withdraw certain features if we have reasons to believe it will not be beneficial to the client or does not improve security posture of the client based on its strategy or current maturity level.

2.1 Assumptions

In the provision of our services the following assumptions are made

- No supplier staff member or associate is a control owner or operator for client.
- No deliverable provided by the supplier shall constitute a certification or guarantee of any controls by the Supplier.
- Client will have sufficient resources assigned to delivery of this service.
- In the absence of defined acceptance criteria, supplier will implement based on known industry good practice.
- Information provided by client will be accurate, relevant and up-to date as the supplier output will be based on information obtained from the client.

2.2 In Scope

- Clients' on-premise infrastructure.
- Clients' Platform-as-a-Service subscriptions.
- Clients' Infrastructure-as-a-Service subscriptions.
- Clients' Software-as-a-Service subscriptions.
- Clients' office locations subscriptions.

2.3 Out of Scope

- 3rd parties' systems not within client's ownership, control or boundary.
- 3rd parties' services not within client's ownership, control or boundary.
- 3rd parties' infrastructure not within client's ownership, control or boundary
- Any deliverable outside the scope of SoW.

 Copyright GidiSync Solutions Limited ©

3 Service Deliverables

3.1 Overview

Each service feature produces key deliverables as tangible output that can be used to track the implementation of these features. These outputs are documentation expected by industry standards and regulation to attest to the implementation and maturity of these security controls.

Risk scores are used within these outputs to assess the impact of the features on the overall security posture of the client's environment.

3.2 Feature Outputs

Below are the key outputs for each feature of the service to help keep track and measure the progress of security implementation across client's estate.

Security Service Feature	Feature Output
Business Process Analysis	Business Process Map (As-Is, To-Be), Gap Analysis
Technology Review	Technology Gap Analysis Report
Business Requirement Gathering	High Level Requirements, User Stories
Solution Design and Implementation	Solution Design (High Level Design, Low Level Design)

4 Service Provision

4.1 Ways of Working

Our services can be provided in the following ways:

4.1.1 Remotely

Our consultants can work remotely from our offices or work from home using our supplier provisioned persistent virtual desktop infrastructure (VDI). Endpoints local storage is not mapped back to VDI ensuring the client data is contained and protected within our environment.

We also welcome the use of client issued endpoints. However, there are some user experience limitations e.g., working with two different environments, sharing data between two different environments. It is the client's responsibility to manage, support and monitor client issued endpoints.

 Copyright GidiSync Solutions Limited ©

4.1.2 Client site

Our consultants can work from client location using supplier provisioned VDI or client issued endpoints with limitations above. A 10% discount is offered on working practices that reduce carbon emissions.

4.2 Client Access

Access to client's infrastructure can be granted the following ways:

4.2.1 Network

- IP whitelisting of supplier IP ranges to clients SaaS, PaaS and IaaS environments.
- Site to Site VPN from client's environment to supplier.
- Remote access VPN from consultant endpoint to client's infrastructure.

4.2.2 User Access

- Guest-in / Azure Active Directory B2B access.
- Client manged user identity.
- Cross account access.

4.3 Document Repository

Client documentation will be stored on the clients chosen document repository. Account management documentation will be stored on both the client's and supplier's document repository.

4.4 Resource Clearance

All resources will be BPSS cleared at minimum. SC clearance can be achieved upon clients request and sponsorship.

4.5 Security and Collaboration Tooling

Security tooling will be provided and licensed by the client. Clients' collaboration tools will be used to communicate and collaborate with client workforce.

5 Service Support Levels

5.1 Overview

The service is predominantly project driven and is not operational. As a result, it does not need round the clock support. However, we provide support level for clients who require incident or problem management support. All our support tickets are triaged by a cloud engineer and escalated to a Level 3 engineer or vendor when necessary. Support levels are listed below:

5.2 Platinum

This guarantees an on-call engineer readily available and responding to high priority support tickets within thirty minutes and lower priority tickets within two hours.

5.3 Gold

This support level guarantees an on-call engineer readily available and responding to support tickets within two to four hours depending on the priority of the support ticket.

 Copyright GidiSync Solutions Limited ©

5.4 Silver

This support level guarantees an on-call engineer readily available and responding to support tickets within six hours to a business day depending on the priority of the support ticket.

5.5 Standard

This support level is free with the services and guarantees all support tickets are responded to between one to two business days.

Support Level	Priority Level 1	Priority Level 2	Priority Level 3	Cost pa
Platinum	<30 minutes	< 1 hour	< 2hours	£25,000
Gold	<2 hours	<3 hours	<4 hours	£15,000
Silver	<6 hours	<8 hours	< 1 business day	£8,000
Standard	1 business day	2 business days	2 business days	Free

6 Service Management

6.1 Account Management

Every client engagement is overseen by an account manager who serves as the ultimate reporting line for technical and administrative staff. The account manager will have regular communication with the client representative (frequency to be agreed with client) to formally address any issues, complaints, commercial, resource updates and service improvement points.

6.2 Incident and Problem Management

We attend incident and problem management meetings for issues within our responsibility, boundary or at the client's request. Our Project/Delivery Manager acts as the reporting line and takes ownership of action points, updates and resource allocation necessary to resolve the issue.

6.3 Change Management

We follow the client's change control process and ensure we raise our changes early for visibility. Our changes are scripted where possible with a clear backout plan. All changes go through a 3-step review process and technical changes tested in lower environments before they are formally raised to the client's Change Advisory Board (CAB). We raise, own and represent our changes at the CAB to ensure clarity for the wider business.

6.4 Quality Assurance

We use the total quality management approach to ensure long term success of our services and customer satisfaction. We collaborate with clients, third parties and staff in a customer-centric approach to define processes and integrate them with customer processes in a systematic manner, with continuous improvement.

 Copyright GidiSync Solutions Limited ©

Our services go through 4 broad review gates no matter the deliverable before it's presented to the customer. These are:

6.4.1 Peer Review

Team members review output within the team to ensure defined processes are followed, decision-making logic is valid and the right communication materials are used.

6.4.2 Lead Review

The team lead, senior member or staff or technical authority reviews the output to ensure consistency in approach and approval from a team perspective. This gate can make use of technical tools for review.

6.4.3 Independent QA

This gate uses an independent resource or dedicated quality assurance team to review the output and provide a professional opinion.

6.4.4 Customer Review

This gate discusses the output with the customer and addresses any concerns before formal signoff.

6.5 Third Party Support

We believe in working in an eco-system with other suppliers as we learn more from each other. We can work with the client's 3rd party suppliers using the client's chosen service integrator and service management tool. We are proactive in our approach, ensuring we follow incidents and change requests through to an actionable stage even when it does not fall within our responsibility boundary.

6.6 Escalation

Escalations related to delivery within a service should be directed to the Project or Delivery Manager as a first point of call. Project or Delivery manager should be given adequate opportunity to resolve the issue before further escalation to the Programme Manager who is the last point of call for resolution. Account or resource related escalations should be directed to Account manager.

6.7 Reporting

Regular reports for each service feature will be provided to the client on a monthly or quarterly basis depending on agreed schedule. The report will primarily focus on security improvement and residual risk within a service line feature.

6.8 Contacts

Contact details for resources will be provided with each SoW.

6.9 Certification and Regulation

6.9.1 Internal Policies and Standards

We have a range of internal security polices and standards that guide our working practices and protect client and supplier data. Our policies are reviewed yearly by an independent third-party

 Copyright GidiSync Solutions Limited ©

reviewer to ensure we are in line with industry standards. We can provide copies to our clients upon request and a valid non-disclosure agreement.

6.9.2 PCI-DSS

We are not PCI-DSS accredited as we do not process, store or transmit any card holder data.

6.9.3 ISO 27001

We are not currently ISO 27001 accredited. We are working towards our accreditation as we grow from a macro company to an SME. Our Cyber Essentials accreditation is an alternate accreditation that attest to our secure working practices.

6.9.4 GDPR

In the provision of service, we will adhere to all requirements under GDPR and assist the client in fulfilling its obligations under the legislation.

We will act as data processors for any client data shared with us and will be bound by all data processor obligations under GDPR. A formal data sharing agreement will be in place before any exchange of personal data between the client and GidiSync.

6.9.5 Cyber Essentials

We are Cyber Essentials Plus certified.

6.10 Resource Certifications

Some of the certification held by our consultants include:

- Certified Information System Security Professional (CISSP)
- Certified Information Security Manager (CISM)
- TOGAF
- AWS Solution Architect Associate
- AWS Security Specialty
- Azure Security Engineer
- Splunk Consultant I
- Certified Ethical Hacker (CEH)
- Azure Fundamentals
- Security +
- Cisco Certified Security Professional

7 Value Add Services

We offer a variety of value-added services as a full-service wrap. This ensures a smooth on-boarding, implementation and iterative delivery experience with clear deliverables and acceptance criteria. It also ensures we can deliver on client's expectation and aid commercials. Some of our services include:

7.1 Planning

We provide a full planning service for our service offerings to ensure overall delivery is successful and on time. We have a team of delivery consultants to help plan, document and manage the delivery of the service through the various stages of the engagement. This includes:

 Copyright GidiSync Solutions Limited ©

7.1.1 Architects

Documents the current state, designs the future state and creates necessary architectural artefacts to aid implementation.

7.1.2 Business Analysts

Elicits the business requirements from key stakeholders with full traceability and testing. Engages the change management team to plan changes and document processes.

7.1.3 Engineers

Implements the solution defined by the architect and agreed upon with client

7.1.4 Delivery Manager

Manages resources, plan and delivery timelines and liaises with relevant business teams needed to support delivery.

7.1.5 Account Manager

Oversees the entire supplier team, maintains relationship with the client and supports commercial issues.

7.2 Setup & Migration

Our service helps you migrate to the cloud or between cloud services in 3 simple steps.

7.2.1 Plan:

We look at the client's current infrastructure state, document the pain points, understand the drivers for migration and plan the future state with sign off from the client.

7.2.2 Prepare

We run a proof of concept based on the proposed future state, using the chosen cloud vendor and industry best practices. After a successful proof of concept, we set up the migration platform with 3 core principles: security, resiliency and high availability. These are implemented comprehensively in readiness for your services and workloads.

7.2.3 Move

We use a phased approach to move business services and workloads starting with non-critical services. This will help reduce the impact of the change on the business and help with the adoption of new technology, testing of new processes and cultural shift required for the overall success of the migration.

7.3 Backup

Our services predominantly work with client data, as a result, they rely on the client's backup solution. Our service outputs listed above are stored within the client's document repository. Codebase outputs are stored within the client's Git repository. We provide input to the solution and support implementation.

7.4 Monitoring

Our services are project-based and as a result, do not offer operational monitoring. However, we do provide input to the design and support implementation. We produce regular reports (frequency agreed with the client) based on project plans and security program implementation.

 Copyright GidiSync Solutions Limited ©

8 Pricing & Subscription

Our pricing is based on the SFIA model for clarity and comparison with other suppliers. Depending to the type and level of engagement, the resource needs vary and will be discussed with the client during the contract negotiation phase. Our rates for the current year (2022) are listed below.

8.1 Rate Card

8.1.1 Strategy and architecture

Role Title	SFIA Code	L2	L3	L4	L5	L6	L7
Principal Security Architect	STPL				900	1000	1200
Solution Architect	ARCH			600	700	850	
Security Architect	ARCH		600	700	800	900	
Security Consultants	CNSL	450	550	600	650	750	900
Risk Consultants	BURM	450	550	600	650	750	900

8.1.2 Change and Transformation

Role Title	SFIA Code	L2	L3	L4	L5	L6	L7
Programme Management	PGMG			850	950	1100	1300
Project Management	PRMG		450	650	850	900	
Business Analyst	BUSA		400	620	750	950	
Project Support	PROF	300	450	550	650		

8.1.3 Development and Implementation

Role Title	SFIA Code	L2	L3	L4	L5	L6	L7
Product Manager	PROD		500	650	850		
Security Engineer	SLEN		650	700	900	1000	1200

8.1.4 Delivery and Operation

Role Title	SFIA Code	L2	L3	L4	L5	L6	L7
Delivery Manager	STPL	450	500	650	850		
Vulnerability Manager	VUAS	450	500	550	700		
Penetration Tester	PENT		500	700	900	1200	

 Copyright GidiSync Solutions Limited ©

Relationships and Engagement

Role Title	SFIA Code	L2	L3	L4	L5	L6	L7
Account Manager	RLMT	500	700	800	900	1000	1200

8.2 Service Subscription

Clients can subscribe to our services using the following methods:

8.2.1 Crown Commercial Services Process

Our services are listed on G-Cloud 14 and Cyber Security Services3 purchasing scheme of CCS These schemes can be used to initiate a request for proposal.

8.2.2 Website

The free health check menu on our website can be used to request an initial review and trigger an RFP process.

8.2.3 Sales Team

Our sales team can be contacted directly at sales@gidisync.com .

9 Glossary

Abbreviation	Meaning
SoW	Statement of Work
VDI	Virtual Desktop Infrastructure
BPSS	Baseline Personnel Security Standard
SC	Security Clearance
SaaS	Software as a Service
PaaS	Platform as a Service
IaaS	Infrastructure as a Service
CAB	Change Advisory Board
NDA	Non-Disclosure Agreement
GDPR	General Data Protection Regulation
ISO	International Organization for Standardization
PCI-DSS	Payment Card Industry Data Security Standard
IT	Information Technology
DevSecOps	Development Security Operations
RFP	Request for Proposal
SFIA	Skills Framework for the Information Age

 Copyright GidiSync Solutions Limited ©