

Service Delivery Approach: Cyber Vulnerability Services

1. Our approach combines our expertise with industry best practice and hard-won operational and cyber security experience with an unstinting drive to deliver an exemplary service for you.

Service Structure

2. Our Cyber vulnerability service is anchored around four key functions: Discover, Manage, Assess and Track. These functions will ensure structure across the service and deliver efficiencies by sharing information between them and aligning with an underlying structure and ontology. The functions are:

- a. **Discover** – Continually monitor sources and find new ones to gather new information to deliver the service.
- b. **Manage** - Curate and manage information to maintain accuracy, relevance and veracity.
- c. **Assess** – Assess criticality and priorities to inform users of the service.
- d. **Track** – Vulnerability identification and remediation will be tracked through linking in with the outputs of Assurance Assessments.

3. Service structure design benefits:

- e. **Outcome focused.** The service is centered around the four functions (Discover, Manage, Assess, Track) ensuring an outcome focus.
- f. **Leverage industry best practice.** NIST Cyber Security Framework v2.0 will guide the delivery of the service and will be used to cross-reference to other initiatives in relevant Government or Industry Cyber Programmes.
- g. **Alignment to client Processes and Structures.** We understand how to align the service and its outputs for maximum benefit with you and your enabling organisations.
- h. **Collaborative approach.** Working with your teams across the enterprise with excellent stakeholder management.
- i. **Coaching and Mentoring from experts** with more than a decade of experience in Government Cyber Security.

Dock into existing Governance

4. The service will become a core source of information for key decision-makers in your business model, ensuring better decision-making and risk management across the range of necessary Governance meetings (e.g. Programme Boards, Management Groups).

Expert oversight

5. The service will be governed in partnership with you. Redbay will provide experts and review the service as agreed with you to identify efficiencies and improvements. This will allow the service to evolve and continue to be tailored to meet your requirements.