

Service Definition

Cloud, Cybersecurity and AI Security Advisory and Assurance Services

1. Service Overview

ScyberX provides independent cloud, cybersecurity, and AI security advisory and assurance services to NHS organisations. The service supports secure adoption of cloud and AI-enabled technologies by assessing security risks, governance, and architectural designs, and by providing practical, risk-based guidance aligned to NHS, NCSC, and wider public sector expectations.

2. Scope of the Service

This service supports NHS trusts, ICBs, and arm's-length bodies in strengthening cybersecurity and AI security across cloud and digital environments.

Typical activities include:

- Cloud security architecture and design reviews for NHS systems
- Cybersecurity strategy development and prioritised roadmaps
- Cloud, cybersecurity, and AI risk assessments
- Security governance, policy, and control framework support
- Cloud migration and transformation security assurance
- AI security and governance advisory for NHS use cases and AI-enabled tools
- Supplier, SaaS, and third-party security assurance reviews
- Risk prioritisation and remediation planning
- Advisory support to NHS digital, clinical, and corporate programmes

The service is independent, vendor-neutral, and focused on enabling informed, risk-based decisions by NHS leadership and delivery teams.

3. Out of Scope

The service does not include:

- Implementation or operation of technical security controls
- Managed security services, SOC operations, or continuous monitoring
- 24/7 incident response or operational support
- Hosting, infrastructure management, or resale of cloud or AI platforms
- Development, training, or hosting of AI models
- Acting as a data controller or data processor on behalf of the NHS organisation
- Any work outside the agreed advisory scope requires a separate call-off agreement.

4. Service Delivery Approach

Delivery is primarily remote and tailored to each NHS call-off. Activities may include document reviews, workshops, stakeholder interviews, architecture reviews, and risk assessments. Outputs typically include written reports, strategies, roadmaps, and prioritised recommendations.

A named consultant acts as the primary point of contact and technical lead, providing continuity and accountability throughout delivery. On-site delivery can be provided by prior agreement where required.

5. Support Arrangements

Support is provided as part of the agreed advisory engagement and includes:

- Email and phone support during UK business hours
- Scheduled advisory and assurance sessions
- Follow-up clarification relating to delivered outputs

Support is not provided via web chat or a self-service ticketing portal. Prioritisation of requests is agreed collaboratively to align with NHS delivery priorities.

6. Security, AI Assurance and Personnel Controls

ScyberX applies proportionate personnel security and information protection controls appropriate to NHS advisory services. This includes identity verification, right-to-work checks, reference checks, and contractual confidentiality obligations.

Where required by the role, ScyberX is prepared to support Baseline Personnel Security Standard (BPSS) clearance. AI security advisory aligns with recognised guidance including NCSC principles, NIST AI Risk Management Framework, and NHS governance expectations.

7. Pricing Model

Pricing is agreed per call-off and is typically based on:

- Time and materials (daily or hourly rates), or
- Fixed-price packages for clearly defined scopes of work

There are no tiered support levels. Pricing is proportionate to scope, complexity, and duration.

8. Service Constraints

Delivery timelines depend on timely access to relevant NHS documentation, stakeholders, and system information. As the service is advisory and assurance-focused, implementation of recommendations remains the responsibility of the NHS organisation unless otherwise agreed.

9. Intended Users

This service is suitable for:

- NHS trusts and foundation trusts
- Integrated Care Boards (ICBs)
- NHS arm's-length bodies
- NHS-commissioned services and partners
- Public sector organisations operating within the NHS ecosystem