



SAILOTECH[®]
Transform Forward, Faster

Service Definition Document

Service Name: **Cyber Security Maturity Assessment**

Supplier: **Sailotech UK Limited Document**
Framework: **G-Cloud 15**

Date: 27th January, 2026

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1. Service Overview

The Cyber Security Maturity Assessment service helps organisations understand their current cybersecurity posture and capability across people, process, and technology.

The service benchmarks the organisation against recognised frameworks such as:

- NCSC Cyber Assessment Framework (CAF)
- ISO/IEC 27001
- NIST Cybersecurity Framework

It identifies gaps, risks, and maturity levels, and provides a prioritised, risk-based roadmap to improve resilience, governance, and compliance.

2. Scope of Service

This service includes:

- Current-state cybersecurity maturity review
- Governance, policy, and control effectiveness assessment
- Technical and operational capability evaluation
- Stakeholder interviews and evidence reviews
- Risk and maturity scoring
- Gap analysis and compliance mapping
- Prioritised improvement roadmap
- Executive summary and detailed assessment report

Implementation of recommendations is **not included** and can be delivered as a separate engagement.

3. Delivery Approach

The service is delivered in four phases:

Phase 1 – Initiation & Planning

- Kick-off meeting
- Scope confirmation
- Stakeholder identification
- Evidence request



Phase 2 – Assessment & Evidence Review

- Document and control reviews
- Stakeholder interviews
- Security control mapping
- Maturity scoring

Phase 3 – Analysis & Gap Identification

- Risk and maturity benchmarking
- Gap analysis against selected frameworks
- Risk prioritisation

Phase 4 – Reporting & Roadmap

- Executive summary
- Detailed findings
- Risk heatmap
- Prioritised remediation roadmap
- Management presentation

4. Service Outputs

Buyers receive:

- Cyber security maturity score
- Gap analysis report
- Risk register and heatmap
- Compliance readiness mapping
- Prioritised remediation roadmap
- Executive summary presentation

5. Support Model

Standard Support

Business hours ticketing and email support (Mon–Fri, 09:00–17:00).

Enhanced Support

Priority tickets with access to a named Cloud Support Engineer.

Premium Support

24/7 priority support with a dedicated Technical Account Manager.

All support is delivered remotely unless otherwise agreed.



6. Service Constraints

- Delivered primarily remotely
- Requires timely access to systems, documents, and stakeholders
- Non-intrusive testing unless agreed
- Recommendations are advisory
- Certification is not guaranteed
- Buyers are responsible for implementing outcomes

7. Security & Compliance

- Aligned to ISO 27001, NCSC CAF, NIST
- Data handled in accordance with UK GDPR
- Secure communication channels used
- Role-based access to assessment data

8. Onboarding

- Contract confirmation
- Kick-off meeting
- Access and evidence request
- Assessment schedule agreed

9. Exit & Offboarding

- Final report delivered
- Data securely returned or deleted
- Knowledge transfer session (if required)

10. Accessibility

All reports and communications are provided in accessible formats aligned with **WCAG 2.2 AA** and UK Government accessibility standards.

