

# Argo – Cloud Security and Assurance – Service Definition Document



## Service Overview

**Service Type:**

Cloud Support – Lot 3

**Service Name:**

Cloud Security & Assurance Services

**Summary:**

This service provides professional cloud security and assurance support to help buyers define security strategy, manage security risks, design secure cloud architectures, and gain assurance over the security of cloud services.

The service is delivered as time-bound professional engagements and supports informed decision-making aligned with UK government cloud and security principles.

## Service Description

Argo's Cloud Security & Assurance Services provide structured security assessment, design, and assurance activities across the cloud service lifecycle. The service helps buyers understand their cloud security posture, identify and manage risks, and design appropriate security controls for cloud environments.

The service includes security strategy development, risk management, secure architecture design, security reviews and audits, security testing, and incident management planning and support. Engagements are scoped to provide clear, evidence-based assurance and recommendations. Ongoing managed security operations are out of scope unless explicitly contracted.

## Service Scope & Categories

Argo's service aligns to the following G-Cloud 15 Cloud Support categories:

- Security strategy
- Security risk management
- Security design
- Security incident management
- Security audit services
- Security quality assurance (QA) and testing

Services may be delivered individually or combined within a single engagement, depending on buyer requirements.

## Service Features

Argo's service includes the following features, delivered in line with the agreed scope:

1. Cloud security strategy development aligned to organisational objectives
2. Security risk identification, assessment, and prioritisation
3. Secure cloud architecture design and review
4. Security controls review and assurance activities
5. Cloud security audits and independent reviews
6. Security quality assurance and testing activities
7. Incident management planning and response support
8. Alignment with relevant government security standards
9. Security documentation, reporting, and evidence production
10. Stakeholder engagement through workshops and interviews

## Service Benefits

Argo's service will provide the following benefits to buyers:

1. Improved understanding of cloud security risks
2. Stronger and more secure cloud architecture designs
3. Reduced likelihood of security incidents
4. Increased confidence in security controls and processes
5. Improved alignment with government security standards
6. Early identification of security weaknesses
7. Improved assurance reporting for senior stakeholders

8. Clear security recommendations and prioritised actions
9. Reduced risk during cloud adoption and change
10. Improved preparedness for security incidents

## Service Constraints & Operating Hours

Services are delivered during UK business hours as time-bound professional engagements.

Activities are scoped and agreed at call-off.

This service focuses on security planning, assessment, design and assurance activities and does not include ongoing managed security operations or continuous monitoring unless explicitly contracted.

On-site delivery may be provided where required and is subject to additional cost and agreement.

## Support Model

### Support Channels:

- E-mail or ticketing support: Yes
- Phone support: Yes
- Web chat support: No

### Support Levels:

Support is provided throughout the engagement to ensure effective delivery of the agreed cloud security and assurance activities. This includes coordination, clarification of security requirements, facilitation of workshops, review of security findings, and support for agreed incident management activities within scope.

Communication is primarily via e-mail, with phone support available for scheduled discussions and urgent matters.

Support is delivered on a best-efforts basis during UK business hours, with escalation routes agreed at the start of the engagement.

## Supplier Information

**Supplier Type:** Direct supplier (not a reseller)

## Security & Assurance

**Staff Security Clearance:** Argo staff screening is performed but does not conform to BS7858:2019.

**Government Security Clearance:** Personnel can hold security clearance up to Developed Vetting (DV), subject to role requirements and buyer approval.

Argo's service supports work on systems requiring elevated security controls, where agreed as part of the engagement.

## Service Exclusions

**This service does not include:**

- Ongoing managed security operations or Security Operations Centre (SOC) services
- Continuous security monitoring or threat detection
- Remediation or implementation of security controls unless agreed separately

Any additional services must be explicitly agreed and contracted.

## Service Governance

Service delivery is managed through agreed engagement governance, including reporting, stakeholder communication and escalation mechanisms. This ensures transparency, control, and alignment with buyer security objectives throughout the engagement lifecycle.