

G-Cloud 15 Service Definition

Supplier: Drop Table Ltd

Service Name: Cloud Security, DevSecOps, Architecture & Engineering Services

Service Type: Cloud Support Services

1. Service Overview

Drop Table Ltd provides specialist cloud advisory, architecture, engineering, and security services to support public sector organisations in the secure design, delivery, operation, and improvement of cloud and DevOps environments.

Services are delivered by experienced practitioners with deep expertise in Microsoft Azure, DevSecOps, cloud security, and regulated environments. Engagements are outcome-focused and may include advisory, design, engineering, remediation, and assurance activities.

Functional Scope

- Cloud security and risk advisory
- Secure cloud and hybrid architecture design
- DevSecOps pipeline design and implementation
- Azure platform and landing zone engineering
- Secure-by-design application and platform architecture
- Technical control design aligned to recognised frameworks
- Cloud modernisation and remediation engineering
- Independent technical reviews and improvement roadmaps
- Bespoke software, platform, and automation engineering where required

1.1 Virtual Executive Services (vCTO / vCISO)

Drop Table provides Virtual Chief Technology Officer (vCTO) and Virtual Chief Information Security Officer (vCISO) services to support public sector organisations that require senior executive technology or security leadership without appointing a permanent officer.

These services are designed to provide independent, senior-level oversight, assurance, and accountability, rather than operational delivery or staff augmentation.

vCTO and vCISO services are delivered exclusively by Executive Principal Consultants with extensive experience operating at board, executive, and regulatory levels in highly regulated environments.

Typical vCTO and vCISO activities may include:

- Executive advisory of technology or security strategy
- Board-level and senior leadership advisory
- Governance, risk, and compliance leadership
- Regulatory engagement and audit readiness support
- Definition and oversight of security and technology operating models
- Architecture and control authority across cloud and DevOps environments
- Independent challenge and assurance of existing delivery programmes
- Incident preparedness and senior advisory support during security events
- Translation of technical risk into business and operational impact

vCTO and vCISO services are:

- Strategic and advisory in nature
- Time-bound and outcome-focused
- Not intended to replace permanent executive roles
- Not used for routine operational management or delivery

Engagements are typically delivered on a part-time or time-bound retained advisory basis, aligned to defined outcomes, governance cycles, or regulatory milestones

Non-Functional Characteristics

- Services are delivered remotely by default, with on-site delivery available where required
- Engagements are non-intrusive and designed to minimise operational disruption
- Work is delivered against clearly defined scopes and deliverables
- Services are vendor-agnostic, with a strong focus on Microsoft Azure ecosystems

2. Information Assurance

Drop Table services are suitable for environments processing information up to OFFICIAL, including OFFICIAL-SENSITIVE, can support SECRET environments where required, subject to customer-defined security controls, accreditation requirements, and availability of appropriately cleared personnel, accreditation requirements, and engagement scope.

- Consultants can operate under appropriate security controls, including the use of DV-cleared personnel where required and subject to availability

Use of Proprietary Tooling

Where appropriate, Drop Table may use its proprietary intellectual property, ADO Pulse, to accelerate discovery and evidence gathering.

ADO Pulse is a read-only assessment capability developed by Drop Table that analyses Azure DevOps configuration and usage data and maps findings against recognised security and governance frameworks. It does not make changes to customer environments and does not store customer data beyond the assessment session.

Use of ADO Pulse is optional and subject to customer approval.

3. Backup, Restore & Disaster Recovery

As a consultancy and engineering service:

- Drop Table does not provide operational hosting
- Drop Table designs and validates disaster recovery strategies aligned to customer RTO and RPO objectives
- Backup, restore, and disaster recovery remain the responsibility of the customer and their platform providers

Where Drop Table designs, reviews, or remediates backup and disaster recovery solutions:

- Recommendations and architectures are documented
- Designs are aligned to customer recovery objectives
- No customer data is retained post-engagement

4. On-Boarding and Off-Boarding

On-Boarding

- Initial scoping and discovery to confirm objectives and deliverables
- Agreement of access methods and security controls

- Engagement plan and milestones confirmed

Off-Boarding

- Removal of all Drop Table access
- Handover of all deliverables and artefacts
- Confirmation of secure deletion of any temporary working data

5. Pricing

Pricing is transparent and published through the G-Cloud framework and may include:

- Fixed-price engagements
- Time and materials (daily or hourly rates)
- Pricing may reflect the duration and complexity of an engagement, as agreed at order
- Where Virtual Executive Services (vCTO / vCISO) are provided, these are delivered at Executive Principal Consultant rates, reflecting the seniority, accountability, and regulatory exposure of the role.
- These rates are aligned to board-level advisory and independent assurance services and are intended for limited, high-impact engagement rather than continuous operational delivery.

No charges apply for data extraction or service exit.

6. Service Management

- Named delivery lead for each engagement
- Regular progress and status reporting
- Risk and issue management
- Formal change control for scope variations

7. Service Constraints

- Delivery subject to availability of appropriately skilled consultants
- Services delivered against agreed scope

- Bespoke work beyond scope requires mutual agreement
- Drop Table does not assume ongoing operational responsibility unless explicitly contracted

8. Service Levels

As a professional services offering:

- Service levels relate to delivery milestones and outcomes rather than platform uptime
- Response times and availability are agreed per engagement
- Standard support hours are UK business hours
- Out-of-hours or event-driven support can be provided where explicitly required
- Services are delivered in accordance with agreed professional standards and delivery milestones

9. Financial Recompense

- Financial recompense is governed by contractual terms agreed at order
- No service credits apply; any financial recompense is subject to contractual agreement

10. Training

Where required, Drop Table provides:

- Knowledge transfer and handover sessions
- Architecture and design walkthroughs
- Secure cloud and DevSecOps training
- Tailored documentation aligned to customer environments

11. Ordering and Invoicing

- Services are ordered through the G-Cloud framework
- Invoicing aligned to milestones or agreed time periods
- Standard public sector payment terms apply

12. Termination

By the Consumer

- Services may be terminated in line with contractual notice periods
- Work completed to date is invoiced

By the Supplier

- Termination only for material breach or non-payment
- Reasonable notice provided

Data Restoration / Migration

- Where cloud service provider migration or restoration support is required, this can be provided as a separately scoped professional services engagement

13. Data Extraction and Removal

- All customer data generated during delivery is returned
- No customer data is retained post-engagement
- Secure deletion is confirmed where applicable

14. Consumer Responsibilities

- Provision of timely access and information
- Ensuring appropriate internal approvals
- Ownership of implementation and operational decisions

15. Technical Requirements

- Secure access to relevant cloud and DevOps environments
- Appropriate identity and access permissions
- Connectivity suitable for remote or on-site delivery

16. Trial Services

- Formal trial services are not offered
- Discovery workshops may be provided as part of an initial or separately scoped engagement

17. Data Storage and Processing Locations

- Services are delivered from the UK
- Any temporary processing uses UK or UK-aligned cloud services
- No persistent customer data storage is used

18. Deployment Models Supported

- Public cloud
- Private cloud
- Hybrid cloud

19. Service Roadmap

- Services evolve in line with:
 - Cloud platform innovation
 - Security standards and guidance
 - Public sector policy and assurance requirements
- Core delivery is not dependent on proprietary platforms
- Drop Table provides at least 30 days' notice for any material changes impacting service scope or agreed deliverables

20. Certifications and Assurances

Drop Table holds and maintains:

- Cyber Essentials Plus
- FSQS accreditation
- Microsoft Solutions Partner status
- Certifications and accreditations are maintained and provided where applicable to the engagement.