A2g Cyber

Service Definition

Entra ID Conditional Access Review and Policy Design Support (Lot 3 – Cloud Support)

1. What the service is

An independent, evidence-based review and redesign service for Microsoft Entra ID Conditional Access (CA). We model your current CA policy estate (coverage, overlaps, exclusions and enforcement), identify gaps, and work with stakeholders to design a target-state CA policy set aligned to risk, user experience and operational capability. We provide planning and implementation support to migrate from current-state to the new CA design using phased rollouts, pilot groups and rollback steps.

Typical use cases include: CA policy rationalisation, Zero Trust access controls, privileged access hardening, guest/B2B controls, legacy authentication lock-down, and preparation for passwordless/passkeys rollouts.

2. What's included

Assessment and modelling activities (as applicable to scope):

- Discovery of current Conditional Access policies, assignments and exclusions
- Policy modelling and coverage mapping across users, apps and conditions
- Gap analysis for missing controls, unsafe exclusions and weak enforcement
- Overlap/conflict analysis to reduce duplication and unintended access outcomes
- Review of controls for admins, privileged roles and break-glass accounts
- Guest/B2B Conditional Access review and partner access constraints
- Log/monitoring review (sign-in/audit visibility and investigation readiness)
- Workshops/interviews with stakeholders (security, IAM, service owners, business)

Design and migration planning (as applicable to scope):

- Target-state CA policy architecture, naming standards and scope boundaries
- Policy designs for key scenarios (workforce baseline, admins, guests, high-risk)
- Exception handling approach (time-bound exceptions, approvals, compensating controls)
- Migration plan from current-state to target-state (phased rollout and sequencing)
- Implementation support to configure, test and tune policies with pilot groups
- Knowledge transfer and handover runbooks to sustain the new CA design

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Deliverables:

- Executive summary of key risks, decisions required and priorities
- Current-state CA policy model and coverage matrix (gaps and overlaps)
- Target-state CA design pack (policy intent, assignments, exclusions, controls)
- Conditional Access migration plan (phased rollout, pilot, testing and rollback)
- Handover notes/runbooks and implementation support plan (if requested)

3. Data backup/restore and disaster recovery

This is a consultancy service and does not provide hosting, data backup, or disaster recovery for your tenant. Where we make Conditional Access configuration changes with you, we follow your change control and rollback approach (for example: documenting pre-change state, staged rollouts, pilot groups, and rollback steps).

4. Onboarding and offboarding

Onboarding:

- Kick-off to confirm objectives, scope, stakeholders, and timelines
- Access method agreed (least privilege; read-only for assessment where possible)
- Data sources confirmed (e.g. policy export, sign-in/audit log availability and retention)

Offboarding / exit:

- Final report and deliverables supplied in agreed formats
- Access removed (accounts revoked, guest access removed if used)
- Working files handled per data retention section below

5. Service constraints

- Delivered remotely by default (onsite by agreement).
- Requires access to key stakeholders for interviews, approvals and decisions.
- Requires access to relevant design documentation where available (HLDs, LLDs, diagrams).
- Findings depend on access granted and log retention. Limited access/retention may reduce assurance depth.
- Migration/implementation support requires buyer approvals, change windows, and testing availability.
- Scope is limited to the agreed tenant(s) and agreed systems; additional tenants/systems are out of scope unless added.

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6. Service levels and support hours

- Support/engagement hours: Mon–Fri 09:00–17:00 UK
- Channels: Email, Microsoft Teams, phone (as agreed)
- Target response to questions during business hours: within 8 working hours
- No enhanced/out-of-hours support unless explicitly agreed in a call-off.

7. After-sales support

We can provide follow-up advisory sessions, migration check-ins, and validation reviews after the main engagement. All time is delivered and charged in line with the Lot 3 rate card for the relevant role.

8. Technical requirements

Buyer provides:

- A named technical contact and decision-maker for approvals
- Appropriate tenant access (preferably read-only for assessment; elevated only when implementing)
- Access to relevant logs where required (sign-in logs, audit logs, Entra ID configuration)
- Workspace for collaboration (Teams and document sharing)
- Access to key application/service owners for impact assessment and testing

9. Outage and maintenance management

We do not operate any buyer production service. Where Conditional Access changes are implemented, we plan changes within your maintenance windows and change control process and support testing, pilot rollout and rollback steps.

10. Hosting options and locations

No hosting is provided. Delivery is remote. Any documentation produced is shared using buyer-approved tooling and locations (e.g. buyer SharePoint/Teams or agreed secure transfer).

11. Access to data on exit

All outputs (reports, designs, plans, runbooks) are provided to the buyer. We will securely delete any buyer data we hold as working material.

12. Security

- Least-privilege access
- Buyer-controlled accounts and approval for changes

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- Secure handling of information (encrypted storage where used; controlled sharing)
- No credential harvesting; no intrusive testing unless explicitly in scope
- Data minimisation: we only request/access what is needed for the engagement
- Compliance with buyer security policies and reasonable assurance requirements

13. Commercials (high level)

The service is delivered on a time-and-materials basis and charged at the relevant hourly rates listed on the Lot 3 rate card, aligned to the role(s) provided. We provide an estimate for the basis of a purchase order, and provide regular burn-down information against that.

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