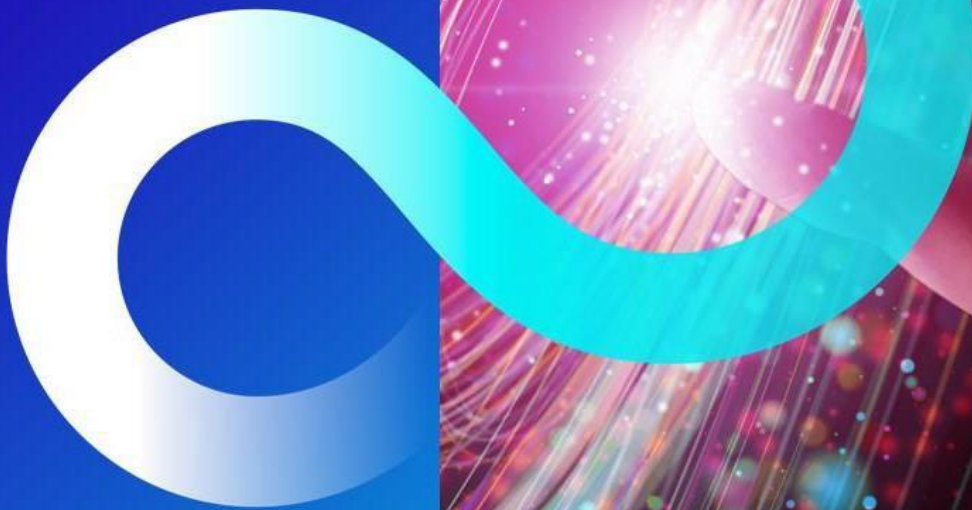


Service Definition

Identity and Access Management Consultancy

FUJITSU



G-Cloud 15

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Identity and Privileged Access Management (IDAM PAM) Consultancy

One of the fundamental tenets that underpin any system's security is the ability to associate an individual with their actions. This gives rise to requirements to manage users in controlled manner to ensure that:

- a user is who they say they are (authentication)
- to only grant access to the data they are allowed to see (access control), and
- to see what users, do so they can be held accountable for those actions (audit).

Existing user management systems are often designed in an ad-hoc manner, can be difficult to administer and can soak up a great deal of scarce management effort to keep them up to date and accurate. Cloud services can also bring challenges, especially in how these services are integrated with on premise systems.

The concept of perimeter-less security is well-established, but the reality is that identity is the new perimeter. Identity, authentication, and access are at the heart of every organisation's system and have increasingly come under attack meaning that the management, audibility, and restriction of identities across organisations is now more important than ever. Ensuring staff, customers and external contractors alike have the necessary access, whilst not hindering productivity is a significant business challenge. With the incorrect permissions or access rights, sensitive data and or crucial IT systems could be compromised with ease. Threat actors such as malicious insiders and organised cyber criminals take advantage of excessively privileged accounts to perform their attacks.

Managing the user identity lifecycle (joiners, movers, leavers) is not only a time-consuming task, but is also prone to human error, often leading to excessive access rights to data. Excessive access rights increase the risk to data from malicious activities such as malware, ransomware, and unauthorised access to sensitive information.

Without the correct access however, users are unable to perform necessary tasks and actions thus impeding productivity. Applying Role Based Access Controls (RBAC) and enforcing the principle of least privilege creates a baseline of access for each job function to ensure users across separate teams have what they need to execute on day one. Fujitsu's IDAM and PAM services help customers define and design the right solutions to keep data, identities and services protected whilst maintaining optimum operational efficiencies.

Fujitsu's Identity and Access Management consultancy service is a tailored engagement to meet your specific business and operational security needs. We can provide essential guidance to your organisation on the best solution for you for user management and address the user's security requirements in the most economical way. Amongst other aspects, we cover:

- Authentication
- Authorisation and Access Control
- Cloud Identity Integration
- Federation and Single Sign On (SSO)
- Identity Governance
- Identity Lifecycle Management - Joiners, Leavers and Movers
- Identity Strategy and Consultancy
- Privileged Account Management
- Password Management
- Identity Provisioning
- Public Key Infrastructure (PKI)
- Multi Factor Authentication (MFA)

Fujitsu is a proven security partner with 40 years of demonstrable capability in providing Information

Technology security consultancy services to organisations from both private and public sectors. We have worked with major government departments and FTSE250 companies operating in highly complex and regulated environments. Fujitsu's security professionals are trusted advisors who can provide independent, fresh analysis of your information protection technology, policies, and practices.

We have also additional consultancy offerings for a range of IT Security Consultancy services covering aspects like **IT Security Strategy, Enterprise IT Security Controls, Risk and Compliance, Security Design and Deployment, Data loss Prevention**, and **Network Code of Connection compliance**. Please see our other service descriptions for more details, or contact us:

Phone: 0843 365 1549

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Website: <http://uk.fujitsu.com>

Associate Delivery Partners

Fujitsu has strategic relationships with a number of specialist companies to augment its own staff resources as well as global security vendors as suppliers of technical expertise.

Service Management

The Fujitsu team, providing these Security Consultancy services, operates under an ITIL-aligned, ISO/IEC 20000 compliant service management framework.

The Fujitsu team provide tailored engagements that deliver independent expertise and advice designed to meet the customer's requirements, helping to address business and operational security needs. The precise approach and duration taken will vary dependent upon customer requirements. The scope of work, deliverables, customer stakeholders required for workshops / data gathering, work package composition and outputs, check point meetings and acceptance criteria are discussed and agreed at the outset of the engagement. IT Security Consultancy engagements are underpinned by Fujitsu's proven methodologies.

Fujitsu will agree the scope of the engagement with the customer as part of the service initiation and will produce a written statement of work. The engagement is designed so that the written report will be available within four working weeks from receipt of a purchase order.

Fujitsu uses a structured questionnaire as the basis for fact finding through interviews with key personnel in the customer organisation. The information collected is analysed and compared with current practices and customer policy and guidance.

Business Continuity

Fujitsu has achieved ISO22301 certification, and its IT security consultancy delivery is underpinned by robust business continuity plans.

Service Deliverables

The output of the Identity and Access Management Consultancy offerings will vary according to the task and will be agreed before the task is commenced. The findings and / or recommendations of a particular task will usually be documented in formal reports and may be given to the customer in the form of a presentation.

Commercial

Ordering and invoicing process

Fujitsu will commence delivery of the service on receipt of a purchase order.

Fujitsu shall invoice for the Service plus any applicable taxes after delivery of all products defined in the agreed Terms of Reference. Any additional expenses shall be invoiced in the month after they have been incurred.

When remitting payment, the customer will include the applicable Fujitsu invoice that the payment applies to.

Termination Terms

Customer Termination

The customer may terminate the Service at any point during delivery of products specified in a Terms of Reference. The customer will provide Fujitsu with 5 working days' notice of termination to allow handover to the customer of any products developed up to the point of termination. Fujitsu will invoice the customer for all charges incurred up to the point of termination.

Supplier Termination

Fujitsu may terminate the Service at any point during delivery of products specified in a Terms of Reference. Fujitsu will provide the customer with 5 working days' notice of termination to allow handover to the customer of any products developed up to the point of termination. Fujitsu will invoice the customer for all charges incurred up to the point of termination.

Customer Responsibilities

Successful delivery of the review is subject to the following dependencies upon the customer.

- Adequate facilities for conducting interview and meetings
- There will be a nominated point of liaison for the customer
- Active participation of all nominated customer staff
- The customer will make individuals available for interview as requested to complete the Cloud Security Review in a timely manner
- The customer will provide, where requested, access to existing security policies, processes, and documentation in order for Fujitsu to be able to deliver the service.

Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the customer's failure to fulfil these dependencies. Should a delay to the Service result from the customer's failure in relation to the above dependencies, for example, if there is not full attendance at agreed meetings, Fujitsu shall be entitled to amend the Service, schedule and/or charges with no liability and shall be entitled to charge the customer for any resulting additional charges.

Service Constraints

Fujitsu shall not be liable for the customer's take up, non-take up or other discretionary use of the information provided by Fujitsu or of any of the recommendations or options generated from the Service and activities under this Service Definition.

Service Exclusions

The following elements are not included, relevant, or applicable as part of the offered Service and are therefore not included within this Service Definition:

- On-boarding and Off-boarding processes/scope etc.
- Service Levels
- Service Credits
- Service Management
- Information assurance
- Level of backup/restore and disaster recovery
- Data Restoration / Service Migration
- Training
- Details of any Trial Service Available
- Minimum and Maximum Terms
- Technical Requirements

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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