

Service Definition

Cyber Security Professional Services

FUJITSU



G-Cloud 15

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Cyber Security Professional Council

Fujitsu is a proven security partner with 40 years' experience in providing Information Technology (IT) security consultancy services to organisations in both private and public sectors. We work 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 information protection measures and help implement new security controls appropriate to the consumption of cloud services.

As a global security and service integrator, Fujitsu provides security and resiliency consultancy services across the full delivery lifecycle. These services are seamlessly integrated within the operational, service and security framework within customer organisations, with our services perceived as an extension of our customers' security capability.

Fujitsu's relationships and close links with UK Government, national cybercrime agencies, academia, and our strategic technology partners, enables Fujitsu to achieve service intimacy with our customers. Fujitsu works with HMG Departments to support them to implement many of the security measures required to protect their information, technology, and digital services/assets to meet their SPF, National Cyber Security Strategy and Minimum Cyber Security Standards obligations.

In line with HMG requirements, Fujitsu holds Cyber Essentials and Cyber Essentials Plus certifications and design, build and manage ISO 27001:2013 certified frameworks for HMG where data is classified OFFICIAL through to SECRET and above. Fujitsu has a large pool of SC and DV cleared UK personnel and has experience of designing, building, and maintaining governance and security to deliver service offerings at OFFICIAL, SECRET and ABOVE SECRET classifications.

Scope Of Services

Fujitsu's Cyber Security Professional Services provide customers with independent advice and expertise to help address their security challenges. This enables customers to optimize security spending and allow them to concentrate on their core business and operational objectives. Our versatile range of services includes:

Service	Description
Public Cloud Security Assessment	Organisations using public cloud services are subject to increasing cyber security threats. The public cloud security assessment will provide a security and compliance health check of a cloud service you're planning to use or one that you are choosing to create. The assessment will increase security awareness leading to positive financial, operational, and business impacts. It will review the current and any proposed new security posture to provide a detailed report of prioritised recommendations. It assesses the level of compliance with the Cloud Suppliers' best practice architectural frameworks.
Security Assessments	Drawing on our experience of ISO27001, NIST SP 800-61, CIS Top 20 and cloud security standards (ISO27017, ISO27018, NCSC Cloud Security Principles, and Cloud Security Alliance Security Guidance), an assessment reviews your organisation's overall security footprint, identifies specific vulnerabilities, and provides advice and guidance on how to mitigate them to reduce your business risks to an acceptable level.
IT Security Programme Review	A good security programme is aligned with the wider business strategy. Fujitsu's IT Security Programme engagement will help you to crystallise your security business objectives, whether it is achieving ISO27001 certification, or keeping ahead of relevant future security trends. The review will check that the programme is: • On track • Aligned to business • Progressing at a pace • In control of the projects It will provide you a roadmap to show you how to enhance your security strategy and to develop the commensurate level of security for your systems and information.
Information Security Management	Fujitsu has extensive experience in information security management, the process that defines controls that an organisation needs to implement to ensure that it is affording proportionate and effective protection to ensure the confidentiality, availability, and integrity of its information assets and services. Information security management encompasses security risk management, a process that involves the assessment of the risks an organisation must address, the mitigations applied to the risks and the dissemination of the risks to appropriate stakeholders. The overall approach to Information Security should be strategic as well as operational, and different security initiatives should be prioritised, integrated, and cross-referenced to ensure overall effectiveness. Fujitsu will create an Information Security Management System to coordinate security efforts – both electronic and physical – coherently, consistently, and cost-effectively. It brings together the different elements to ensure policies, procedures, and objectives can be created, implemented, communicated, and evaluated to increase confidence in an organisation's overall information security.

Service	Description
Design and Deployment	In today's highly networked world, organisations are increasingly exposed to a wide range of threats. The risk of these threats being successfully executed can be reduced by having effective security designed into IT systems. Fujitsu can provide IT security design expertise to supplement existing capabilities, as well as providing design and deployment services to build, install, test, and integrate a wide range of security enforcing technologies, such as Data Leakage Prevention (DLP) and User and Entity Behavioural Analytics (UEBA).
Security orchestration, automation, and response (SOAR)	A SOAR platform enables security operations to make use of the vast amounts of data that are available and helps automate some of the day-to-day tasks of security operations. Security orchestration and automation integrates different technologies and allows security operations to respond with defensive actions. It can decrease the "Time to Response and Remediation" and increase effectiveness in stopping, containing, and preventing attacks by aggregating and validating data from a wide range of sources, including threat intelligence platforms, exchanges, and security technologies such as firewalls, intrusion detection systems, security information and event management. In many cyber security operations centres, specialists spend a disproportionate amount of their time managing cases, creating reports and documenting incident response procedures. By aggregating intelligence from a wide range of sources and presenting this information using visual dashboards, SOAR can help organisations reduce paperwork and improve communication. Fujitsu draws on its experience in implementing SOAR in its Advanced Threat Centre to help clients not only deploy technology but also codify knowledge to avoid loss of institutional memory, the collective knowledge and learned experiences of their security analysts; something that can happen all too easily given the difficulty organisations face in retaining security talent.
Guidance and Assurance	Improved interconnectivity, which enables authorised users to access information more readily across departments, depends on good, proportionate, information assurance practices across government, and by all those that handle information on its behalf. Fujitsu has the professionally certified resource available to introduce good IA practice from the outset. Fujitsu specialists understand and can implement the processes and mechanisms needed to build secure and reliable ICT infrastructure for the public sector.
Operational Technology (OT)	The Utilities sector industry is changing on the wave of digitalisation. With changes come risks, and the sector is facing increasing risk to its operations and reputation. It is important to stress that there is no off-the-shelf solution that could match the needs and reduce all the risks of an organisation. At Fujitsu, we have established building blocks and best practices based on our extensive experience as a global system integrator to help build digitisation programmes within the Utilities sector. By applying our capabilities as a leading global security service provider, we aim at co-creating and securely enabling the convergence of OT and IT. This helps organisations realise the benefits from actionable insights through the secure connection of critical digital assets in the new world of IoT and OT
Cloud Security	The Fujitsu multi-cloud security portfolio is designed to unify security across the cloud to give back organisations the independence and flexibility of multi-cloud, securely. With our broad and comprehensive security consulting capability, we ensure security by design. While benefiting from the cloud cost base and the operational effectiveness, organizations make no compromise on security. Fujitsu have a comprehensive multi-cloud-service division. We provide end to end security services from advisory and consultancy through to a fully managed service. Our team is highly skilled, flexible, and collaborative.

We also have additional consultancy offerings for: **GDPR** and **Identity and Authentication Management (IDAM)**. Please see our separate service descriptions for more details, or contact us:

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Website: <https://www.fujitsu.com/uk/>

Associate Delivery Partners

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

Service Delivery

Service Management

The Fujitsu team, providing this IT Security Consultancy, are operated under an ITIL-aligned, ISO/IEC 20000 compliant service management framework.

Fujitsu provides tailored engagements that deliver independent expertise and advice designed to meet the customer's requirements, helping to address business and operational security needs. The 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. A typical 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 IT Security 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 a formal report 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.

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 an assessment is subject to the following dependencies upon the customer:

- Adequate facilities for conducting interviews and meetings
- There will be a nominated point of liaison from the customer
- Active participation of all nominated customer staff
- The customer will make individuals available for interview where requested in order 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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