



Cyber Security GovAssure Services

Contracting body

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CGI

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Service Definition overview

GovAssure is a five-stage process built on the Cyber Assessment Framework (CAF). The National Technical Authority for cyber security in the UK provides a structured and comprehensive approach for assessing cyber risks to essential functions and the systems that support them. Originally designed to support organisations operating as part of the Critical National Infrastructure and to meet the requirements of the NIS Regulations, CAF has since proven to be a highly effective assurance framework for organisations across all sectors. The CAF is offered by CGI as a separate service.

It provides a logical and thorough approach to assessing the extent to which cyber risks to essential functions are being managed. Efficient and effective implementation will demonstrate compliance with government assurance requirements and assists with reducing costs through identification of good practices, targeted risk management and progressive improvement. As UK Government has set ambitious and challenging targets for cyber resilience, our service will look to assist Government organisations and departments with the GovAssure process and the implementation of the CAF. Our services will allow you to manage the risk of unacceptable consequences occurring as a result of a cyber-attack and demonstrate your cyber resilience through GovAssure.

Why CGI?

For more than 40 years, CGI has supported government and commercial organisations in securing their critical systems and delivering some of the most complex technology programmes and services. Our GovAssure offering builds on this heritage, combining deep security management expertise with a comprehensive portfolio of cyber security services to provide clients with clear, actionable assurance.

CGI's cyber security specialists bring significant in-house capability in cyber maturity assessment, including experienced and credentialed interviewers who have delivered CAF-aligned assessments, and building them into the GovAssure process across a wide range of organisations and sectors. Drawing on knowledge from both public and private sector environments, we help clients understand their current level of cyber resilience and identify practical steps to achieve GovAssure status.

1. Service Description

The CAF is built upon a set of 4 objectives, 14 principles and 41 Indicators of Good Practice (IGP's), fed by contributing outcome statements.

We provide knowledge and expertise from across industry and public sectors to assess how your essential services achieve those indicators of good practice.

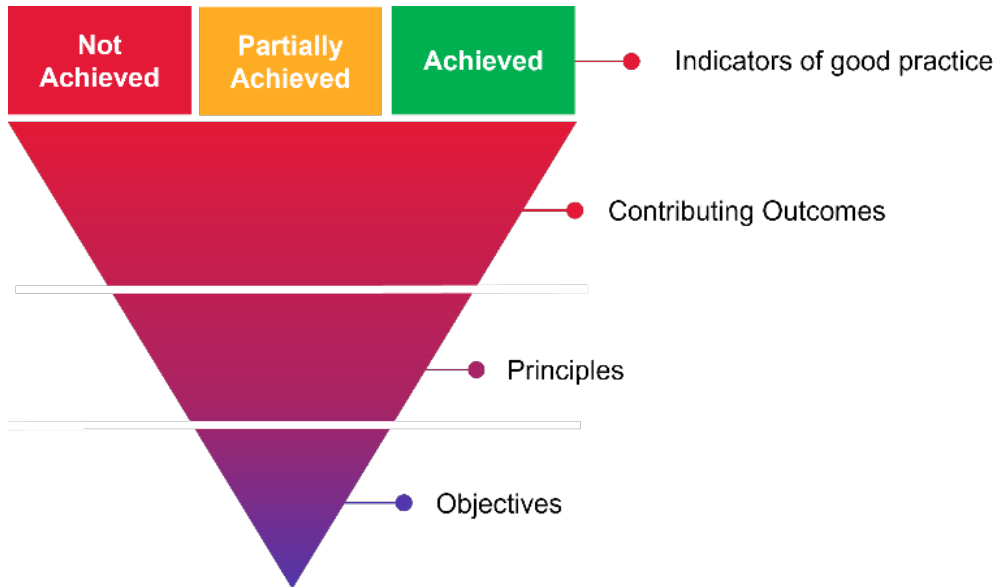


Figure 1. Cyber Assessment Framework

Using our five-step process below, our CGI experts will ensure the strategic context of the department has been defined and essential services identified. We will then lead you through the identification of systems that your essential services rely upon, their dependencies and boundaries, before prioritising them for assessment in year and aligning them to a CAF profile. We will complete self-assessments for each in-scope system through WebCAF and collate an evidence pack for the independent assessment at Step 4. At Step 5, based on the outcome of the assessment, we can support you with developing and implementing a targeted "Get Well Plan", identifying the most cost-effective solutions to Cyber Resilience gaps.

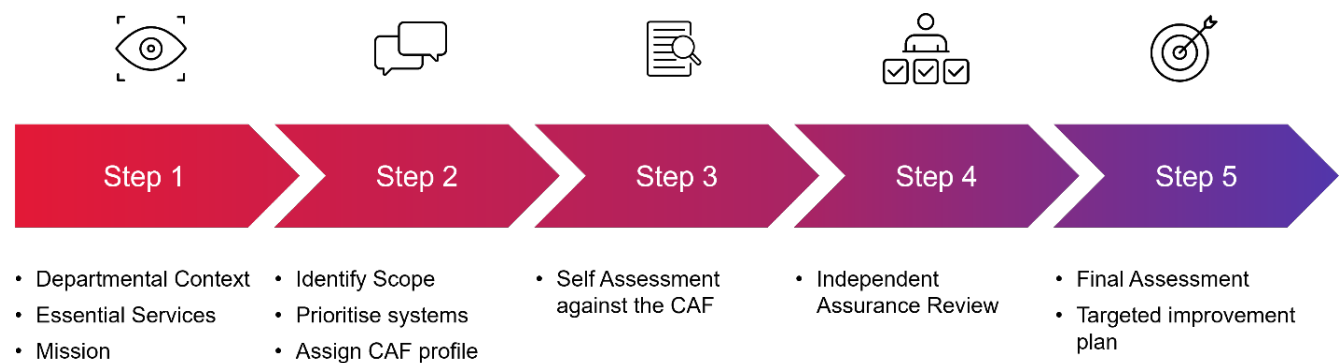


Figure 2. Five Step Process

Our GovAssure Services cover the following:

- Assurance of, or assistance with, your Step 1 output
- Scope Identification / Selection of Systems
- System Prioritisation and CAF Profile Assignment (Baseline or Enhanced)
- Assessment against the CAF (self-assessment)
- Development of Improvement Plan/s.

2. Data Backup and Restore

CGI can carry out backup and restore activities in accordance with any specific requirements and in compliance with the IA Backup / Restore policies as defined in ISO 27001; any information that has been processed as part of an engagement will be stored securely. Where applicable, this information can then be restored from an appropriate back-up, should the need arise.

3. Service Continuity

CGI will agree appropriate service continuity in accordance with any specific requirements, and any conditions that need to be met.

4. Onboarding and Offboarding

4.1. On-boarding

For Specialist Cloud Services, CGI will engage directly with the client to ensure the full scope of the requirements is understood and agreed in advance of any engagement. We will work with senior stakeholders to define the necessary business outcomes and ensure the services are aligned accordingly.

For all services, CGI understands the client's requirements and make on-boarding specific to these needs, using the experience, lessons learnt and methodology from many years of public sector transition experience, we can quickly align to client joiners, movers and leavers policies and ensure that we have appropriately cleared staff for every engagement.

4.2. Off-boarding

Off-boarding is instigated by a client request or after expiration of the service agreement.

4.2.1. Access to data upon exit

Deletion of any virtual machine image and data will occur in line with the service agreement. Any required data will be made available using appropriate media, in line with the data security classification. After client notification that data has been successfully recovered, CGI will purge and destroy client data from any computer or storage device or media that remains part of CGI's estate, with the exception of any data related to a data retention agreement between a client and CGI.

5. Service Constraints

CGI will work with you to define and tailor the services to meet your specific requirements. During this definition period, detailed responsibilities will be agreed across the service delivery. Examples of common general constraints are listed below:

Share the existing internal sponsorship and governance for Information Assurance.

Assign or appoint a suitably skilled and empowered person to act as the receiving client.

Provide appropriate access to its policies, processes and standards for the Information Assurance service and other suppliers.

Provide timely information relating to its business plans, goals and projects.

As a main feature of any Service will necessitate an on-going dialogue with client representatives, the most important responsibility of the Contracting Body is to ensure the timely availability of individuals for fact-finding interviews.

6. Service Levels

The overall accountability for the relationship with the client lies with CGI's Executive Sponsor and CGI Account Manager and they will provide strategic governance to the service working closely with the client's Senior Executive team or nominated delivery / engagement contact. The purpose of this team is to ensure that the relationship is collaborative, the service is delivering, as agreed, the governance model is working, and best practice is being applied.

7. Hosting Options and Locations

CGI has a network of 21 offices across the United Kingdom and Northern Ireland, with our UK members having the capability to deliver as hybrid-workers. Through our engagements we also understand that for some clients it is essential that our members are physically present on their sites, our distributed network of offices makes this possible. Whatever your requirements are the options for hosting and locations will be agreed at contract negotiations.

8. Security

CGI has invested significant resources to develop an Enterprise Security Management Framework (ESMF) based on recognized industry standards and applicable regulations or legislation such as ISO 27001, ISO27701, NIST, COBIT, CIS, CCPA and GDPR to name but a few. This framework is used across the global organization to protect information assets, technologies, facilities and CGI members, including the data managed across the business, and is supported by CGI's security and privacy policies, standards and controls (Security Baseline) which are implemented through our processes, practices, services, solutions and our interactions with any third parties working on behalf of CGI.

Across the CGI business, the technical and organizational measures are defined using a risk-based approach. This takes into account the nature, scope, context and purposes of processing as well as the risk to the rights and freedoms of natural persons, where CGI is acting as either the data controller or data processor. This ensures a level of security and privacy appropriate to the risk, in situations where CGI holds responsibility and accountability for personal data processing.

CGI's ESMF Security Baseline is the minimum security standard for all CGI offerings (including cloud based services) to be applied by both CGI and clients. In some cases, CGI Security or Data Privacy may wish to add additional controls e.g. where sensitive personal data is involved. Where CGI or our clients agree to strengthen the level of security or privacy to take into account specific requirements (risks, regulatory requirements, etc.) these additional security or protective measures will be defined within the CGI contracted services, particularly where CGI may be acting as data processor on behalf of a client.

9. Service Pricing and Terms and Conditions

9.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

9.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

10. Further Information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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