



Chief Information Security Officer (CISO) as a Service (aaS)

Contracting body

30 Jan 2026

Issue 1.0

© 2026 CGI IT UK Ltd

CGI

Table of contents

1.	Service Description	4
2.	Data Backup and Restore	4
3.	Service Continuity	4
4.	Onboarding and Offboarding	5
4.1.	Onboarding	5
4.2.	Offboarding	5
5.	Service Constraints	5
6.	Service Levels	5
7.	Hosting Options and Locations	5
8.	Security	6
9.	Service Pricing and Terms and Conditions	6
9.1.	Pricing	6
9.2.	Terms and Conditions	6
10.	Further information	7
PROPRIETARY AND CONFIDENTIAL		8

Service Definition Overview

Security threats continue to grow in both complexity and volume, while the legislative and regulatory burden associated with information security is also increasing. The scope of security management must therefore expand accordingly, and strong, informed security leadership is required to ensure a pragmatic approach while maintaining a robust, best-practice cyber security regime. Security leadership must be appropriate and proportionate to the size and nature of the organisation, as must the cyber security capabilities and skills available to management. Effective corporate security must also be firmly on the senior management agenda and embedded within organisational culture. CGI's flexible CISO as a Service offering, which can augment an organisation's existing capability or be provided on a full-time or part-time basis, is underpinned by CGI's extensive cyber security capability and is designed to meet these demands.

Why CGI?

For over 40 years, CGI has helped secure government and commercial clients and delivered some of the most complex technology projects and services. Our 'CISO as a Service' builds on this solid background by amplifying our security management capabilities and dovetailing with our comprehensive suite of related Cyber Services.

CGI Cyber Security has significant in-house 'CISO as a Service' expertise and has undertaken this form of security leadership for a wide range of organisations, ranging from highly sensitive government organisations, through regulated industries, to large commercial enterprises and technology-oriented entrepreneurial businesses.

1. Service Description

CGI's established Chief Information Security Officer (CISO) as a Service offering can provide a wide variety of CISO support for clients. This ranges from filling part-time or interim positions, up to long-term full-time appointments.

The CISO is a senior operational role, and not merely a suite of consultancy services. They provide executive ownership and accountability for security, typically advising and reporting to the Board and organisation chief executives.

The CISO's job is to engineer and govern an organisation's cyber security programme and ensure that all of the key functions of a strong cyber security programme are operating effectively.

Across our business, we apply a learning model and career framework that aligns career paths to the Government Digital and Data Profession Capability Framework and business sector. Each path contains career levels with clear guidance on the skills, experience and mandatory and recommended formal qualifications expected of staff at that level.

Our Cyber Security Career Framework ensures that all members are suitably skilled and certified to deliver secure services, with mandatory and recommended qualification requirements for our Cyber Security Practice aligned to HMG Cyber Security 3 Framework and SFIA 8. Members are encouraged to undertake annual training and upskilling activities, underpinned by a mandatory personal development plan, to ensure we grow individual and business capabilities, continually meet and exceed client requirements and assure compliance with industry best practice.

Choosing CGI's CISO as a Service provides a painless solution to an otherwise potentially intractable recruitment conundrum 'As a service' provides confidence that an enduring reliable CISO will be in place and deliver to security requirements.

Your CISO will also have the benefit of calling on support from CGI's comprehensive arsenal of cyber services and support, which means that you will have experts available to support your CISO that hold qualifications and up-to-date accreditations including:

- ISACA MoR® Foundation/Practitioner Certificate in Risk Management
- SABSA Certified
- TOGAF
- RCDA
- (ISC)2 CISSP
- ISACA CISM Certified Information Security Manager
- ISO 27001 Lead Implementer
- ISO 27001 Lead Auditor
- Member Chartered Institute of Information Security (CII Sec).

2. Data Backup and Restore

CGI can carry out backup and restore activities in accordance with any specific requirements and in compliance with the Information Assurance 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. Onboarding

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. Offboarding

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 considers 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 consider 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.

PROPRIETARY AND CONFIDENTIAL

The information contained in this document is confidential to CGI and/or CGI group companies. This document shall not be reproduced in any form or by any mechanical or electronic means, including electronic archival systems, or submitted to a generative AI tool without the prior written approval of CGI. The receiving party may use this document and the information contained in it for the purpose of evaluating CGI's proposal only. Any personal data included in this document must not be replicated, stored or distributed beyond the immediate recipient or used for any purpose other than evaluating the document.

This proposal is subject to contract and shall not be binding unless and until execution by CGI and Contracting body of a final agreement to the proposal, containing the terms and conditions that will govern the relationship between the parties. Any final agreement is conditional (inter alia) upon due diligence and customary business investigations by CGI. The results of such due diligence and/or investigations may impact upon content of this proposal, including the business structure, business terms and financial arrangements.

If you have received this document by mistake, note that the reading, the reproduction or the distribution of this document is strictly forbidden. You are hereby requested to inform us by telephone at +44 0845 070 7765 and to return this document by special delivery marked for the attention of Simon Figg.

Except where indicated otherwise, all names, trademarks, logos and brands (registered or not) referred to in this document are the property of a company in the CGI group or its licensors.

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

Simon Figg

Frameworks Manager

CGI IT UK Ltd

14th Floor, 20 Fenchurch Street, London, EC3M 3BY

Tel: +44 0845 070 7765

