



littlefish
GROUP

Virtual Chief Information Security Officer (vCISO)

Document Control

Attribute	Value
File name	Virtual Chief Information Security Officer – Service
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Status	Published
Classification	Unclassified
Date	26/01/2026

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Service Overview

The Virtual Chief Information Security Officer (vCISO) service provides customers with a leveraged security resource for a prescribed number of days per month. The vCISO aims to help an organisation understand its security stance today and then work out a strategy and roadmap to get them to where they want to be. The end goal may be, but not limited to, one of the following:

- Certification to a recognised industry standard (e.g. Cyber Essentials Plus, ISO 27001, NCSC CAF, CIS Top 18, NIST CSF)
- Improving the implemented controls and maturing the security stance
- Meeting contractual requirements for the organisation's customers

Whatever the aim, the vCISO guides and advises the customer with a hands-on approach to building and maintaining documentation and supporting internal projects with relevant security advice. The vCISO operates during normal working hours from 9 am to 5 pm, Monday to Friday.

Key Features and Activities

Initial Cyber Assessment: The assessment is an opportunity for the customer to understand their current position and for the vCISO to get to know the customer and their environment. The customer can choose which framework to base the assessment on or allow the vCISO to decide. The output from the assessment will form the basis of the strategy and roadmap for the 12-month engagement.

30-60-120 Day Planning: As part of our initial engagement, the vCISO will create a 30-60-120 plan for the customer, outlining what we aim to achieve, given the output from the assessment work. This plan will form a milestone tracker that customers can adjust to suit their internal resource requirements and needs.

Security Working Group: Littlefish will chair and input into a monthly Security Working Group with the customer. The proposed example agenda for this group covers the following; however, this can be adapted to suit the customer's requirements:

- Security Assessment review – review progress remediation actions
- Security Risk review – review progress against previously identified risks and any new risks
- Vulnerability review – Review of newly identified security vulnerabilities and proposed action plans to mitigate.
- Incident review – summary of incidents reported during the previous reporting period.

Advice and Guidance: The vCISO can offer advice and guidance on a range of topics. The list below outlines some of the areas the team can support a customer with:

- Intelligence and threats
- Information Assurance
- Vulnerability management
- Risk Management
- Operational security issues
- Physical security procedures
- Personnel security management
- Security policy and information classification
- Advice related to current or emerging threats and vulnerabilities.
- Advice related to mergers and acquisitions
- Assessment of third-party security by documentation review
- Proposed or recommended security standards compliance

Investment business case development covering:

- Overview/background
- Security threat/risk
- Proposed remediation
- ROM costs and approximate timescales

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Experienced and Skilled Consultants:** Providing expertise on a fractional basis to avoid the costs of employing a full-time CISO.
- **Continuous Improvement:** Ensuring the organisation is always moving forward to improve the current security stance by providing hands-on support and documentation creation.
- **Additional Expertise:** The flexibility to bring in other skill sets from across the Littlefish service teams when required.
- **Clarity of Security Stance:** Provide a clear understanding of the organisation's risks and a roadmap for future strategy.
- **Maintain Impartiality:** Impartial advice and guidance that can support the stakeholders during security conversations and board decisions.
- **Multi-skilled Team:** A team of knowledgeable and skilled individuals who have worked across every industry sector from Public and Commercial organisations that will support each customer through a single vCISO contact.

About Littlefish

- Littlefish is an award-winning Cloud based Managed IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.
- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!



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