

G-Cloud 15

Service Definition Document

Organisational Resilience Services

January 2026



The better the question.
The better the answer.
The better the world works.



**Shape the future
with confidence**

Contents

Contents	1
1. Service detail	2
2. Key contacts	5

1. Service detail

Organisational Resilience Service

Our Organisational Resilience Service is closely aligned with EY's other cybersecurity offerings. They provide our clients with a comprehensive cybersecurity solution chain. There are ten core components:

1. **Target Operating Model:** Creating an effective cyber target operating model and supporting organisation design.
2. **Crisis Leadership:** Developing leadership capability to effectively respond to threats and incidents through executive briefing and training, exercises, simulations and toolkits, crisis playbooks, post-incident review and support during live incidents.
3. **Operational Resilience:** Planning and decision-making to enable continuity of service delivery including alignment of operations with IT resilience and all underlying dependencies; post-incident-reviews for clients where major incidents need to be understood and vulnerabilities resolved.
4. **Strategic/Emergent Risk:** Horizon scanning and response to rapidly evolving risks, emergent risk, ERM alignment, risk appetite and triggers.
5. **Academies and Training:** Developing the right technical and non-technical capabilities at all levels of the organisation.
6. **Culture and Awareness:** Developing a cyber secure culture, raising awareness and changing behaviour.
7. **Cyber Crisis Comms:** Building capability to communicate effectively internally, externally and with regulators in times of crisis.
8. **Physical Security:** Enterprise security, security by design, physical security assessment/penetration, resilience alignment.
9. **Insider Threat:** Effectively identifying, tackling and reducing the risk associated with insider threats.
10. **IT Resilience:** Maintaining or recovering core IT and data provision aligned to business needs. Business continuity alignment, end-to-end mapping and testing, ITR programme and change management design.



Figure 1 – Organisational Resilience Service

EY's Organisational Resilience Service enable our clients to understand their current capability and maturity through capability understanding, development and validation. EY's services are aligned to the following core standards: Organisational Resilience ISO 22316, Business Continuity ISO 22301, IT Service Continuity ISO27301, Crisis Management ISO 22361 and NIST 800-53. Our operational resilience model enables clients to select components that suit their business requirements.

The features of this service are:

Capability Understanding

- Determine target resilience maturity state
- Assess the maturity of current resilience programme, or individual components (including business continuity, crisis management and response), validate improvement against resilience investments and identify areas for improvement

- Assess and align business continuity and in-house technology requirements with cloud service package to identify extent of interoperability and gaps

Capability Development

- Resilience roadmap and target operating model development
- Leadership alignment and direction
- Policy, strategy, framework, plan, playbook, process and procedure development

Capability Validation

- Training and exercise/simulation delivery to validate capability against agreed objectives
- Production of bespoke toolkits for delivering training and exercising
- Identification of continuous improvement to achieve desired maturity

2. Key contacts

For further information please get in touch via the email address below.



Rick Hemsley

Consulting Cybersecurity – Government and Infrastructure –
Partner

Email: eytenders@uk.ey.com



Matt Saville

Consulting Cybersecurity – Government and Infrastructure –
Director

Email: eytenders@uk.ey.com

EY | Building a better working world

About EY

EY exists to build a better working world, helping to create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

EY refers to the global organisation, and may refer to one or more, of the member firms of Ernst & Young Global Limited, each of which is a separate legal entity. Ernst & Young Global Limited, a UK company limited by guarantee, does not provide services to clients. Information about how EY collects and uses personal data and a description of the rights individuals have under data protection legislation are available via ey.com/privacy. EY member firms do not practice law where prohibited by local laws. For more information about our organisation, please visit ey.com.

Ernst & Young LLP

The UK firm Ernst & Young LLP is a limited liability partnership registered in England and Wales with registered number OC300001 and is a member firm of Ernst & Young Global Limited.

Ernst & Young LLP, 1 More London Place, London, SE1 2AF.

© 2026 Ernst & Young LLP. Published in the UK.

All Rights Reserved.



In line with EY's commitment to minimise its impact on the environment, this document has been printed on paper with a high recycled content.

Information in this publication is intended to provide only a general outline of the subjects covered. It should neither be regarded as comprehensive nor sufficient for making decisions, nor should it be used in place of professional advice. Ernst & Young LLP accepts no responsibility for any loss arising from any action taken or not taken by anyone using this material.

ey.com/uk