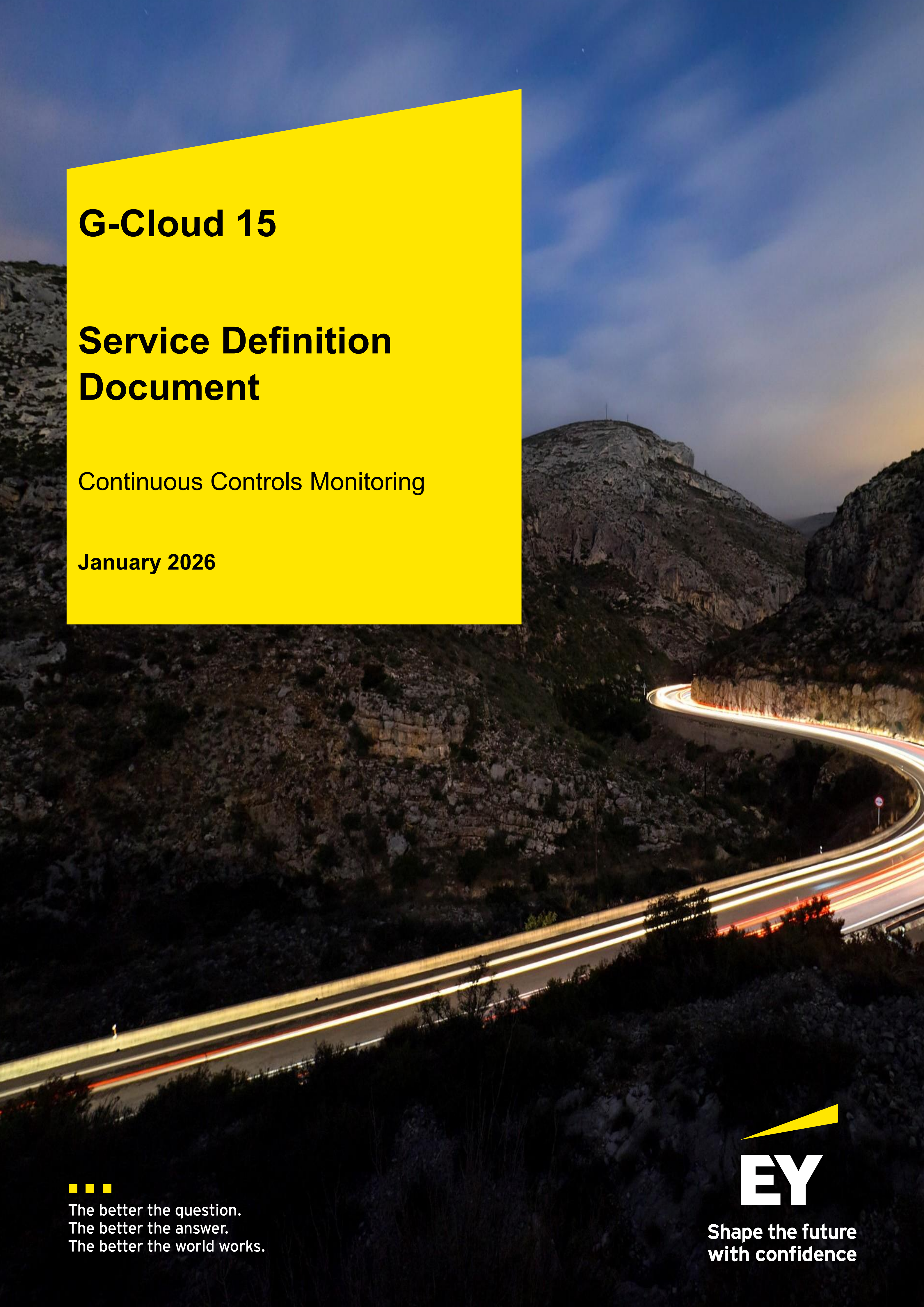

G-Cloud 15

Service Definition Document

Continuous Controls Monitoring

January 2026

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

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Contents

1. Service detail

Continuous Controls Monitoring Service

EY's Continuous Controls Monitoring (CCM) Service delivers capability design and implementation support, enabling clients to establish robust CCM solutions. Our services include framework development, control mapping, project management, operating model design, automation planning and dashboard design, to support a strategically aligned and operationally effective solution for our clients.

We collaborate with leading CCM platform providers to identify suitable tools for clients and assist in their procurement and deployment. Our team also provides support for platform configuration, integration, optimisation, and technical enablement to embed and scale the CCM solution.

CCM enhances an organisation's security posture by delivering real-time visibility of control performance, optimising control assessments, reducing manual efforts, and improving efficiency to enhance cybersecurity resilience.

Key Elements of CCM

- **Automation:** Uses automated tools to track security controls in real-time or at frequent intervals, reducing manual effort, human error, and increasing efficiency
- **Visibility:** Provides a centralised view of security controls across the organisation, helping identify vulnerabilities or compliance gaps
- **Compliance Management:** Enables organisations to align with regulatory frameworks such as ISO 27001, the National Institute of Standards and Technology (NIST), or General Data Protection Regulation (GDPR)
- **Risk Reduction:** By continuously assessing risks, CCM helps organisations detect and respond to threats faster
- **Data-Driven Decisions:** Offers actionable insights based on control performance, enabling better security investment and strategy decisions

Key Benefits of CCM:

- Enhanced visibility of organisational risk and compliance status
- Address high impact areas promptly and improve overall risk management efficiency
- Identify and address issues proactively, before they escalate into significant problems
- Streamline processes and reduce the time and effort required to prepare for audit
- Reduced long-term costs while supporting higher testing volumes
- Reliance on manual effort decreases, leading to a more efficient and scalable testing model

- Real-time insights and immediate feedback on control effectiveness

Service Delivery Approach

EY defines a five step CCM implementation approach:

Step 1: Define CCM Scope and Business Case

- Capture current state of security controls, understand manual effort, identify regulatory drivers, define the CCM business case

Step 2: Define CCM Controls

- Establish a unified control framework, map in-scope controls, identify control owners

Step 3: Identify CCM Data Sources

- Assess automation feasibility, review data governance, determine data attributes & granularity

Step 4: Implement CCM Solution

- Define technical requirements, select CCM platform, implement and configure tool, set monitoring frequency

Step 5: Scale CCM Solution

- Expand CCM domain coverage, refine data quality, extend reporting, add AI-assisted interaction

2. Key contacts

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