

G-Cloud 15

Service Definition Document

Cloud Governance, Security and Operations Review

January 2026



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



Shape the future
with confidence

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1. Service detail

1.1. Introduction to the Service

This document provides an overview of the service **Cloud Governance, Security and Operations** review. These services help you bridge the gap between the current state of cloud governance, security, compliance posture and the desired state. These services cover all elements from current state discovery, identification of gaps, developing remediation roadmap, providing remediation oversight, evaluating the design and operating effectiveness of governance, baseline security and IT general controls and imparting of training in the cloud eco-system. The key features of the service – Cloud Governance, Security and Operations review – includes the following:

- A. Cloud Baseline maturity assessment for Governance and Security
- B. Cloud Security Framework implementation
- C. Cloud Estate Governance Review
- D. Cloud IT General Controls Review
- E. Cloud Controls Maturity Assessment

The above service will be customised and can be provided separately or joined together based on the need.

Through these services, organisations will be able to:

- ▶ Develop baseline security capabilities and assurance across cloud risks at the enterprise level
- ▶ Design and implement fit for purpose security controls framework
- ▶ Evaluate alignment with applicable standards, regulations, and compliance requirements
- ▶ Identify 'what is in the cloud' that matters
- ▶ Implement robust governance controls to manage cloud estate including migration
- ▶ Design and implement cloud relevant IT General Controls Risk and Controls Matrix (RACM)
- ▶ Review the design and operating effectiveness of IT general controls
- ▶ Assess the current state and develop a roadmap to improve the maturity of controls
- ▶ Impart training to upskill organisation knowledge and awareness of cloud risks and controls

1.2. Service Description

We help companies and public sector organisations to thrive in the transformative age by refreshing themselves constantly, experimenting with new ideas and scaling successes. Our services include strategy, architecture, governance, service design, innovation management, commercial management and advice pertaining to legal and compliance matters. We help businesses transform and evolve quickly to seize the opportunities and help mitigate the risks that digital transformation creates.

Public sector organisations are unique in that they hold a position of trust amongst the general public which is all the more reason why they should achieve and sustain controls and governance for the data that they hold 'in trust'. To this end, it is important for public sector organisations to first establish a baseline for controls and governance and then sustain the baseline to ensure that they continue to be trusted custodians of data.

To achieve this objective, organisations should have informed positions on the following key questions:



Figure 1 – Cloud Journey Key Questions

To achieve this goal, our approach will be focused on the following activities. The activities will vary based on services chosen from the above list:

- ▶ Risk profiling* – Identify your risk profile based on cloud adoption using the EY QUASAR tool
- ▶ Review current state – Review security baseline documents against leading practices
- ▶ Gap Assessment - Assess the current state of controls over governance, security and operations and produce a gap report in relation to the desired state or in relation to applicable standards
- ▶ Remediation plan – Develop a remediation action plan to remediate the gaps
- ▶ Remediation support – Assess the viability of the management action plan in relation to business needs and tailor generic recommendations to specific controls
- ▶ Frameworks and risk and control matrix – Finalise specific control frameworks that cut across applicable standards, regulations, and compliance requirements
- ▶ Design and operating effectiveness testing – Test the implemented controls for design implementation and operating effectiveness

*Risk profiling will be free of service charges for the following:

- A. Cloud Security Framework implementation
- B. Cloud Estate Governance Review
- C. Cloud IT General Controls Review

D. Cloud Controls Maturity Assessment

The above reviews will help the organisation achieve Cloud Governance in line with leading practice. The figure below summarises the aspirational Cloud Governance model:

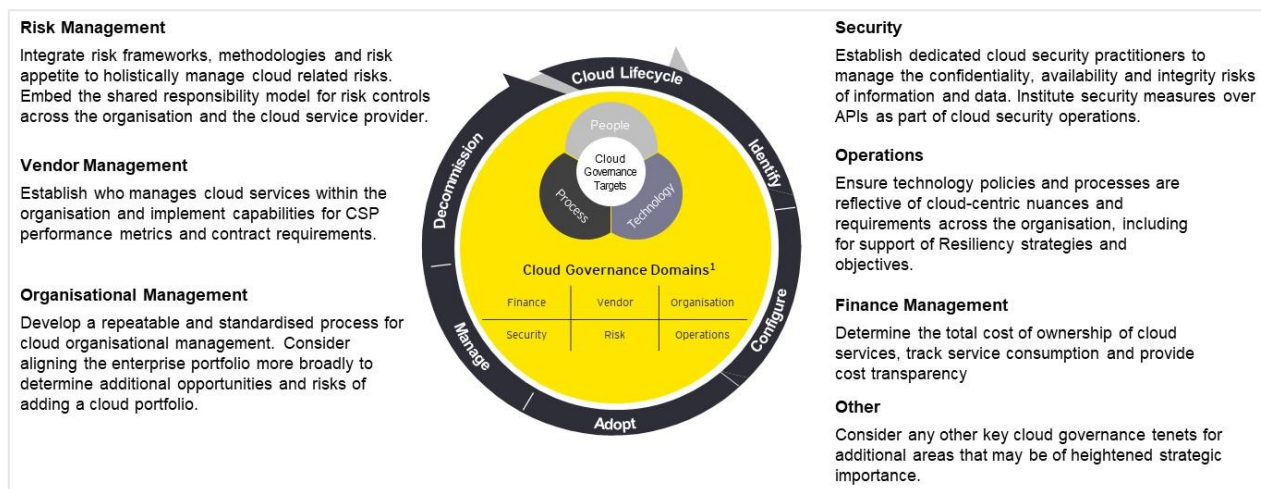


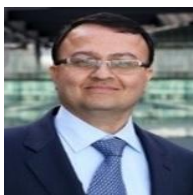
Figure 2 – Cloud Governance Model

1.3. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time and materials, fixed price etc. 'Ordering and Invoicing' and 'Termination' are to be undertaken in accordance with G-Cloud 1415 contract terms unless varied by mutual agreement and detailed within a call-off contract.

2. Key contacts

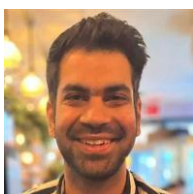
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