

1.1 Service name

Service name

Trustmarque Cloud Security Workshop

1.2 About your service

Service description

Trustmarque's Cloud Security Workshop helps customers to understand how secure your planned or existing hybrid or public cloud environment is. This is understood by assessing the existing IT environment and what security, governance and compliance requirements exist. This is combined with a thorough understanding of customers applications, networks and data.

Service categories

Cloud Support Services

Security Services

Security strategy

- Security strategy

Security risk management

- Security risk management

Security design

- Security design

Security incident management

- Security incident management

Security audit services

- Security audit services

Other

- Other

1.3 Service features and benefits

Service features and benefits

Service features

- Business Value Discovery Workshop
- Technical Discovery and Recommendations
- Gathering of security and compliance requirements
- Network analysis
- High Level Design
- Comparison with security standards such as WAF, CIS benchmarks

- Commercial Definition
- Options paper with provisional recommendations
- Creation of project-specific plans for prioritised workloads and cloud services

Service benefits

- Support/complement existing Security and Cloud strategies
- Peace of mind that sensitive data will be secure
- Understanding of organisational state of readiness to transition
- High-Level Design including clear technical, operational and commercial considerations
- Security elements of cloud operating model
- Security strategy that fits the organisations data and compliance requirements
- Sustainable Cloud Security Architecture to support current and future needs

1.4 Service scope

Service constraints

Particular constraints would need to be further understood as part of service scoping and project take-on.

1.5 Reselling

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

Checkpoint, Fortinet, Sophos, Cisco and many others

1.6 User support

Email or ticketing support

Email or online ticketing support

Yes, at extra cost

Support response times

Subject to an agreed SLA.

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility
WCAG 2.2 AA

Phone support

Phone support
Yes

Phone support availability
9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support
No

Support levels

For professional services engagements, Trustmarque does not typically provide support. For any resultant managed service that may be needed subsequent to the professional services engagement, support levels will be discussed whilst scoping said service.

1.7 Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

1.8 Pricing

Discount for educational organisations

Yes