

. Service name

Service name

- TRUSTMARQUE CYBER SECURITY PROFESSIONAL SERVICES

. About your service

Service description

- Professional services to be delivered against your Cyber requirements. Our in-house experts have years of experience working with organisations across all sectors and with long standing relationships with the leading Cyber Security providers making us the perfect partner to deliver consultancy around your security applications and assets.

. Service features and benefits

Service features and benefits

- Service features
 - Governance Risk and Compliance Consultancy
 - Security Technology Consultancy - Security Architect
 - Security Technology Consultancy - Senior Consultant
 - Security Technology Consultancy - Consultant
 - tbc
- Service benefits
 - Agnostic Security experts comfortable across a range of technologies.
 - Pedigree in delivering against security projects against requirements.
 - Deep technical expertise in the technology ecosystem.
 - Security strategy that fits the organisations target risk profile.
 - Help to understand and improve current security and compliance profile.

. Planning

Planning

- Planning service
- Yes
- How the planning service works
- Your organisation's cyber security requirements are different to any others and with a myriad of cyber security suppliers and solutions, knowing

which ones you need to protect your IT environment can be overwhelming. This is where we can help. Our in-house experts have years of experience working with organisations across all sectors and with long standing relationships with the leading Cyber Security providers making us the perfect partner to concentrate and consolidate your cyber security assets. Using our Explore, Find, Fix and Manage approach you can improve your security posture by identifying any gaps in your security strategy, assessing your current IT environment resilience, strengthen and improve your existing solutions, and better maintain and run your organisations cyber security.

- Planning service works with specific services
- No

. Setup and migration

Setup and migration

- Setup or migration service available
- Yes
- How the setup or migration service works
- Trustmarque has developed expertise on how to assess current and future security needs and with that in mind we help customers migrate into the cloud and help them design the right security environment.
- Setup or migration service is for specific cloud services
- No

. Quality assurance and performance testing

Quality assurance and performance testing

- Quality assurance and performance testing service
- Yes
- How the quality assurance and performance testing works
- By using the initial business and technical requirements, Trustmarque can help customers validate that they are meeting their goals. In addition, technical metrics and security processes can also be confirmed by the Trustmarque delivery team. Dedicated functional test resource Acutest and the Trustmarque Check and Crest penetration testing team are available to help customers prove that solutions are fit for purpose. Trustmarque's dedicated portal service can also be used to help track cost benefits over time.

• Security services

Security services

- Security services
- Yes
- Security services type
 - Security strategy
 - Security risk management
 - Security design
 - Cyber security consultancy
 - Security testing
 - Security audit services
- Certified security testers
- Yes
- Security testing certifications
 - CHECK
 - CREST
 - Cyber Scheme

• Training

Training

- Training service provided
- Yes
- How the training service works
- Training can range from knowledge share as part of professional service implementation, to full classroom training engagements.
- Training is tied to specific services
- No

• Ongoing support

Ongoing support

- Ongoing support service
- Yes

- Types of service supported
 - Buyer hosting or software
 - Hosting or software provided by your organisation
 - Hosting or software provided by a third-party organisation
- How the support service works
- Trustmarque is able to support cloud hosting or software services either directly through its established service desk, or as part of its NOC service wrap. Hosting and software services supported vary.

• **Service scope**

Service constraints

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

• **Reselling**

Supplier type

- Supplier type
- I'm not a reseller

• **User support**

Email or ticketing support

- Email or online ticketing support
- Yes
- Support response times
- Subject to an agreed SLA
- User can manage status and priority of support tickets
- Yes
- Online ticketing support accessibility
- None or don't know

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.