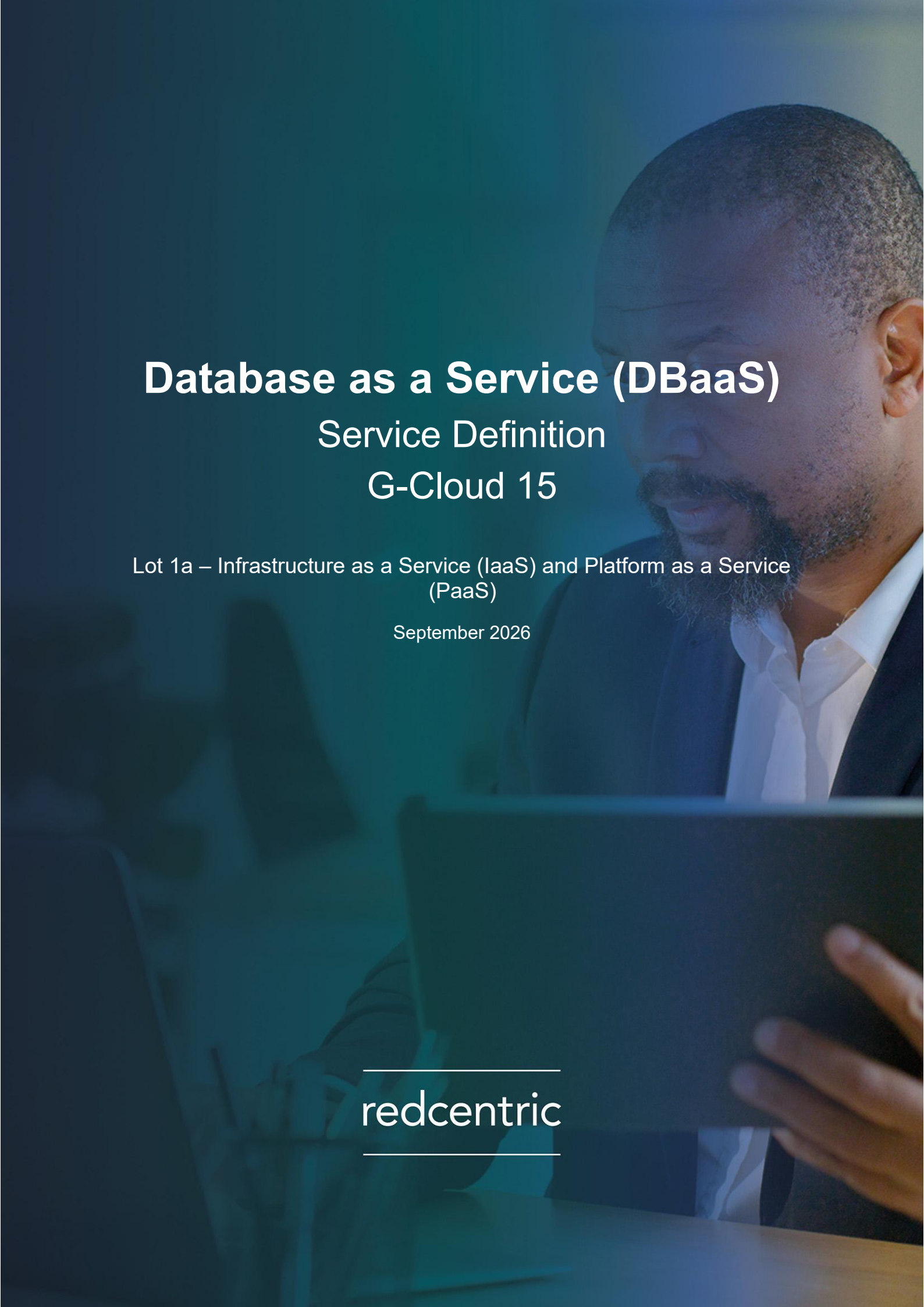




Database as a Service (DBaaS)

Service Definition

G-Cloud 15

Lot 1a – Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

September 2026

redcentric

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1. Service Definition

The Redcentric Database as a Service (DBaaS) is an ITIL aligned standard, repeatable database infrastructure, provisioning, and administration service for SQL Server database management systems.

This Service is priced on a per instance basis for the service element and consumption and licensing costs for infrastructure and provisioning. The product is delivered remotely using standard processes, tools, and automation.

1.1 Key Features

- Database Platform Infrastructure
- Database Instance Support
- Database Backup and Recovery
- Database Monitoring and Maintenance
- Database Performance Tuning
- Database Security
- High Availability
- Database Patching
- Database Reporting
- Health Check
- SQL Server Reporting Services (SSRS)
- SQL Server Integration Services (SSIS)
- SQL Server Analysis Services (SSAS)

1.2 Key Benefits

- Provides comprehensive 24/7 monitoring and support of database estate
- Aligns customer estate to Redcentric Database architectural standards
- Provides access to experienced Database as a Service team
- Cost effective delivery model with tiered pricing for production/test/dev instances
- Provides in depth assessment of database performance and capacity
- Provides access to Redcentric managed Database resources ensuring customer is aligned to architecture and security best practices
- Provides resources across on premise and cloud infrastructure supporting cloud transformation strategies

1.3 Scope of Services

1.3.1 Database Infrastructure and Licensing

- Database design and data modelling
- Database instance creation
- Provision of Microsoft SQL licensing
- Creation of new Database objects
- Detailed capacity planning
- Database cloning activities
- Database migrations

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- Database restores caused by a failed customer change
 - Database refresh activities

1.3.2 Database Instance Support

- Incident resolution using a standard incident management system
- Escalation and engagement with Database vendors as necessary
- Root cause analyses performed for P1 incidents
- Management and execution of database related changes in accordance with a standard change management process and tools
- Representation and participation in incident management process
- Applying database patches to the currently installed SQL Server version

1.3.3 Backup and Recovery

- Provide backup and restoration of databases in accordance with Service Levels
- Monitor and maintain scheduled database backup instances in accordance with Redcentric standard practices
- Participation in Disaster Recovery activities (where included in the agreement)

1.3.4 Monitoring and Maintenance

- Monitor and maintain database consistency and integrity
- Disk free space monitoring and alerting
- Perform automated routine database maintenance activities, monitoring, and housekeeping processes to manage the database(s)
- Perform automated index reorganisation/rebuilds and statistics updates
- Monitor database backups
- Start/Stop database services
- Review, assessment and recommendation of database upgrades
- Monitor database related scheduled jobs and resolve or escalate failures where appropriate
- Monitor database error logs
- Plan for and provide database storage administration changes due to business growth and project implementation based on information supplied by the customer and review plans with the customer on a consistent basis
- Test and implement database environment system changes, in accordance with proper change management procedures

1.3.5 Performance Tuning

- Performance analysis in response to performance related incidents
- Optimise performance of the database environment
- Escalation to and engagement with database vendor to aid in Incident and problem resolution when required for performance related incidents

1.3.6 Security

- Implementation of, and adherence to, relevant agreed customer IT policies and procedures and in accordance with Redcentric standard processes
- Database security audit compliance
- Adherence to regulatory requirements as agreed between Redcentric and the Customer
- Security patch updates (hotfix)
- Create/modify database security roles and administer access authorization to database resources
- Implementation of database auditing, monitoring, and reporting of security exceptions at customer request or in accordance with the customer's database security policies

1.3.7 Patching

Quarterly implementation of software patches. The customer is responsible for:

- Agreeing a patching schedule including maintenance windows with Redcentric.
- Providing a test environment or agreeing to apply to a production environment where test environments are not available.

Redcentric will seek the prior consent of the customer before implementing any new patches through Redcentric change control process. Redcentric shall not be liable to the customer (including, without limitation, to meet Service Levels) if the customer fails to agree to planned outage windows or provide a suitable test environment.

1.3.8 SQL Server Reporting Services (SSRS)

- Database Administration: Oversee the databases created by SSRS, notably the 'reportserver' and 'reportserver tempdb', ensuring they are well-maintained, backed up, and recoverable
- Security Management: Manage the security aspects, such as logins and permissions, ensuring only authorised personnel can access the required data within SSRS.

1.3.9 SQL Server Integration Services (SSIS)

- Database Administration: Support for the SSISDB, ensuring its backup, recovery, and general maintenance
- Debugging Assistance: Assisting in debugging packages to a degree (not including T-SQL development/re-writing), helping identify issues that might cause failures

1.3.10 SQL Server Analysis Services (SSAS)

- Backup and Restore: Backing up and restoring SSAS databases, ensuring data integrity and availability
- Configuration and Security Management: On client requests, manage configuration changes and security settings within SSAS

1.4 Database Integrity Review

Redcentric's ability to provide the DBaaS service is predicated upon the following prerequisites being verifiable, in place and remaining so throughout the Offering Term. To the extent that any of the prerequisites are or become untrue in any respect, the parties shall address this as a change through the change control process. Where Redcentric identifies current issues with the customer SQL environment that don't align to the Redcentric SQL database/instance standards, Redcentric will provide the customer with a document highlighting the issues, reasons for requiring

remediation, recommended actions, a timeframe for rectifying the issues and a quote to remediate the existing issues.

A summary of included remediation work and associated risk remediated as part of the Redcentric DBaaS onboarding is shown below.

Issue Identified	Risk
Dangerous Build of SQL Server	Very High
TDE Certificate Not Backed Up Recently.	Very High
Last good DBCC CHECKDB over 2 weeks old	Very High
Auto Close Enabled	Very High
Backing Up to the Same Drive Where Databases Reside	Very High
Backups Not Performed Recently	Very High
Full Recovery Model without Log Backups	High
DBCC SHRINK Ran Recently	High
Auto-Shrink Enabled	High
Memory Dumps Have Occurred	High
Unsupported Build of SQL Server	High
Unusual Database State: OFFLINE	High
Poison Wait Detected: RESOURCE_SEMAPHORE	High
CPU Schedulers Offline	High
Remote DAC Disabled	High
Instant File Initialization Not Enabled	High
Max Memory Set Too High	High
Database Owner is Unknown	High
Agent is Currently Offline	High
No Database Maintenance scheduled	High

1.5 Service Restrictions

For the avoidance of doubt, the below activities are outside of the Redcentric DBaaS and are charged as Professional Services, usually instigated as part of a project or through change:

- Resolution of issues caused by application problems and highlighted by Redcentric through the DBaaS to the Customer for action
- Any security beyond that described in this DBaaS offering description (e.g. Security Policy)

2. Onboarding and Offboarding

2.1 Onboarding

The following sections provide information on what customers should expect to receive from Redcentric as part of their Onboarding. It is intended as a high-level guide to help customers understand what's required to ensure the delivery of a successful service and covers customer responsibilities as well as the responsibilities of Redcentric.

The Onboarding responsibilities outlined will be agreed and may vary depending on the hosting model in place (i.e. whether Redcentric or customer hosted may change responsibility for some required tasks).

Redcentric will align a project manager (either dedicated for DBaaS implementation or as part of a wider managed service project) to run a project kick off, create a project plan, align resources, and track progress to the agreed timescales. The customer is responsible for certain activities or the provision/agreement of certain prerequisites to permit delivery of the DBaaS, as described below.

2.2 Service Transition and Early Life Activities

DBaaS begins after the completion of onboarding. Onboarding can consist of either:

- The initial build and configuration of new database instances or
- Part of a transition project to transfer the management of pre-existing database instances.

Onboarding may form part of a wider transition of services to Redcentric and may take place over a defined period in agreed stages.

2.3 Offboarding

Customers retain full control of their data during the term of the contract. At the end of the contract all resources and licenses associated with the delivery of the service will be decommissioned. All data will be deleted.

An exit plan will be agreed that will:

- assist the customer in facilitating the transition of the Redcentric Services from Redcentric to a replacement supplier
- provide an estimate of the scope of transitional assistance that may be required by the customer and suggest how such assistance might be provided (if required); and
- provide an estimate of Redcentric personnel that may be required to provide transitional assistance and suggest the management structure to be put in place and employed to provide such transitional assistance.

Where the customer requests the provision of additional transitional assistance, in addition to their initial requirements, Redcentric shall provide such assistance as an additional service. The additional transitional assistance shall be charged as Professional Services.

3. Service Levels

3.1 Service Hours Definition

There are 2 levels of Redcentric service hours, defined as follows.

Service Hours Description	Definition
24x7x365	Available 24 hours a day, 7 days a week, 365 days a year.
Redcentric UK business hours	09:00 to 17:00 GMT / BST (as applicable) Monday to Friday excluding UK public holidays

3.2 Standard Applicable Service Hours

Service Management Activity	Service Hours
Redcentric Service Desk	24x7x365
Support Request Management	Redcentric UK business hours
Incident Management (P1)	24x7x365
Incident Management (P2 & P3)	Redcentric UK business hours
Problem Management (RCA)	Redcentric UK business hours
Configuration Management	Redcentric UK business hours

The management of support requests (covering requests for information, ticket updates and request for change) will be provided within Redcentric business hours, to ensure the quality of the communication channels.

More specific aspects of service management, such as root cause analysis where the underlying cause of an incident is not yet identified – known as a problem – and the management of change and releases are also carried out within Redcentric business hours to ensure the rigorous and effective delivery of these service elements.

3.3 Service Levels

Target availability for the Redcentric services underpinning the customer services.

Target Service Level	Definitions
99.90%	Service Desk availability to raise support requests for the customer.

Service Availability target is defined as the percentage of time for which the service is available to the users.

$$\text{Service Availability} = \frac{\text{Agreed Service Hours} - \text{Service Downtime Hours}}{\text{Agreed Service Hours}} \times 100 \%$$

Notes:

- All availability targets are to be calculated on a rolling 12-month basis.

- Availability calculations will exclude outages where root cause is determined to be outside of the Platform components under Redcentric control.

3.4 Restoration Targets

The Redcentric standard restoration times for each incident priority level are shown below. All hours are based on the customer's location/timezone.

An incident will be assigned to the most appropriate team for resolution. Throughout the resolution process, the incident will be updated to indicate progress.

Target Resolution relates to any item within Redcentric's control to resolve. Where a service issue is related to a third-party service Redcentric will raise all appropriate tickets and/or escalations with relevant vendors (e.g. Microsoft Azure) if the relationship is directly with Redcentric (applicable to Operate & Modernise service tiers). In this case, the vendor's terms of service/conditions apply for incident resolution.

Priority	Definition	Target Resolution	Hours in Effect
P1	A system or application is down and defined as critical by the customer. The system/application has a material impact on the ability to carry out business as usual.	4 hours	24 x 7 x 365
P2	A non-critical system or application that is being affected or down to such a degree as to impede business as usual	8 hours	Mon to Fri 08:00 – 18:00
P3	An issue affecting services that is not business critical	36 hours	Mon to Fri 08:00 – 18:00
P4	A non-business impacting event requiring investigation	5 business days	Mon to Fri 08:00 – 18:00

3.5 Escalation Management

The Redcentric ITSM system will monitor the lifecycle of an incident according to its priority. An incident can be escalated for two main reasons:

- Technical (or functional) escalation is the process of re-assigning an incident from one team to another based on the skills required to resolve the incident; and
- Management (or hierarchical) escalation refers to the involvement of increasing senior levels of management in the efforts to resolve an incident.

3.6 Problem Management

In the context of IT services, a problem is indicated where the root cause of an incident is unknown. In this scenario, normal service may be restored by means of a temporary work-around rather than waiting for a lengthy investigation. A problem may also be indicated if multiple incidents exhibit the same symptoms.

Redcentric has implemented Problem Management to manage the following activities:

- Identification of the underlying causes of incidents
- Evaluation of the impact of recurring incidents
- Targeting the elimination of underlying causes where appropriate.

3.7 Change Management

The goal of Change Management is to ensure that standard procedures are used for efficient and prompt handling of all changes. This minimises the impact of change-related incidents on service quality and consequently improves the day-to-day operations of an organisation.

All requests for change will be managed in line with accepted ITIL principles to ensure their potential risk is properly addressed. Redcentric will evaluate each request for change using a combination of impact and urgency. The change category determines the target time for completion of a change as shown in the following table:

Change Category	Target Completion Time
Emergency e.g. high priority changes are required to rectify or prevent a P1 incident.	Up to 48 hours
Normal e.g. significant changes where scheduled downtime is most likely required to implement resolution.	by agreement following review of change requirements
Standard Changes where the customer has pre-approved the implementation process (such as documented software patches). Standard changes can be handled as a Service Request without formal Change Management approval.	2 to 7 working days

4. Responsibilities

4.1 RACI Matrix

The following table outlines Redcentric and customer responsibilities using a RACI model.

- Responsible: Do the task
- Accountable: Approve the task
- Consulted: Input provided to the task
- Informed: Notified on task progress or completion

Task	Redcentric	Customer
Provide business and technical requirements	C, I	R, A
Create customer proposal, pricing, and contract documentation	R, A	C, I
Design review	R, A	C, I
Create Pre-Sales Solution & HLD	R, A	C, I
Final proposal to customer	R, A	C, I
Contract signature	C, I	R, A
Manage implementation activities	R, A	C, I
Build/provision the solution	R, A	C, I
Test and handover	R, A	C, I
Notify the customer of any service-affecting issues or planned maintenance	R, A	C, I
Notify Redcentric of any planned activities that may impact service	A, C, I	R
Resolve incidents and problems	R, A	C, I
Raise service requests and changes	C, I	R, A
Implement service requests and changes	R, A	C, I
Maintain licensing for any software not provided by Redcentric	I	R, A
Adhere to the applicable Microsoft terms and conditions	I	R, A
Maintain passwords in a secure manner	I	R, A
Respond to Redcentric requests in a timely fashion	I	R, A

4.2 Definitions

Term	Description
“Backup”	A copy of a Database to be used solely to restore the original Database after the occurrence of an event causing the original Database to be lost, and Backed Up shall have the corresponding meaning.
“Database(s)”	The SQL Server databases which we provide Instance Support for as described in this document.
“Database Instance”	The database instances listed for which we provide support as described in this Offering Description.
“Instance”	The processes, disk and memory allocations which provide database services. One Instance can be used to provide services to one or more databases. A single machine can have one or more Instances. Each Instance is independent of other instances and has its own set of configurable parameters. Distinct database Instances, for example, would allow multiple product versions, different editions, separate security, different patch levels, etc.
“Microsoft® SQL Server™”	Microsoft® SQL Server™ supports multiple instances of the SQL Server database engine running concurrently on the same computer. Each instance of the SQL Server database engine has its own unique system files that are not shared by other instances. A SQL Server database instance is defined as the combination of master, msdb and tempdb databases and the associated processes.
“Onboarding”	Onboarding occurs when you transition to the service.
“Outage”	A period when the Service is not available. Also referred to as “Downtime”.
“Problem”	A cause of one or more <u>Incidents</u> .
“Response”	A notification from the Service Centre to the Customer that a call or an automatic alert has been received by Redcentric and, where possible, Redcentric has advised the Customer of the action to be taken and an estimate of the timeframe.
“Service Level”	Defines the level of services, the functionality included and hours of support
“Time to Resolve”	The elapsed time between the incident being placed in the appropriate queue for the Redcentric personnel responsible for the resolution and the time of the implementation of a fix or applicable workaround that corrects the incident.

5. Associated Services

The table below provides details of other compatible services available from Redcentric on G-Cloud 15.

Service Name	Service Summary
Redcentric Cloud	Redcentric Cloud is a cloud solution designed to provide a versatile and cost-effective option for Public Sector customers. Delivering virtualised servers, storage and network infrastructure using an opex-based consumption model. The platforms are managed by Redcentric covering performance, capacity, patching, installation and upgrades for data marked " official ".
Redcentric Sovereign Cloud	Redcentric Sovereign Cloud is a community cloud solution for consumption by UK Public Sector organisations, delivering virtualised server, storage and network infrastructure through discreet public sector networks using an opex-based consumption model. The platforms are managed by Redcentric covering performance, capacity, patching, installation, upgrades for data marked " official-sensitive ".
Backup as a Service	Backup as a Service (BaaS) is a cloud based, data protection, and disaster recovery solution that supports a wide array of applications, data types, and workloads, including endpoints. It also provides vulnerability scanning, patch management, remote desktop, and health reports, along with next generation AI-based protection against malware via an easy-to-use customer portal and interfaces.
Operating System as a Service	Operating System as a Service will manage servers provided on the Redcentric Cloud, hosted physical server services, or managed public cloud infrastructure including Managed Public Cloud AWS and Managed Public Cloud Azure. The service provides access to our support capability, technical skills, and economies of scale, to manage the customer's server operating systems.
Storage as a Service	Storage as a Service is an ITIL aligned storage infrastructure, provisioning, and administration service. It provides cost effective, resilient storage capacity backed by industry leading vendors (NetApp, Dell) hosted in UK datacentres. The price is on a per GB basis which includes storage management, infrastructure, licencing, and networking.
Managed Public Cloud AWS	Managed Public Cloud AWS is a next-generation cloud service that offers end-to-end lifecycle management. From AWS to Modern Workplace and Azure. We optimise cloud investments. Our expert engineers across multiple disciplines; SRE, SysOps, DevOps, NetOps, FinOps, SecOps and platforms, design multi-cloud strategy; 24/7/365 access to cloud expertise to reduce AWS infrastructure management burdens.
Managed Public Cloud Azure	Managed Public Cloud Azure is a next-generation cloud service that offers end-to-end lifecycle management. From Modern Workplace to Azure and beyond. We optimise cloud investments. Our expert engineers across multiple disciplines; SRE, SysOps, DevOps, NetOps, FinOps, SecOps and platforms, design multi-cloud strategy; 24/7/365 access to cloud expertise to reduce Azure infrastructure management burdens.
Modern Workplace 365	Modern Workplace 365 service represents the future of work, where complexity and risk are minimised, and productivity and collaboration are maximised. This service extends beyond the traditional Managed 365 offering, encompassing a comprehensive modernisation service with digital workspaces and dedicated end-user support.

6. Business Continuity and Disaster Recovery

6.1 Business Continuity

Redcentric under its ISO22301:2019 Business Continuity certification, operates and maintains a robust Business Continuity Management System (BCMS). The BCMS scope includes;

- Data centres
- Managed Services
- ICT technologies and systems
- Staff and business functions

and is externally assessed by the BSI annually to ensure continued effectiveness in line with BSI published standards.

Our Business Continuity Plan (BCP) is fully supported by the Board and is designed to enable a return to normal operations in the shortest practical time, with minimum disruption. The primary objective is to restore and deliver continuity of key services in the event of a critical incident.

Our overall Business Continuity strategy is to provide resilience for all systems that support critical processes, by having data backed up to alternative data centres, or dual site services configured as active-active.

We use the same cloud backup service (Acronis BaaS) for our own IT and services as we do for our customers, ensuring fully secure, encrypted data is available off-site when needed. Departments and services are required to test backup and restore annually.

Testing

Our BCP is routinely tested annually, and as Redcentric is a provider of critical services to the NHS (Peering Exchange and Consumer Network Service Provider), is independently witnessed by a member of NHS England.

Disaster Recovery plans underpinning the BCP have been developed for each Department and Service, and these are externally audited and tested annually.

Network Resilience

Our network is designed and engineered to deliver highly available, stable connectivity to maintain business access to critical applications. To maximise resilience, multiple carriers provide core connectivity. Routing and switching devices are from market leaders Cisco Systems. The network design and build are geographically resilient providing a minimum of 99.99% availability (to resilient end points).

The Redcentric highly resilient, high-capacity core has connections to several carriers providing multiple options for our internal business operations and critical services, and customers wishing to access cloud services, applications, and data:

- Geographically resilient connectivity to multiple Tier-1 Internet transit providers and Internet exchanges.
- Geographically resilient connectivity directly into the inner core of the HSCN network.

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- Core network engineered to withstand multiple concurrent failures and to re-route around a failed transit path in under a second.

6.2 Disaster Recovery

Customers can enable DR capability using multi-site/multi-region architectures through active/active or active/passive configuration. This will be agreed with the customer during the design and onboarding phase.

7. Data Management

7.1 Personal Data Processing Statement

Note that in completion of this Statement, the customer is the Controller and Redcentric is the Processor unless otherwise stated.

7.2 Nature and purposes of the processing

All personal data is stored in UK data centres unless otherwise stated. Some personal data may be accessed by our support operation in Hyderabad, India. This access is to authenticate Customer users following a support request or to troubleshoot incidents and is required to satisfy obligations under the Contract. This is subject to controlled remote access using Redcentric owned devices only and is operated under an International Data Transfer Agreement between Redcentric Solutions Limited and Redcentric India.

It will be necessary to store Customer commercial users' personal data to manage the account and provide the service and to raise invoices.

The solution, service desk provision and data backup facilities are in data centres in the UK unless otherwise stated. Redcentric also provides monitoring, management, backup, incident resolution and reporting.

The legal basis for the processing is to satisfy the obligations contained within the Customer Contract.

7.3 Duration of the processing

From the start date of the contract until seven years after the expiry or termination date. It may be necessary to retain data beyond this time according to UK Law.

7.4 Categories of Data Subject

Customer commercial, account, technical, and finance personnel.

7.5 Categories of Data Subject International Transfers

It may be necessary for our Support operation in Hyderabad to access personal data to authenticate Customer users following a support request or to troubleshoot incidents. The personal data may include first name, last name, role title, telephone number, which may be checked against a pre-approved list.

7.6 Sub Processors engaged by Redcentric (sub-contractors)

All Redcentric suppliers (sub-processors) are checked for compliance with UK GDPR as part of onboarding and regularly reviewed.

7.7 Types of Personal Data Processed

The following data is processed:

- Customer Administrator details (Username, First and Last names, email address, job title).
- Customer Commercial and finance details (First and Last names, email address, job title).

7.8 Special Category Data

No special category data is accessed by Redcentric personnel.

7.9 Data Processing Location

- UK
- EEA (EU)
- Adequate Country (UK, US; (commercial organisations participating in the EU-US Data Privacy Framework), Canada, Israel, others)
- International Data Transfer Agreement in place (Redcentric India)

8. Information Assurance

Certifications

Redcentric is ISO 20000-1 certified, demonstrating that we adhere to ITSM (IT Service Management) best practice, and ITIL (Information Technology Infrastructure Library) provides advice on ITSM best practice.

ITIL v4 is at the heart of Redcentric managed service operation and support. Redcentric believes that to deliver a high quality, professional service it is necessary to invest in training people, empowering them to be strong ambassadors of our service model.

Redcentric has provided managed services to the UK public and private sector for over 30 years. As a highly accredited business, we are proud of the standards and processes for which we are certified.

Our data centres and all supporting operations are fully UK Sovereign and are congruent with;

- The Government's Security Classification Policy ('Official-Sensitive')
- The Government's previous Protected Marking Scheme classification (BIL4 - Confidential)

Note – Redcentric can also support information and assets classified above the GSCP level of 'Official-Sensitive'.

ISO

- ISO 27001:2022 Information Security Certified
- ISO/IEC 27017:2015 Cloud Security Certified
- ISO/IEC 27018:2019 Personally Identifiable Information (PII)
- ISO 9001:2015 Quality Management Certified
- ISO22301:2019 Business Continuity Management
- ISO 14001:2015 Environmental Management System Certified
- ISO 20000-1: 2018 IT Service Management System Certified

NHS standards

- Registered HSCN CNSP (Health and Social Care Network, Consumer Network Service Provider)
- DSPT (Data Security and Protection Toolkit) assessed as exceeding standards
- NHS Certified Commercial Aggregator
- NHS Business Partner

- Authorised to transmit, process and store Person Identifiable Data (PID)
- NHS England IGSoC Compliant Commercial Third Party (NACS code: YGMAP)
- NHS England accredited Service Provider (Network Access Agreement number: 0740).

HMG / other standards

- PCI-DSS Compliant for physical hosting and managed firewall services within our data centre locations
- Cyber Essentials Plus Certified
- Data centres are externally certified to attest they have the necessary physical security measures to process HM Government 'Official-Sensitive' classified data
- Main data centres are certified as Police Assured Secure Facilities
- Full alignment with the Security Policy Framework
- All services are designed, built, implemented and supported using all relevant and appropriate NCSC GPGs, Cabinet Office and NHS England standards

Network Connectivity

- The Public Internet via Private or Public IP VPN
- The HSCN Peering Exchange
- PSTN
- PSN (Public Sector Network) certified as one of the few DNSPs (Direct Network Service Provider)
- PSN Gateway Access for both PSN-Assured and PSN-Protected
- JANET (Joint Academic Network)

Further information with regards to the Redcentric assurance and governance framework can be found within the Redcentric customer security pack which consists of the following documents:

- Cloud Security Principles (aligned with the NCSC 14 principles)
- Security Management Plan
- Security Statement
- Accreditations and Mappings (lists all business accreditations and relevant controls and standards utilised for Redcentric G-Cloud services)
- Security Control Framework

Copies are available under NDA upon request.

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