

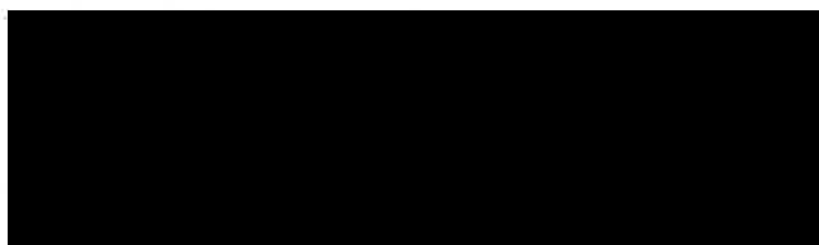


- Scalable. Available as individuals or in specifically skilled teams; with the capacity to add expertise quickly if required. All SC / DV and NPPV3 Police clearances in place as standard.

- Immediate Response. The size of our team ensures we can quickly react to UK wide Customer requirements;

- Within 2-3 hours. Qualified advisory consultancy, via phone / email.
- Within 1 Week (3-5 working days). Qualified onsite consultancy at the Customer's nominated site.

Assured Consultant	CESG CCP Qualification	Other	Years Experience
Owen Sayers	IA Architect - Lead Practitioner	NPPV3 - Police Cleared	15+
Robert Baskerville	SIRA - Practitioner IA Architect - Practitioner Accreditor - Practitioner	NPPV3 - Police Cleared ISO27001 Lead Auditor HMG Accreditor	15+
Abdul Khalid	IA Architect - Lead Practitioner SIRA - Lead Practitioner	ISO27001 Lead Auditor	10
Malcolm McKeating	SIRA - Practitioner	NPPV3 - Police Cleared	15+
Dave Jamieson	SIRA - Practitioner	NPPV3 - Police Cleared	15+
Jon Oliver	SIRA - Lead Practitioner	NPPV3 - Police Cleared	15+
Mark Grover	SIRA - Lead Practitioner	NPPV3 - Police Cleared	10
Andrew Harrison	SIRA - Practitioner	NPPV3 - Police Cleared	10





## **Ordering and Invoicing**

### **Ordering**

To discuss engaging Assured's services, the Customer should send an email in first instance to;

info@assuredis.co.uk

The email should refer to a request for services via the CCS G-Cloud Framework and details of the Customer's requirement. Assured commits to respond within 24 hours.

Once the scope of works has been mutually agreed for the engagement, the client should produce a Purchase Order (PO) which confirms the commencement of the engagement.

### **Invoicing**

Assured will invoice in electronic form (via email) at the end of each calendar month, and also at the end of the engagement, for the consultancy provided.

The invoice will give a clear indication of the consultancy delivered, relevant unit pricing, Value Added Tax (VAT) and any other expenses (as agreed in advance).

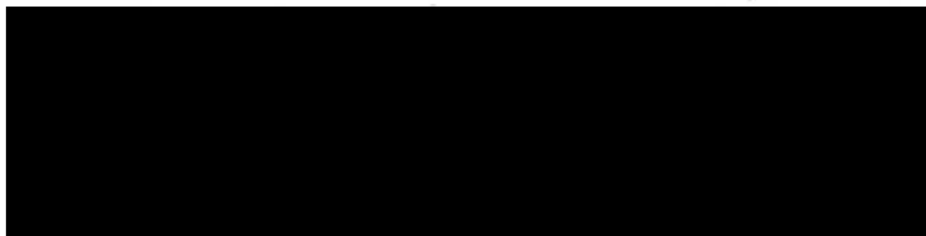
Payment should be made by BACS to meet the payment terms agreed.

## **Onboarding and Offboarding**

An 'Assignment Manager' will be dedicated to the Customer for the duration of the engagement, and will initially liaise with the Customer to ensure that the scope of the requirements, milestones and deliverables are accurately defined and planned.

Senior consultant(s) from Assured's Framework Consultancy Team will then be dedicated to the Customer with the relevant skills, availability and experience to deliver the consultancy required to meet the scheduling and scoped deliverables.

The 'Assignment Manager' will provide a constant, immediate point of communication throughout the delivery of the services to ensure timescales, milestones and expectations are met.



## **Service Management**

The Assured 'Assignment Manager' compliments the specialist delivery of the services by the cloud security consultant(s) by providing the following services at no additional cost;

- Immediate and constant point of communication. 7 days per week / 8.00am - 10.00pm.
- Consultancy resource planning. Allocation of relevant qualified consultant(s) to meet the requirements and arrangement of meetings, scheduling, etc.
- Ongoing monitoring of delivery against planned milestones and critical eye on consultancy deliverables against requirement evolution / change.
- Facilitation of Customer Meetings and Delivery Reports. Ensuring the Customer is fully engaged and informed of progress, and checking that all parties have the same understanding at all times.
- Forward planning and suggestions to Customer for improved levels of service.
- Establishment of contractual and commercial arrangements.

## **Service Levels**

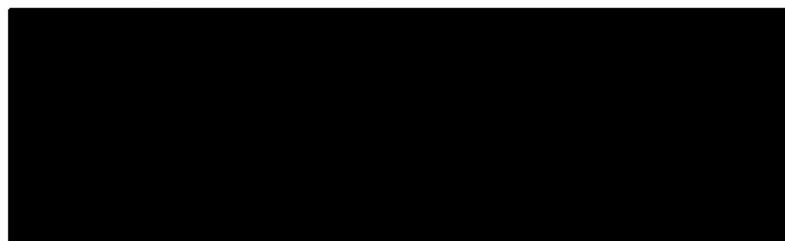
See Service Management for Assured's commitment to delivery under Lot 4 (SCS).

## **Training**

Assured does not provide structured training services. We strive to pass on understanding through a skills transfer during the engagement to leave the client with the understanding required to manage cloud based services / systems securely going forward, to mitigate existing and new potential risks.

## **Termination Terms**

Please refer to Termination clauses in the 'Assured Information Security - Terms and Conditions' document for full details.





## **Customer Responsibilities**

Assured requires that the Customer should aim to furnish our consultants with the necessary information, documentation and approval in order to deliver the services as agreed in writing and supported with a Purchase Order at the start of the engagement.

We believe that co-operation is key to the success of any engagement, and Assured will assign a key cloud security consultant to deliver the work, and an Assignment Manager to ensure successful delivery – who must have a direct line of access to the Customer management as the engagement progresses.

The Customer must inform the Assignment Manager immediately of any change in scope, or if they have any concerns of the quality, speed and performance of the service delivery so that we may take remedial action.

## **Trial Service**

Assured does not provide trial services due to the seniority of our framework consultancy team.

## **Financial Recompense Model**

Not applicable to the services supplied by Assured under Lot 4 (SCS).

## **Technical Requirements**

Not applicable to the services supplied by Assured under Lot 4 (SCS).

## **Service Constraints**

Not applicable to the services supplied by Assured under Lot 4 (SCS).

## **Data Restoration / Service Migration**

Not supplied by Assured under Lot 4 (SCS).

## **Backup and Restore**

Not supplied by Assured under Lot 4 (SCS).

