

Appendix A – Background Information

1) Introduction:

Lambeth has identified the requirement to develop and deliver a 24/7 responsive team to monitor, assess and mitigate the threats and risks posed from cyber-attack or security breach. In so doing, Lambeth will enhance corporate resilience with a specific focus on cyber security. There is currently a limited team of people in house to deliver mitigation of cyber threats or security breach outside of office hours.

Lambeth may not have inhouse skillset to identify and analyse the nature of cyber-attack or security breach in timely manner, as such soft market research was conducted to identify 3rd parties to engage in retainer contracts with pre-paid days for subject matter expert support in response to cyber-attacks or security breach.

Inhouse resource will not be sufficient to create cyber-attack or security breach response playbooks without assistance – this will be included in the retained contract with the service provider.

Testing of Lambeth incident procedures, processes and associated policies will be conducted with the successfully appointed contract holder to validate and identify areas for enhancement to increase resilience to attack. This will be discussed at the regular contract meetings as part of the standing agenda, as outlined in Appendix F – specification.

2) Retained service activation:

At the start of the contract, Lambeth will have the ability to call upon retained services of cyber-attack or security breach subject matter expert to assist in assessment, mitigation and response to perceived or received threat.

The services will be delivered to the agreed timeframes and within the scope of works the retained contract outlines.

The services retained will be available to be called upon on a 24/7/365 basis up to and including the amount of pre-paid days purchased at the start of the contract.

The ability to use retained hours if not used in contracted period for staff training, penetration testing, or other associated services offered by provider commensurate with enhancing corporate resilience.