



Service Definition

Enterprise Mobility Management –
UEM- Airwatch/Workspace
ONE/MobileIron

A background image showing a hand holding a smartphone, overlaid with a semi-transparent blue filter.

We enable people to use
technology, securely.

Consumer simplicity with enterprise security

Version 1.0

Crown
Commercial
Service
Supplier

Fully accredited cloud-delivered managed services, making mobile work for remote users.

Enabling the frontline user with secure access to critical data through any device; where it counts, when it's needed

www.nine23.co.uk

Company and Contact Information

Nine23 is a privately held, limited company, registered in England with number: 08118696, and address:

4 Benham Road, University of Southampton Science Park, SO16 7QJ

Nine23 Ltd holds insurance for: Professional Indemnity, Employers Liability, Public & Products Liability, Buildings/Tenants Liability, Contents at premises (Computers), Contents at premises (Other), Contents away from premises, Business Interruption (Loss of Income), Business Interruption (Increased Cost of Working), Legal Expenses for a sum of £2,000,000 each claim except Public & Products Liability which is covered by £5,000,000.



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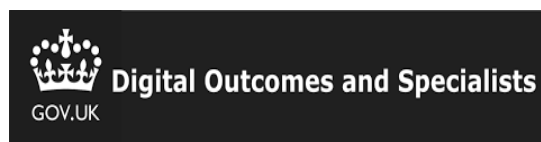


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SECTION ONE: OVERVIEW

Executive Summary of the service

Enterprise Mobility Management – UEM – Airwatch/Workspace ONE/MobileIron

Focus on informed citizen interactions: Platform FLEX at-a-glance:

- **Platform FLEX enables frontline users to function more effectively and productively in the field;** accessing, sending, and sharing data as needed, without having to return to base for reporting and admin.
- **Our services enable organisations to support their users in the critical aspect of their roles** and give them more time to focus on serving the community, driving better citizen outcomes. Platform FLEX encompasses all management and audit requirements, from MDM, App Store, Content Management and hosting, through remote monitoring, on to performance and SIEM reporting tools.
- **A more mobile-supported and data-empowered workforce makes better use of its time,** by making more informed decisions in real-time, reducing operating costs and feeling more attune with the digital age, and therefore more motivated.

- **Network access**

Nine23 provides a resilient and secure cloud hosting infrastructure – fully hosted in the UK – for deploying secure and fully-managed end-user mobile devices (iOS, Android, MacOS, Windows 10 devices¹) service with accredited access to PSN, HSCN, ALI (RLI) and corporate networks.

- **Service flexibility**

Nine23 provides services beyond the basics of standard off-the-shelf Enterprise Mobility Management (EMM) solutions. Users are able to perform their duties with optimum efficiency through a flexible, adaptable, and customisable managed service which offers options for each organisation to serve its users in accordance with the goals and objectives that define the service it delivers to the community.

Our optional services include access to a full catalogue of vetted-secure corporate, third-party and bespoke applications, encrypted voice, secure email, messaging, and video-conferencing.

- **Service customisation**

Nine23 rapidly design and deliver economic end-to-end, managed solutions to meet public sector customers' complex needs, supported by peerless customer service from our customer success and technical teams.

- **Managed service**

Nine23 have a specialist track record of delivering secure remote access ecosystems and software as a managed service to UK Public Sector.

¹ End User Devices are supplied by the client and managed by Nine23

[Client references available on request].

Platform FLEX Service summary in detail

Enterprise Mobility Management – UEM – Airwatch/Workspace ONE/MobileIron

Service description

- Mobility management provided as a service using VMWare/Airwatch/MobileIron/MDM software. Deployed on-premises, from VMWare/Airwatch/MobileIron cloud, FLEX private cloud and managed as a service for you to administer devices from a single console, or have the service fully managed for you.
- App store, PSN remote working, in-tune onboarding EMM migration.
- UK Hosted Official Sensitive

Service Features

- Mobile Device Management (MDM / UEM)
- Mobile Application Management (MAM)
- Mobile Content Management (MCM)
- Secure email
- Secure browsing
- Management and compliance reporting
- Cell usage reporting
- in-tune onboarding EMM migration tool
- UK Hosted

Service benefits

- Maintain oversight of CYOD / COPE mobile device fleet
- Provide access to organisation's services for BYOD devices
- Secure data from private network to wireless enabled mobile devices
- App Store
- PSN
- EMM migration
- Official Sensitive classification

Open standards

Nine23's services are built around an open architecture framework with common standards; each technology employed uses open standards to integrate in a modular fashion.

Requirements

Client browser

Services can be provided using any modern browser, for example (but not limited to):

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Apple Safari

Devices

Nine23's solutions require compatible mobile devices and device agents. Currently Nine23's services are compatible with (but not limited to):

- Apple iOS
- MacOS
- Android
- Windows 8.1
- Windows 10
- Linux (Multiple Distributions)
- Custom OSes

Customers can use existing devices enrolled within a BYOD/CYOD environment, or purchase or lease provisioned devices via Nine23 under separate arrangements [Contact us to discuss your requirements].

Server Deployment

Nine23's FLEX platform can be rapidly deployed as a Cloud solution or integrated with existing on-premise architecture. The standard infrastructure deployment is accredited at OFFICIAL. On-Premise installations may involve extra costs due to the additional infrastructure requirements, deployment time and support needed. [Contact us to discuss your requirements].

Software and Contracts

An agent may be installed on each user device in order for the device to be managed. Devices can be provisioned remotely, by accessing the public app store to download the device agent, or by in-house device provisioning, depending on the solutions required

Who needs Platform FLEX?

THE PROBLEMS WE SOLVE

Nine23 have a track record of successful implementations and customisations of the Platform FLEX solution within public sector bodies where sensitivity of information, speed of deployment, and ease of ongoing operation are mission critical requirements.

Efficient field operations

In a digital age, Nine23 supports the flexibility and secure access that remote personnel require when and wherever they require it; the definition of efficient field operations.

Platform FLEX enables organisations to improve and accelerate field effectiveness by enabling users to communicate securely and receive, share and send information without the time-consuming delays often involved in returning to their desks to file reports, add information to core databases, or simply find out what they need to know.

Platform FLEX is ideal for organisations that seek to:

- ✓ ***Improve your outcomes: Seamless user experience/access to information when needed***
The requirement many clients have, if not all, is to deliver constantly improving citizen outcomes and lower costs, with mitigated risk in the area of secure handling of data. We enable the remote end user to work anywhere either with a corporate or owned (BYOD) device.
- ✓ ***Maximise your potential: Independent capability audit***
Nine23 offer an advisory service to help identify your requirements and explore areas of potential you may not even know currently exist. Our advice is technology agnostic; based on finding the fastest route to the optimum outcome for the way you work today and need to work tomorrow.
- ✓ ***Optimise your resources: Managed service***
Nine23 provide a complete end-to-end service – focussed on end-user enablement – our managed services take care of all aspects of deploying and monitoring the solutions to ensure maximum uptime; alleviating the stress for any organisation and removing the need for capital expenditure, specialist staff, and dedicated in-house resources.
- ✓ ***Accelerate your progress: Rapid deployment***
We work to the philosophy that once an organisation decides it needs to further securely enable its users, there is no time to waste. We are agile in our thinking and our development; many of our processes are repetitive, providing clearly defined and proven steps to achieving the fastest solution deployment.
- ✓ ***Reduce your risk: Risk management***
Nine23 are accredited at the **Official-Sensitive** level of security classification for

handling data and IT.

✓ **Protect your information: Secure communications**

We provide a range of certified products on our platform that allow for secure email, voice calls, texts, and video.

✓ **Operate with confidence: Secure network access**

Nine23's private cloud infrastructure platform has a Code of Service in place to the principal networks to which you will need to connect: PSN, HSCN, RLI and corporate networks.

How it works

Nine23 provides front-line users with a '*secure by default*' connection to their work apps and information, with the same quality and depth of experience they expect from their personal devices; satisfying regulatory standards and delivering cost savings when compared to a solely fixed-in-place IT estate.

Features:

- **Accredited:** The system holds its accreditation whether deployed as an on-premise or cloud-served instance. The technologies and architecture are designed to meet baseline NCSC CPA standards at Foundation Grade or equivalent in order to connect to government networked infrastructure for users to access data and services.
 - **Ease of Deployment & Closure:** A baselined virtualised image of a complete Enterprise Managed Mobility system can be taken with basic configuration being applied after setup. We make it as easy to close as to deploy for Nine23 engineers, including any IA closeout requirements
 - **Ease of On/Off Boarding:** It is easy for the client to on and off board new users and devices; and simple and reliable for Nine23 to track user numbers to allow licensing as required. Active Directory (AD) user lists from existing company or organisational systems can be used as the basis for FLEX system user lists
 - **Value:** Licensing for the system allows smaller scale deployments of ~50 devices to be managed by the same solution as for larger deployments of ~5000, at a per solution cost that offers a reasonable entry price as well as a suitable discount for larger deployments.
 - **Holistic Reporting:** Standardised reporting sets for the system outline the health and activity of the system at regular periods, direct to the relevant administrators.
 - **Remote System Management:** Administrative rights over the system (rather than the mobile devices) are possible through a Nine23-only administrator that can access the system remotely from Nine23 premises.
 - **Client Device Management Interface:** Client administrators can manage client mobile devices through a single interface without changing the system configuration or affecting security settings.
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Commercials and pricing

Ordering and invoicing process

Please contact us for a quote via email (GCloud@nine23.co.uk) or by phone +44 23 8202 0300. Orders are processed on receipt of a purchase order.

Prior to commencement of any work ordered via the G-Cloud framework, Nine23 requires customer acceptance of the order and also completion of a Call-Off Contract.

Customers are invoiced on a monthly basis or according to agreed milestones.

Service pricing model

Nine23's services are priced per user/device per month. Additional units of work are charged on a day rate depending on the services required. Service provisioning charges will be required depending on the service requirements set out at the scoping/advisory stage.

Contact Nine23 for a quote tailored to your exact requirements and see our **pricing sheet** for rates applicable to the most commonly encountered use cases. Contact us (as permitted under the G-Cloud guidelines) to provide pricing clarity relative to addressing your own identified issues or objectives.

Hosting options

Multiple hosting options are available depending on user preference. Nine23's services can be hosted within a customer's own infrastructure. Pricing for the install will depend on integration costs, and these differ for each customer. These costs will be provided in each customer's quotation.

Nine23 can provide advice for customers who are in the process of converting their workflow to a digital format, to help optimise their new digital systems. Please contact us for further details.

Minimum contract period

Contract terms will be provided at the time of quotation, based on specification. These will not exceed the maximum contract constraints of the G-Cloud framework.

Termination

Termination charges are subject to G Cloud contract terms dependent on exact requirements.

Financial recompense

Financial recompense for not meeting service levels will be detailed in the SLA and dependent on each use case. Please contact us for further details.

User interface customisation

Many of Nine23's services include elements that can be custom 'branded', using artwork either supplied by the customer or designed by Nine23. Additional charges may apply for bespoke branding and will be provided at the quotation stage.

Service integration

Nine23's services can be designed to work as part of an integrated solution alongside the customer's own enterprise solutions and services to provide an end-to-end solution.

Maintenance and lifecycle management

Nine23's services are regularly updated to ensure support for the latest operating systems. Users will be given 7 days' notice for updates where possible, and updates will be outside of core operating hours, as agreed with the customer in the SLA. Outdated devices are prone to higher failure rates, increasing technical support time and costs for the customer, therefore we will be unable to guarantee legacy support for outdated systems; if support of this nature is required, please contact Nine23 to discuss options.

Nine23 can help customers with their lifecycle management ensuring software and hardware is kept up to date.

Data restoration/Service migration

Nine23 have a proven transition process for the recovery of data from existing environments and migration to new services, along with mechanisms for migrating services from existing environments to our solutions. We will work with customers to ensure minimal service loss during the transition.

Customer responsibilities

Nine23 provide fully managed solutions. It is the customer's responsibility to provide Nine23 with the relevant settings, policies, documents and update schedules as agreed to run the service efficiently.

SECTION TWO: RATIONALE

Why choose Nine23?

Our commitment

Nine23 believe that the value of the services and solutions we provide comes from:

- Ensuring a detailed understanding of customer requirements and end user needs.
- Demonstrating a history of delivering this service to similar customers.
- Bringing in-depth experience of information assurance to every project.
- Providing a fully managed service.
- Offering full scalability (up and down)
- Making it easy to join and to leave
- Driving value for money/operating transparent cost structures: One monthly cost per user for a complete tailor-made managed service without the complexities, and often increased costs, of multiple vendor service integration.

We are an agile organisation, in every sense

- **Here when needed:** Nine23 is an SME working in the UK; close to our clients, their physical and virtual domains, their end users, their problems, and their opportunities. We ensure data sovereignty in the UK.
- **Experienced:** We get the job done quickly due to our experience of government departments' requirements, the rules that pertain to ICT and data, the focus on cost-effectiveness, and the importance of security and compliance.

We have significant experience of delivering accreditable technical architectures and security documentation in accordance with DBSy and IS1&IS2 RMADS. We also have extensive experience working with NCSC Information Standards, Good Practice Guides, Architectural Patterns and Security Procedures across all government classifications.

Nine23 have provided managed solutions throughout the Public Sector since 2012, including the Ministry of Defence, the Ministry of Justice, Financial services, as well as the Home Office, Cabinet Office and all 45 UK Police Forces.

- **Agile:** We deploy agile methodology in our development process but, more than that, are an agile organisation at heart. We move fast because we understand the need for expediency. The use of repetitive and automated process contributes to this speed but our true accelerant comes from a can-do attitude in all our team members. Agile is both a process and a frame of mind; Nine23 subscribe to both to make sure every project we deliver is delivered on time, if not sooner.

Track record

Nine23 have a track record of delivering secure remote access ecosystems and software as a managed service to the UK Public Sector. Through a focus on and specialisation in Front Line Experience (FLX) Nine23 have become experts at identifying and delivering the requirements of Public Sector security classifications to widely dispersed personnel, while maintaining the seamless experience with technology that mobile users take for granted today from their personal devices.

Best practice

Our solutions and infrastructure follow industry best practice and National Cyber Security Centre (NCSC) guidance to ensure cloud delivered solutions accredited for remote access at OFFICIAL-SENSITIVE by numerous Government Accreditors.

Security classification

We integrate with existing government infrastructures such as PSN/HSCN/RLI or GSI deployed services. This capability enables enterprise workforces to access sensitive data (up to OFFICIAL – including the SENSITIVE handling caveat) on their mobile devices whilst ensuring point-to-point security and non-repudiation of data at rest and in transit.

Digital service standards

We are transparent about the value that our solutions and processes bring to the workforce. Nine23 adhere to the 18 criteria of the Digital Service Standard and the technology code of practice in making sure that the digital model delivers.

Collaboration is key to ensuring that customer objectives are met and projects are efficiently and effectively designed and implemented. We align customer vision and objectives to focus on the end-user needs at the heart of the solution design process. We collaborate with end users, in-house teams and other suppliers to ensure that the solution we deliver is fit for purpose and can be re-used and scaled up/down in the future.

Cloud Security Principles

We have a systems approach to security and follow NCSC guidance to deliver solutions that follow the 14 Cloud Security Principles. Nine23 can provide a detailed document demonstrating how we follow these principles. Due to the confidential nature of the information contained in this document, Nine23 will ask interested parties who require a copy to sign a Non-Disclosure Agreement. Please contact Nine23 for more details.

Case studies

Nine23 have a history of collaborative working; a fundamental principle of the Agile methodology we employ across software development projects.

We interweave this collaboration with an understanding of the commercial and procurement requirements of Public Sector organisations to operate smoothly and effectively with co-suppliers and sub-contractors in delivering discrete work packages to agreed standards.

This collaborative working is demonstrated in the delivery of all software development we undertake, from secure remote mobile working for a community rehabilitation company (CRC) to the platform that trains DMIs across the UK police forces. Both projects, UK based, depended on close liaison with the client, and trust, based on effective communication throughout the development.

Community Rehabilitation Company: Secure Remote Mobile Working

Background

Of the 21 community rehabilitation companies in England and Wales, a top performer against its metrics was Durham and Tees Valley CRC, according to Ministry of Justice (MoJ) data. It is responsible for supervising around 5000 participants on either a Community Order or Prison Licence throughout the Durham and Teesside area. A key contributor to the company's sustained success is its operating model, which puts streamlined mobile working at the heart of its community-based involvement with offenders.

- **Challenge: Improving outcomes by accelerating access to information**

With a strategic goal of immersing its workforce more effectively within the community to drive improved outcomes by addressing issues as and where they arose, the CRC wanted to enable end users to work anywhere on their mobile devices.

It also sought to create a more efficient approach to email management to support easier, faster, and more accurate retrieval of case information. Problems inherent in the MoJ legacy ICT system meant that such efficiencies were not readily accessible with existing technologies available to CRCs.

Accordingly, this CRC wanted a fresh approach in the form of new ICT model. In addition to providing the essential enhancements that the CRC identified, the new solution had to be accreditable, delivered as a managed service and capable of deployment within a very short timeframe.

- **Solution**

Within just eight weeks, Nine23 designed and built Durham and Tees Valley's remote mobile working solution, delivering an 'accredited' IT architecture as a core component in DTV's innovative rehabilitative service. The following capabilities were installed across the devices:

- E-mail and file storage in accordance with UK 'Official - Sensitive' Information Assurance (IA) standards

- Case Workers' IT devices (including laptops) with seamless connectivity to the Public Services Network (PSN)

- **Results**

More productive, more informed, more inspired

The CRC's end users are now fully enabled to perform their roles more effectively because they are able to make more informed decisions on-the-spot; they no longer face the interruptions to a productive working day that can be occasioned by constantly returning to the office for admin or information, or having to seek knowledge worker input, with the delays and frustrations that such a process invariably creates.

DTV staff are now more productive and have easier, and intuitive, access to important data as, when, and where they need it, whilst the CRC is assured that the data is secure. Nine 23 services are accredited by the Ministry of Justice and the Public Services Network, providing both the pedigree and assurance that the client needed.

Staff are now more highly motivated by having both the right tools to do the job more effectively, and having the autonomy to deal with issues faster, resolve problems and improve outcomes with on-the-move access to information.

Lower risk, reduced costs, through managed services approach

The entire service is managed by Nine23; proactively monitoring devices and addressing issues as they arise. This means the CRC did not need to invest in new skills resources and can rely on experienced support providing the confidence that comes from reduced risk, and the affordability that comes from monthly payments as opposed to heavy capital investment.

College of Policing: Digital Media Investigation Training Solution

Background

The College of Policing (CoP) is the professional body for policing. It sets the professional standards designed to help police forces cut crime and protect the public. It provides everyone in policing with the tools, skills and knowledge they need to perform their roles effectively.

In accordance with the Communications Capabilities Development Programme (CCDP), dedicated to ensuring that the capabilities of law enforcement and the security and intelligence agencies are maintained in the rapid continual evolution of communications hardware and software, the college created a strategy to deliver relevant training for the new role of Digital Media Investigator (DMI) within all UK Police forces.

The college wanted to use current technology to enable DMIs in their understanding of the impact of converging and emerging technology and how to use it. Key to this ability was for the DMI to acquire and exploit digital data effectively and efficiently in order to investigate crime, prosecute criminals and protect the public.

- **Challenge: Getting quickly up to speed with new skills, insights, and software**

The CoP wanted an up-to-date training product that would do more than simply deliver the information. The challenge was to enable users on their mobile devices; giving them the flexibility to progress at their own pace by interacting with the training modules whenever and wherever best suited each individual's own busy schedule.

Therefore, the solution could not be complicated. It needed to offer an intuitive platform for engagement. Given the digital nature of the DMI role, it has to be cutting edge; reflecting the environment that such professionals work in. The solution also had to offer an audit trail to provide in-depth analysis on individual and organisational learning.

- **Solution**

The Nine23 team worked with key individuals to gain a deep understanding of the goals for users and the guidelines and requirements for governance. From these insights we created a scalable Virtual Learning Environment (VLE) based on our Digital Asset Collaboration System (DACS). This provided the ability to maintain and record users progress and achievements throughout their training.

The solution was provided effectively "in a box"; 14 tablets and a server delivered to the college to enable them to deploy at various locations. It was a 'mobile' mobile solution; a self-contained infrastructure ready to go where it was needed.

The 'portability' of the solution was supported by the fact that the DACS uses the Platform FLEX private cloud for deploying the secure and fully-managed end-user tablets with accredited access to PSN.

- **Results**

- New crimes require new policing skills**

- Nine23's solution enabled the College of Policing to demonstrate support of and compliance to the CCDP. It is enabling specialist skills within police forces that facilitate operations in an increasingly threat-intense digital world; new crimes require new skills to combat them. Nine23 helped the college to disseminate these skills in true digital fashion; entirely consonant with the environment in which DMIs operate.

- The client now has an easily accessible, scalable, and engaging training delivery process that users can easily use whilst the degree of central control and visibility is in line with appropriate security protocols.

- The solution provides practical tools for the digital age; enabling effectively trained Digital Media Investigators to operate more confidently, with more insight, greater speed, and enhanced focus. They are also able to refresh their skills on an ongoing basis.

Engagement process

At the start of any project we expect to meet with the project stakeholders to review and refine objectives and expectations. After this preliminary meeting there are normally four key stages:

Phase 1 – AUDIT: Understanding the current state and the desired future state; creation of gap analysis based on these inputs.



Phase 2 – RECOMMEND: Nine23 prepares a report detailing the best tools for each need, together with a rationale for the recommendations.



Phase 3 – PLAN: Working in collaboration with stakeholders to create an implementation plan and timeline.



Phase 4 – IMPLEMENT: Nine23 works with customers as required to implement and embed change across, people, processes and technology; setting up build and test environments before integrating other app services, such as analytics, as pertinent to the new solution and approach emerging in phases 1 and 2.



Phase 5 – MANAGE: IN-SERVICE:

- **Continual improvement**
Nine23 take ownership, on our clients' behalf, of all aspects of ongoing support, working with clients as a partner, rather than a 'supplier'. This means we proactively ensure continual improvement of our services not just by aligning IT to strategic and operational requirements, but ensuring that it stays aligned as those requirements change. We care about end users; we demonstrate this care through the experience and enablement we deliver, and the improved ways of working we make possible to enhance their performance, inform their roles, and inspire their professional pride.
- **Optimum performance**
Nine23's dedicated Service Management helps manage and monitor your system through its lifecycle. You have no need for dedicated in-house staff, or additional resources; Nine23 takes the burden of such considerations away from our clients, to de-risk their operations and ensure optimum performance.
- **Proven security and ongoing compliance**
Nine23 Ltd will constantly monitor the ecosystems, and run daily, monthly, on-demand and on-alert reports against all of the end user devices and components of the ecosystem to ensure that they are security and functionally compliant. Should any element be found as non-compliant; a non-compliance report will be sent to the designated user administrator alerting them of the fact, details of the non-compliance, and how to rectify the non-compliance or institution of emergency response measures as may be appropriate.

SECTION THREE: COMPLIANCE

Information Assurance

Nine23 is committed to keeping customer data secure and providing a well-supported and highly available service. Information Assurance from Nine23 is led by our NCSC Certified Professional.

Nine23 has an ISO27000 aligned Security Management Plan verified by a NCSC Certified Professional and has aligned with HMG strategy by undertaking the Cyber Essentials plus certification.

We have significant experience of delivering accreditable technical architectures and security documentation in accordance with DBSy and IS1&IS2 RMADS. We also have extensive experience working with NCSC Information Standards, Good Practice Guides, Architectural Patterns and Security Procedures across all government classifications. Our premises have been assessed by Home Office accreditors and cleared to handle and work with OFFICIAL-SENSITIVE information.

Additionally, independent government accreditors have verified processes and security of the company in order to deliver ongoing service contracts to Public Sector clients.

Platform FLEX has achieved Accreditation for systems at up to OFFICIAL with the handling caveat SENSITIVE. The service has also been implemented with the following security features:

- Suitable for OFFICIAL assets under the GSC (Government Security Classifications) Policy
- All technical and service designs and supporting processes and documentation are in line with ISO9001, ISO20000 and ISO27001.
- Nine23 also holds a number of security certifications and accreditations including ISO27001 and Cyber Essentials Security Plus which underpins our business operations and Cloud Platform
- All datacentres are highly resilient Tier3+ and UK based
- As a minimum, all staff are cleared to Baseline Personnel Security Standard (BPSS) Staff are Security Check (SC) Cleared and based in the UK
- Protective Monitoring (aligned with NCSC C1. Security monitoring) across FLEX platforms and service offerings
- Service design and service provision comply with all NCSC Cloud Security Principles
- The service can support any additional requirements to interface with existing system monitoring equipment

Accreditation

Integral to our managed service approach, Nine23 will work with customers and relevant stakeholders, including the appropriate assurance bodies, to obtain the necessary accreditation and authority to operate. Nine23 will own the following functional responsibilities:

- System Design Authority
- IT Security Officer

As part of the above responsibilities, Nine23 will manage the following activities:

- Convening appropriate Security Working Group meetings
- Generating a complete Risk Management Accreditation Document set (RMADS)
- Preparing submissions to support an Authority to Operate
- **Ensuring compliance with appropriate PSN Codes of Connection and Cyber directives**

Cloud Security Principles

[See also SECTION TWO; RATIONALE/*Why choose Nine23?*]

For managing data at OFFICIAL and OFFICIAL - SENSITIVE, the NCSC has issued guidance for Cloud Security Principles that should be considered when purchasers are evaluating the security features of cloud services.

Nine23 offers a robust and evidenced conformance to each of the fourteen principles. In particular:

- ✓ **To demonstrate that the company follows comprehensive and effective security policies** and procedures, we are currently undergoing accreditation to ISO27001, are in-line with these standards, and undertake an annual audit to prove our compliance (Principles 4, 5, 7, 8, 12, 13).
- ✓ **To demonstrate that the service is safe from attack**, we undertake a rigorous annual IT Health Check, by a CHECK accredited testing partner (Principles 1, 2, 3, 9, 10, 11).
- ✓ **To demonstrate that our office IT infrastructure and Platform FLEX is secure**, we are accredited to Cyber Essentials Plus (Principles 4, 5, 7, 8, 12, 13).
- ✓ **All Nine23 staff are screened** to BS7858 (Principle 6) and SC and NPPV where required.
- ✓ **We use independent third-party services** to demonstrate that we meet our SLAs for software availability and support (Principle 2).

SECTION FOUR: SERVICE LEVEL MANAGEMENT

Role and Responsibilities

The Customer will:

- Ensure appropriate attendance by the Customer's staff at each Service Delivery Meeting
- Action all agreed tasks allocated to them during Service Delivery meetings

The Nine23 Service Delivery Manager will:

- Manage the provision of the service to the required service levels and time-scales
- Arrange and attend Service Delivery review meetings and where appropriate participate in other meetings in support of the services
- Action all agreed tasks allocated to Nine23 during Service Delivery meetings
- Be the primary escalation point for service issues and maintain escalation contacts and procedures

Measurement of service

The following services will be measured on a monthly basis:

- Email Service usage summary
- Web Services usage summary
- Secure VPN
- Connectivity
- MFA / 2FA Services
- Storage space

Service Exclusions

- Request(s) by personnel not belonging to the authorised list of employees provided by the client

Exceptions

- Downtime due to Force Majeure events

Service Improvement Plan

It is the responsibility of the Nine23 Service Manager to ensure the quality of the service offered is of a high quality and to continually review the service offered for the duration of the agreement.

This is achieved by following an ISO accredited quality management process that ensures continuous service delivery improvement.

Service review meetings would be held quarterly with representatives from all respective parties.

Roles and Responsibilities

The Customer will:

- Ensure that the customer's IT team are made aware of the call logging procedure and Incident Priority Criteria as defined in the agreement
- Log incidents via the service desk number or email as listed
- Provide all necessary consumables for all supported systems
- Be responsible for managing the standards for all data, both paper and electronic, in line with the Freedom of Information Act
- Be responsible for the management of all user data files and the day to day management of the file systems and structure

Nine23 will:

- Provide a support service that meets the needs of the customer within the scope of this agreement
- Provide procurement advice for new hardware, software and solutions through the Nine23 account team
- Monitor the items included in the agreement for the health of the customer's IT infrastructure
- Respond to and fix all assigned incidents within the agreed service level criteria
- Record detail of call progress and ultimate solution within the call logging system
- Interface with third-party support providers as identified in the agreement
- Contribute to the process of development and change
- Inform the customer of any incidents logged for equipment that fall outside of the agreement

Service Desk

The Nine23 Service Desk is the central point of contact for logging and updating of all incidents that occur within the customer's environment covered under the agreement. Incidents are managed and escalated through to resolution in line with the Nine23 incident management process and the Escalation Process outlined below.

Where technical escalation and / or third-party suppliers need to be involved in order to diagnose and fix an incident, the Service Desk will manage this process.

The user / named contacts will be updated with progress throughout the incident.

Service Desk Escalation Process

Purpose

The purpose of the escalation process is to ensure that customers with support contracts do

not suffer excessive downtime and the response and fix times contracted in the Service Level Agreement are met.

Scope

The escalation process is designed to ensure that all the necessary human and equipment resources are employed to resolve any intermittent or protracted equipment failures in the minimum time.

Every outstanding incident will be escalated as soon as it becomes apparent to the incident owner that assistance is required.

Where further information or testing is required by the end user / contact and they are not available, the call will be placed On Hold and the incident clock will stop ticking for the duration of the delay.

Where there is a mutually agreed planned response, the call will be placed On Hold and the incident clock will stop ticking until the agreed date and time.

Incident Management

Mobile Staff

All end user issues should be reported via the customer's service desk, who will make an initial assessment as to the root cause of the reported issue. If the issue is considered not to be related to end user hardware or in the control of the customers/ CC, the incident should be logged with the Nine23 Service Desk.

Roles and Responsibilities

The Customer will:

- Log incidents with the Nine23 via the customers Service Desk.
- Log any hardware related issues directly with the manufacturer or provider of service.
- Be responsible for the security of end user passwords

Nine23 will:

- Manage all calls received from the user environment via the Nine23 incident management process
- Engage with third-party services providers

Change Control

A Request for Change (RFC) is a formal request for the implementation of a change and this is done via the Service Manager. Minor Changes will usually not require submission of a formal RFC, but this will be judged on a case-by-case basis.

The Service Manager will send an RFC form to the customer that will ask for a description of the Change being applied for, the priority of the Change and any additional support documents. The level of detail given will depend on the size and likely impact of the Change.

Where a change has a cost of service impact this will be discussed with the customer prior to completion of the process.

A review of the RFC will take place, once approved with all parties, will be implemented.

Problem Management

The goal of Problem Management is to resolve the root cause of incidents in order to minimise the adverse impact of incidents and problems on the Customer's business, and to prevent recurrence of incidents related to those errors.

A problem is an unknown underlying cause of one or more incidents, and a known error is a problem which is successfully diagnosed and for which a work-around has been identified.

A problem is a condition often identified as a result of multiple incidents that exhibit common symptoms. Problems can also be identified from a single significant incident, indicative of a single error, for which the cause is unknown, but for which the impact is significant.

A known error is a condition identified by successful diagnosis of the root cause of a problem, and the subsequent development of a work-around.

Roles and Responsibilities

The Customer will:

- Ensure any relevant information associated with any incidents or problems is passed to Nine23 to aid in the problem management process

Nine23 will:

- Identify trends within the logged incidents and raise problem records where required
- Identify problems using Nine23's monitoring toolsets

Conduct root cause analysis to implement long term fixes.

Protective Monitoring

The monitoring service monitors and alerts for platform events such as disk space or uptime.

The values and conditions are compared to thresholds set during configuration, the system then alerts when they are met or exceeded. An incident is automatically raised, and the support team will then investigate this issue to completion.

Patch Management

Nine 23 is responsible for regular patching of all aspects of the platform. Patching will include Windows server patching and appliances.

Additionally, Nine23 will test and release Client operating system patches for the supported devices (EUD) on a scheduled basis.

Patches are to be applied on a monthly basis and will be done on a pre-agreed date with the customer. If Nine23 do not receive a timely agreement from the customer in respect of the patching schedule in any given month, patching will be pushed back to the following month.

If patching is not agreed for 3 consecutive months then patches will be chargeable (at the SFIA Rate) only until servers are brought back up to the latest patching level, at which point they will re-enter regular patching cycle included in this Agreement. Chargeable events, for additional hours above standard expectation, are subject to approval by the Customer upon provision by Nine23 of documentation supporting the additional hours.

Any issues arising as a result of failure to maintain patch, driver or firmware levels will fall outside of this SLA and will be chargeable

Backup/restore

File storage data is backed up daily on a 14-day rotation. Additional services are available to meet requirements as needed

Nine23 will carry out data restores as a response to an incident where it has been identified that it is necessary. Ad-hoc requests for restores not in relation to an incident will be responded to with reasonable endeavours.

Where data restoration is deemed necessary in response to an incident resolution, targets will not apply as data restoration can take a significant amount of time and that time is outside of Nine23's control.

Where restoration is required due to a fault on the customer's side – for example by malicious actions by staff or not allowing system patching to be completed – this work will be chargeable.

Ad-Hoc Requests / Projects

Any project requests that fall outside of the scope of service will be managed as a project within the Nine23 project management framework, and will be scoped, reviewed and evaluated by both parties prior to implementation

Cloud Hosting Infrastructure: Back-up and disaster recovery

Nine23 will provide disc-to-disc backup of all current data for all managed services. This data is held for 30 days. Nine23 will work with customers on an individual basis to define the best disaster recover strategy.

APPENDICES

Appendix i: Platform FLEX Service Management

Service Summary

Services covered by the Nine23 SLA include (but are not limited to):

- Hosted Infrastructure
 - Firewall Configuration and updating
 - Email Gateways (Internet or other destinations)
 - Web Gateways (Internet or other destinations)
 - MFA / 2FA Services
 - VPN Termination points
 - Protective Monitoring
 - GPG 13 /CP1 / CP2
 - Solution Uptime and storage monitoring
 - Email Services and Storage
 - File Services and Storage
 - 2nd Level Service Desk (Other levels available)
 - Platform Patch Management
 - Windows server patching
 - Client OS
 - Appliance patching
 - Connectivity to PSN/HSCN/Corporate Network – up to the point of the edge
 - Backup Services (Daily 14-Day rotation backup)
 - Device Certificate Management
 - Incident Management

Items outside scope of Support

- Business Continuity (BC) other than the resilience provided within the Nine23 hardware platform*
- Disaster Recovery (DR)*
- Physical EUD device hardware support and warranty*
- Onsite support (ad-hoc support is provided as per the SFIA rate card)
- Management of vendors or suppliers (other than those related to the service provided by Nine23)*
- Operating System

**Options are available [Contact Nine23]*

Responsibilities

Whilst responsibilities relating to individual services are shown in Appendix iii: Support Services, some common responsibilities are described below:

The customer will:

- Ensure that the people who benefit from this service are made aware of the priority criteria and SLA targets for reported incidents and the process to report incidents;
- Log all incidents using the incident management process; incidents not logged using this process will be considered out of scope of this agreement;
- Ensure that EUDs are supplied/covered by the supplier to the client;
- Ensure devices (which are not the direct responsibility of an individual) that have been offline for an extended period are connected to the service to update prior to being allocated to users, or ideally monthly by nominated support staff;
- Manage the physical asset in accordance with their existing compliance requirements including the location, storage and history of its whereabouts.

Nine23 will:

- Manage the day to day administration of the support offering;
- Provide services to the customer at or above those targets specified in this document;
- Ensure that all service issues are dealt with in a timely and satisfactory manner;
- Follow due process for change requests and keep records of changes that have been made within the platform and to devices;
- Inform the customer of:
 - any planned works or changes subject to agreed timelines
 - when service or software renewals are required
 - when device certificates will need to be updated

On-boarding process

Nine23 Ltd offer on-boarding services to streamline current service migration or help with defining user requirements and best practice for new systems to ensure the integration of services is as simple and effective as possible. On-boarding can include:

- Project management
- Content migration
- Process defining / Streamlining
- Content processing
- Training
- Infrastructure installation
- Asset procurement
- Device provision

Off-boarding process

When customers cancel their Nine23 services all data held on the servers will be removed and devices attached to the system will be de-provisioned. All personal data on the devices will be left untouched. Backups of customers' systems and settings can be held by Nine23 on request for a maximum of 30 days following termination to allow customers time to transfer files and processes to other systems, after which all content will be deleted.

Systems can also be made dormant by request for a holding fee.

Service provisioning

Each customer's requirements are different so please contact one of our service specialists to discuss options.

Service Availability

Nine23 shall ensure that Availability of the System in any month is not less than 99.75%.

Availability for a month shall be calculated following the end of that month using the formula:

$$\text{"Availability"} = \frac{(\text{OH} - \text{D})}{\text{OH}} \times 100$$

Where:

OH = Total Operating Hours of the System during the month, where "Operating Hours" are 0001 to 2359; and D = Total Downtime during Operating Hours during the month, where "Downtime" means non-availability of one or more of the primary functions of the System but excludes any agreed downtime and emergency or scheduled maintenance. This only includes downtime of the network, hardware, virtualisation and base operating system components.

For example: During one particular month e.g. July there are a total of 744 Operating Hours. If during that month there is Downtime of 2 hours then Availability shall be calculated as follows:

$$\frac{(744 - 2)}{744} \times 100 = 99.731182\%$$

Therefore Availability = 99.73%.

An agreed time period each month will be scheduled for service updates, improvements or changes as appropriate and to ensure compliance with the PSN/HSCN Code of Connection and standard operating procedures, whilst following NCSC Guidance.

Service Desk Core Service Hours

- Email Service Desk: **support@nine23.co.uk**
- Telephone Service Desk: **+44 2382 02 03 04**

Day of Service	Service Desk, Incident Management and Escalation	Management functions and planned projects
Monday	09:00 – 17:00	09:00 – 17:00
Tuesday	09:00 – 17:00	09:00 – 17:00
Wednesday	09:00 – 17:00	09:00 – 17:00
Thursday	09:00 – 17:00	09:00 – 17:00
Friday	09:00 – 17:00	09:00 – 17:00
Saturday	None	None
Sunday	None	None
National Holidays	None	None

There are options for these times to be customised for your needs, please call to discuss further

For third-party support the underpinning contract will prevail.

To give Service Support cover over time periods outside normal working hours, such as evenings, weekends and public holidays, a day rate will be made available to the customer. This is to cover exceptional circumstances such as critical operations. The cost to the customer will ensure cover from Nine23's Service Desk with additional support from its suppliers over this negotiated cover period.

A notice period of 5 working days will be required from the customer and signed off by the signatories in the SLA or their deputies.

Day Rate	Travel / Subsistence
£1000.00	At cost

Incident Priority Criteria

Priority	Severity Definition	Target Resolution or workaround
Level 1	General system failure – all users cannot perform business critical function on any available platform Or Business critical function has failed	4 Business hours
Level 2	Multiple users cannot perform a business-critical process Or Failure of resilient component	1 x Business Day
Level 3	One user cannot access a supported function Or Failure of non-business critical component	5 x Business Days
Level 4 – Service requests	SERVICE REQUEST – Low Urgency, Low Impact Priority. An administrative request. Includes requests that may cause an inconvenience to a user. Includes non-urgent investigations, routine administration such as additions or deletions of user accounts and general advice and guidance.	20 x Business days

Service Requests

Standard service requests are requests for information, moves, additions, changes and deletions. No system is at fault and applications are working as expected. A standard service request could also take the form of a request that does impact a user's ability to work; such as a password reset, in which case these are generally resolved at first point of contact. Most standard service requests however do not impact user's ability to work and therefore should be submitted in advance of being required, normally in written format and where applicable a standard template such as a new starter form.

Service requests are classified as work requiring no more than 2 hours to complete. Where a service request is expected to take in excess of 2 hours to complete then the request will be reviewed and possibly assigned as a separate project or change and will therefore be chargeable.

Reporting

The following aspects of the service will be reported to the customer's contact monthly:

- System health overview (Platform FLEX)
 - Devices that have not been updated in line with PSN / NCSC /Guidelines
 - Service Uptime
 - Outages (If these have occurred during the reporting period)
 - General Email Utilisation
 - General Internet Usage
 - Completed planned maintenance
 - Future planned maintenance
 - Proposed changes
-

Appendix ii: Support Services

Training

Nine23 provide options for both online and on-premise training in:

- Device provisioning
- Full systems administration
- User level training

Each training module delivered is tailored for the customer's bespoke requirements.

Support service level agreement

Nine23 will assign each customer a Service Manager who will be available to discuss requirements, give advice and deal with support queries when they arise.

Each Customer will nominate a representative or set of representatives who will have been trained by Nine23 and have full administrator privileges in order to troubleshoot the system effectively.

Scope of service support

During the contract term Nine23 will provide Service Support to the customer's trained system administrators during normal UK business working hours, or as agreed in the SLA.

Service Support covers incident reporting and resolution, advice and other service requests. It does not cover the following services:

- Design changes to device agent branding or UI
- API or other development work

If required these services can be provided subject to additional charges. Please contact us for details.

Service support procedure

If the customer experiences issues or needs advice they should first check the general support information that is available to them in order to try to troubleshoot the issue themselves. If further assistance is required, a nominated customer representative may issue a Support Request via their assigned Service Manager.

Support escalation procedure

Once an issue has been reported to a Service Manager, he or she will attempt to resolve it with the customer as quickly as possible. Some issues may need to be escalated to the development team for an investigation, in which case the Service Manager will handle the escalation based on its severity and impact on service.

Project Management

Project Management is undertaken by PRINCE2, APMP, and Agile qualified project managers with a current record of delivering remote access and software development projects to public sector.

Experience includes delivery of current mobility projects at OFFICIAL-SENSITIVE using multiple Remote Access Solutions, the effects of the three tier Government Classification System, as well as the use of AGILE methodologies to produce bespoke software solutions. These have been delivered to Public Sector and Private commercial organisations.

Development

Nine23 in-house developers have delivered both mobile applications for iOS and web applications that have been delivered for full OS browsers and packaged as HTML5 apps. Our use of prototyping tools allows customer interaction during the design phase and provides clear articulation of the development plan without waiting for the comparatively slow release of the first iteration of an Agile project. We outsource to a UK-based development partner for specific packages where the skills are not available in our team, such as 3D modelling and VR applications.

Infrastructure

Infrastructure Engineering is undertaken in-house by our team that have experience in virtualisation, database management, remote access, identity access management, network

routing, real-time monitoring, infrastructure fault analysis and remediation, and secure design for government clients. We have delivered multiple solutions for Public Sector that have been accredited at OFFICIAL SENSITIVE. Qualifications include MCSE, MCSA, HyperV, VCP2-6, CCA, VTSP Enterprise Mobility, Airwatch Expert, Mobileiron expert.

Further information

All support queries or requests should be made via a customer's assigned Service Manager. If they are unavailable, then please email support@Nine23.co.uk and another member of our support team will be in touch.

For urgent service delivery issues then calls can be made to the service desk on +44 (0)2382 02 03 04 between 09:00 and 17:30 Monday to Friday.
