



## Cyber Essentials Services

### Service Description

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# 1. Service Description

Cyber Essentials services from NormCyber ensure that the customer is doing the basics; putting in place policies, procedures, and measures to protect the confidentiality, integrity, and availability of confidential information assets. Cyber Essentials is a UK Government backed certification scheme that is intended to help the Customer and its customer's data remain safe from cyber attacks.

Cyber Essentials is recognised across all industries and demonstrates to shareholders, customers, and trading partners that their data is in safe hands. NormCyber is an accredited Certification Body for the Cyber Essentials scheme.

**Norm's Cyber Essentials services comprise of two key modules:**

- Cyber Essentials
- Cyber Essentials Plus

## 2. Service Operation

### 2.1. Cyber Essentials

Cyber Essentials is an independently verified self-assessment certification. This involves completing a questionnaire via the online Cyber Essentials Accreditation Scheme Portal. The questionnaire will assess the Customer against five key technical controls:

- Firewalls
- Secure Configuration
- Security Update Management
- User Access Control
- Malware Protection

This service is available via three service variants; Self-Assessment, Guided, and Supported.

#### 2.1.1. Self-Assessment

The Customer will have six months to complete the assessment before the account is archived. Upon completion of the Cyber Essentials question set, a Norm Compliance Consultant will be assigned to mark the answers provided to check that the measures the Customer has advised are appropriate. If the application is successful, they will issue a summary report and certificate.

If the Customer fails to meet the required standard, the submission will be re-opened for two working days to allow the Customer to examine the feedback from the Consultant and change any simple issues with the network and policies. The Customer can then update the answers provided and the Consultant will reassess the submission without further charges. However, should the assessment still fail after these two working days the Customer will be required to reapply and pay the assessment fee again.

Once the Cyber Essentials accreditation has been successfully achieved, the Customer can display the certificate and the Cyber Essentials logos on its website/marketing material etc.

#### 2.1.2. Guided

The “Guided” Service gives the same access to the portal as the Self-Assessment service but also provides access to a Norm Compliance Consultant who will provide up to two hours of remote support.

#### 2.1.3. Supported

The “Supported” Service gives the same access to the portal as the Self-Assessment Service but also provides access to a Norm Compliance Consultant for one-day of consultancy. This can be either attended at the Customer’s office or remotely delivered.

## 2.2. Cyber Essentials Plus

Cyber Essentials Plus still has the Cyber Essentials simplicity of approach, and the policies and processes are the same. However, Cyber Essentials Plus is delivered via a technical audit of the Customer's in-scope systems to verify that the required controls are in place and working effectively.

Cyber Essentials Plus can only be obtained in the three-month period after obtaining the Cyber Essentials certification. If the Cyber Essentials certificate was issued more than three months prior, the Customer will be required to undertake a new assessment for Cyber Essentials before being able to undertake the Cyber Essentials Plus assessment.

Following confirmation of successful completion of Cyber Essentials certification, a Norm Compliance Consultant will visit a representative sample of the Customer's offices to complete a technical audit of the systems that are in scope for the Cyber Essentials Accreditation. Where offices are based internationally or are difficult to access, Norm may be able to perform this work remotely, where this can be agreed.

Norm will complete the following required tests:

- Remote Vulnerability Assessment
- Authenticated Scan for Device Patching
- Malware Protection Review
  - Delivery of Malware via Email Review
  - Delivery of Malware via Web Review
- Multi-Factor Authentication Configuration Check
- Account Separation Check

Norm will then provide a report showing the tests that were carried out and the results of each, including any remedial steps and an overall result advising whether the Customer has been awarded Cyber Essentials PLUS accreditation.

If the required standard is not met, the Customer is allowed 30 days (or up to the 3-month deadline, whichever is earliest) to examine the feedback from the assessor and change any issues with the network and policies. The assessor will then, without further charges, perform the relevant tests again to confirm that the remediation has taken place. If the Customer fails the assessment after this re-test, this will mark the end of the assessment. Should the Customer wish to re-submit for Cyber Essentials Plus then the process will need to be restarted, including payment of the assessment fee.

Once the Cyber Essentials Plus accreditation has been successfully achieved, the Customer can display the certificate and the Cyber Essentials Plus logos on its website/marketing material etc.

### 3. Service Onboarding

Once an Order is received, a member of the Norm Customer Experience team will get in touch and take responsibility for managing the delivery process. The team will arrange access to the submission portal and arrange dates for the relevant audits as applicable to the service purchased.

The Norm Cyber Essentials services are supported by the following teams, whose responsibilities are also outlined below:

#### **Customer Experience**

The Customer Experience Team oversee the overall delivery of the service:

- Order Processing and Accounts
- Raising Orders with Vendors and Equipment Suppliers
- Service Onboarding
- Service Delivery Management
- Feature Requests and Feedback
- Continual Service Improvement

#### **Compliance Consultant Team**

Norm Compliance Consultants are responsible for performing audits against the Cyber Essentials and Cyber Essentials Plus standards. This includes:

- Marking Customer Assessments
- Undertaking Customer Audits
- Providing Remediation Guidance and Support
- Providing Audit Reports

## 4. Customer Obligations

Once the Order is accepted, the Customer shall have a maximum of 6 months to complete the assessment. The Customer shall,

- be responsible for providing the required Contact Name and Mobile phone number of the Authorised Representative required to be given access to the Cyber Essentials portal
- warrant and represent that the submitted Questionnaire is complete and accurate in all material respects and has been completed honestly and in good faith
- warrant and represent that the Scheme Questionnaire has been completed and signed by an authorised and suitably competent person of suitable seniority within the Customer organisation
- cooperate with NormCyber and its Authorised Representatives in the management and auditing of the Scheme and will provide NormCyber with access to the Customer's records, personnel and premises for the purposes of auditing compliance against the applicable certification and to deliver the Services
- comply with the Scheme Documentation and all reasonable directions made to the Customer by NormCyber.
- use reasonable endeavours to prevent unauthorised access to or Use of the Services, and notify NormCyber promptly in writing of any such unauthorised access or use, and
- use the Services only in accordance with this Agreement, and all applicable laws and regulations
- follow the Branding Guidelines in its use of the Cyber Essentials Certification Mark and/or the Cyber Essentials Plus Certification Mark

The Customer shall not,

- make the Services available to anyone other than the Authorised Representatives
- sell, resell, rent, lease, lend, loan, distribute, sublicense or otherwise assign or transfer the Services or any rights thereto in whole or in part
- use the Services to store or transmit infringing, libelous, or otherwise unlawful or taurus material, or to store or transmit material in violation of third-party rights (including privacy rights)
- use the Services to store or transmit Malicious Code
- interfere with or disrupt the integrity or performance of the Services or third-party data contained therein
- attempt to gain unauthorised access to the Services or related systems and/or networks, or
- use the Services in any manner that would cause NormCyber to be in violation of any laws, rulings or regulations

## 5. Service Availability

The Norm Compliance Consultants and Customer Experience teams are available during UK business hours, Monday to Friday 9:00 to 17:30, excluding public holidays.

The Customer Experience team will be on hand to provide advice and assistance for any queries or issues should this be required.