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| NZ Govt Logo | ICT Security Incident Response, Investigation and Forensics Service Framework: Consultancy and Professional Services: Information Security Professional Services: ICT Security Incident Response, Investigation and Forensics | Company logo |

**Service Definition**

Security incident response is an organized approach to addressing and managing the aftermath of a security breach, cyberattack, or security incident. The goal is to handle the situation in a way that limits damage and reduces recovery time and costs.

ICT forensics is the performance of a structured investigation on a computing device to find out either what happened or who was responsible for what happened, while at the same time maintaining a properly documented chain of evidence in a formal report.

**Service Contact Details**

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| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Competencies**

ICT security incident response, investigation and forensics competencies (check all that apply):

providing advice, training and/or support with security incident response

the provision of expert witness services relating to electronic evidence

forensic preservation of electronic evidence; investigation and electronic evidence gathering; and cyber-crime investigations.

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| Other Competencies relevant to this service | Please outline any other relevant competencies. |

**Service Summary**

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| Describe your service at a high level | | This is an opportunity to market your services to agencies. | |
| Identify Key Personnel Providing the Services | | Please identify your organisation’s personnel in terms of competencies, experience and relevant certifications that may provide services in this category. | |
| Competencies and Experience of Key Personnel | | Please attach a summary (in pdf format) of the competencies and experience of key personnel in no more than 1-2 pages for each person. | |
| Recent Engagements | | Please provide a concise list of engagements in the last 12 months with respect to your ability to deliver the services. Ideally provide 5 engagements setting out the type of engagement, the length, type of client (Govt, private sector, NGO, etc) and the role with respect to the services. | |
| Ability to Respond Quickly | | Please describe your ability to respond quickly to a request from a client to provide services in this category. | |
| Case Studies (optional) | Please provide case studies (in pdf format or URL link) as supporting evidence. | |

**Service Delivery Capabilities**

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| Resource Availability | Please set out your organisation’s approach for selecting, maintaining and managing the availability of its resources so that requests from agencies can be met in a timely manner. Detail the makeup of your resource pool covering permanent, exclusive contractor and non-exclusive contractor resources, and where applicable the mix of NZ domestic and offshore resources. |
| Capability Development | Please set out your organisation’s approach for developing and maintaining the capability of its resources, including the nature and level of investment in individual resources for keeping up-to-date with trends and techniques of their respective discipline, NZ Government security requirements, and knowledge of the public sector environment. |
| Outcome Delivery | Please set out your organisation’s approach for managing its resources and the delivery of outcomes, including performance management processes and options for replacing under-performing resources. Describe your quality assurance processes and how you ensure your deliverables are of a high quality and appropriate and relevant to the agency. Include a description the role of your key personnel in these activities. |
| Knowledge Management | Please set out your organisation’s approach for managing the retention and transfer of knowledge created by its resources, including: knowledge management practices that ensure transfer of knowledge within the organisation’s resources and agency staff, how resources will identify opportunities to improve agency systems and processes, and how resources will add value over and above the contracted service.  Describe your approach to the appropriate re-use and sharing of security collateral and advice across government to enable improved security outcomes/learnings and increased value. |
| Security | Please confirm you have a personnel vetting process which includes the New Zealand Ministry of Justice criminal record checks or equivalent, covering all staff and that this covers any sub-contractors or 3rd parties who will deliver the proposed Service(s).  Please provide the number of security cleared personnel. |
| Disposal of Sensitive Material | Please demonstrate and confirm your ability to provide for the secure disposal of surplus sensitive material and waste. |
| Personnel Reliability | Please explain the procedures your organisation has in place to ensure its personnel are reliable, trustworthy and do not pose a security risk. |
| Conflict of Interest Management | Please describe your approach to manage conflict of interest and separation of duty. |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |