Data Governance in the UK Public Sector

UKCloud is helping the UK Public Sector and our ecosystem of expert technology partners to embrace technical innovation and best practice, take advantage of the benefits of collaboration and improve their organisation's security posture. We're proud to be supporting an important and diverse portfolio of workloads using secure, flexible and scalable cloud-based solutions, which continue to deliver significant improvements and efficiencies to the provision of citizen and internal-facing IT services throughout the UK.

To do this, we've developed and implemented a comprehensive information security and data protection framework which provides our customers and partners with credible assurance material, underpinning our commitment to keep their sensitive datasets safe and secure at all times.

Why choose UKCloud?

At UKCloud, the security of our platforms and cloud services is our number one priority. We've always been committed to adhering to exacting standards, frameworks and best practice. Everything we do is subject to regular independent validation by government accreditors, sector auditors and management system assessors. We also understand the need to willingly evidence our credentials and capabilities to our customers and partners, so that they can clearly understand and be reassured by the levels of protection that are in place for their organisation's data.

UKCloud credentials at a glance

- ISO9001 certification for Quality Management

- ISO20000 certification for IT Service Management

- ISO27001, ISO27017 and ISO27018 certifications for Information Security Management

- Operational personnel have a minimum of SC-level and NPPV3 security clearances

- "Multi Cloud" provision utilising market-leading technologies

- Assurance information communicated in white papers, evidence packs and RMADS

- Cloud platforms and services independently tested to ITSHC CHECK standard

- Connections to PSN, N3/HSCN, RLI and Janet

- UK sovereign, with secure and resilient government-grade UK data centres, located within Crown Campus

- Compliant with UK Data Protection Act 2018 (EU GDPR) and CISPE Code of Conduct Certified

- Validated carbon offsetting, provided free of charge to our public sector customers

Challenges you face in delivering public services in the cloud

I believe my approach to risk management is sufficient for my organisation, so what advantages does cloud give me?

Public sector communities are constantly being challenged to improve the functionality and efficiency of legacy IT services in the face of continued spending cuts, whilst simultaneously being expected to maintain the confidentiality, integrity and availability of highly sensitive data repositories.

Cloud computing offers the benefits of cost-efficiencies and secure environments within which you can safely build and test new applications and technologies, and provide the unlimited resources which allows you to securely process and store all of your data. Assured cloud environments, such as those provided by UKCloud, are already successfully supporting solutions which promote improved citizen access, secure collaborative working, solution integration and authorised data sharing between different public sector organisations.

I have vast silos of sensitive, critical data in my legacy IT systems. If I move all of this to the cloud will I be putting its security at risk?

UKCloud provides you with 100% confidence in the security of your data. Being a UK sovereign cloud provider, supported by professional SC and NPPV3 cleared personnel and delivered from accredited, government-grade data centres, we guarantee that your data will remain in the UK, within a safe and trusted environment. Alongside our ISO27001 certification for information security, we have also achieved ISO27017 certification (for cloud security) and ISO27018 certification (for personal data in cloud environments), so you can be assured of the highest possible levels of protection for your organisations' critical data.

How can my organisation unlock new, innovative ways of securely working within my community by using the cloud?

The UK Public Sector is on a journey of transformation, as laid out by the Government's Digital Transformation strategy. The old ways of working – with inflexible, expensive, slow-to-change contracts and infrastructure – are becoming a thing of the past. The speed of change in the information world means that you will be expected to deliver services more efficiently, be more connected than ever before to exploit collaboration opportunities, whilst maintaining the highest possible levels of data security that are expected.

As UKCloud is one of the most prominent providers on the government-grade Crown Campus, you can gain new insights through engaging in secure collaboration with other public sector organisations and government departments.

"UKCloud has rightly been recognised today for its unwavering commitment to improving public services through cloud services and applications. Increased adoption of cloud technologies is key to digital transformation and the improved delivery of public services to citizens. The Government can harness the best of UK technology by working closely with innovative companies, such as UKCloud, to transform services and serve people better."

Julian David, CEO of techUK

Assuring public sector services in the cloud

Proactive Risk Management

UKCloud has a long-standing heritage in Information Governance (IG) and risk management. The earliest incarnations of our cloud services were designed in full consultation with CESG (now the National Cyber Security Centre), and we continue to commit to secure architectures, proven infrastructure components, system resilience and the latest guidance on personnel and technical controls.

Our commitment is not trivial: UKCloud's specialists maintain and regularly review the detailed risk assessments at both the service level and also the components which make up the underlying cloud infrastructure. They encompass a comprehensive set of threats and vulnerabilities which target data or the personnel, systems and premises which are relied upon for its secure processing and storage.

Our experience in understanding, managing and mitigating risk is one of the core activities which contributes to UKCloud's enviable portfolio of certifications and validations. Our distinguished position is supported by the reassurance of regular, independent IT Security Health Checks (ITSHC), which examine every element of our cloud services at a depth which is rarely seen by other cloud service providers.

Remaining Current

Technology continues to evolve at a pace, as do the risks which attempt to disrupt or compromise it. There is no place at the table for cloud service providers who do not keep pace with changing external factors. They must be able to understand and mitigate their effects through changes to cloud services, the way customers interact with them, or the security of the individual technology components.

UKCloud continues to evolve its cloud offerings, to provide the services our public sector customers need with the advanced information security and data protection controls, allowing them to significantly reduce their risks of using cloud. We're pleased to listen to our customers, including their risk managers, SIROs and accreditors, to ensure we continue to properly address their concerns. We understand and speak their language.

We're on the ball. We maintain advanced awareness of changing government policies, standards and frameworks so we can respond to them. Key personnel are engaged with industry bodies such as techUK, CISPE and Digital Leaders, to contribute to developing best practice. Our membership of CERTs and technical groups ensure we have swift awareness of newly identified risks.

Proven Expertise

UKCloud understands the invaluable knowledge and experience of each and every one of our colleagues, and the role they have in ensuring the confidentiality, integrity and availability of our customers' data entrusted to UKCloud's services. That's why we have implemented robust recruitment and selection procedures, to ensure our personnel have professionalism and integrity.

All UKCloud personnel are security cleared and have professional development objectives. Our information security, technical security and data protection specialists are supported and encouraged to maintain personal qualifications and certifications that support the company in delivering outstanding and trusted cloud services to public sector customers.

We're frequently asked to share our expertise at security-focused conferences and events, and our knowledgeable speakers have shared platforms with representatives from NCSC and the Information Commissioner's Office. Our public sector customers and partners also benefit from our knowledge through our regular programme of webinars, one-to-one briefings and TRT (trusted round table) events.

Proudly Sovereign

UKCloud is proud to be a UK sovereign organisation with government-grade data centres, 24x7 support facilities and UK security-cleared personnel. We're also the most connected cloud provider to the UK's secure government networks including PSN, RLI and N3/HSCN. Our customers can be assured of our compliance to the UK's legislative frameworks (we're not subject to any other international jurisdictions), and we proudly pay our taxes to the UK Government.

Our sovereign status removes the significant risks commonly associated with global cloud service providers. Their automated failover to another geographic region, uncertainty of which data protection frameworks are applicable, or the need to gain the specific consent of UK citizens to have their personal data processed outside of the UK are all examples of concerns that do not apply when using UKCloud.

For many of our public sector customers, the success of digital transformation projects is measured by the level of citizen participation. Removing the potential blocker of citizens having their personal data being processed or stored in overseas locations remains a key consideration, and is essential for building confidence and trust in the use of secure cloud services.

GDPR. Done.

Data security has always had the highest priority at UKCloud, and most of the strengthened requirements mandated by GDPR were already in place. Building upon our ISO27001 certification for information security, we've successfully implemented the supplementary control sets to achieve ISO27017 certification for cloud security, and ISO27018 certification for the security of personal data in cloud environments. All of UKCloud's services have been certified by CISPE (Cloud Infrastructure Providers in Europe) as being compliant with the CISPE Code of Conduct for GDPR compliance.

All our cloud services and internal personal data processing activities have been subject to formal Data Protection Impact Assessments as required by Article 35 of GDPR. This provides our customers with additional assurance about the protection of their personal data under our care, and is an essential element of GDPR compliance. Our certified Data Protection Officer is always on hand to provide expert advice and guidance on data protection matters.

At UKCloud, minimising the risk of personal data breaches and associated penalties is paramount. Our cloud services are subject to real-time protective monitoring 24x7, and unforeseen incidents are investigated immediately and reported to our customers if applicable. We're also committed to transparency, and will always support our customers if they need to provide a timely response to data subject rights requests.

About UKCloud for Public Sector

UKCloud proudly powers UK public sector communities. We provide assured cloud environments that support digital transformation whilst also enabling integration and collaboration between public sector services. UKCloud works alongside a community of partners who underpin digital public sector solutions that reduce costs, increase agility, address inefficiencies and facilitate secure data sharing.

We're focused on cloud. Our easy to use platform offers a highly secure environment, encouraging collaborative operations to enhance the way you and your colleagues work.

We're open. You are never locked in. Giving you the choice and flexibility of a range of technologies as well as payment models in GBP to avoid currency fluctuations.

Dedicated to the UK Public Sector. We support cloud and digital transformation of services across the public sector, including Healthcare, Police and Justice, Local and Central Government, Defence and Education.

We develop communities. UKCloud is helping to bring communities together – enabling collaboration, innovation and digital transformation.

Customer engagement. With UKCloud, you're never alone. Enjoy peace of mind, knowing we understand the challenges you face. We never forget that your success is our success.

Contact your **Account Director** for more information.

UKCloud – a 2017 Queen's Award for Enterprise for Innovation winner – dedicated to the UK Public Sector. We provide assured, agile and value-based true public cloud that enable our customers to deliver enhanced performance through technology.

Our certifications

ISO27017
ISO27018

CERTIFIED CARBON NEUTRAL®
CarbonNeutral.com

CCM™
Cloud Controls Matrix

HIPAA COMPLIANCE

CISPE data protection CODE OF CONDUCT

CYBER ESSENTIALS PLUS

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