

■ SERVICE BRIEF

# Governance, Risk & Compliance (GRC) *Managed Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Governance, Risk & Compliance (GRC) Managed Services. These services provide ongoing support for security governance, policy lifecycle, risk tracking, and compliance alignment, all managed through the Redesign Trust Portal – a centralized collaboration platform for all stakeholders, documentation, and status reporting.

This engagement is governed by this Service Brief and associated with SKU: SEC-GRC-MANAGED. A completed Redesign gap analysis (e.g., against NIST 800-53 or CIS Controls) is a prerequisite for service activation. The quantity defined in the quote reflects the number of compliance domains, business units, or control sets supported under this engagement.

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# 01. Services Overview

Redesign's GRC Managed Services provide structured and ongoing compliance governance support across a selected set of security frameworks or regulatory domains.

The service enables organizations to track risks, manage control documentation, monitor compliance posture, and coordinate stakeholders – all within the Redesign Trust Portal, which serves as the authoritative workspace for trust documentation, policies, audit artifacts, and GRC communications.



# 02. Offer Structure

## PRIMARY SERVICES

- Management of GRC program artifacts in the Redesign Trust Portal
- Ongoing oversight of policy and control documentation
- Maintenance of risk register and compliance roadmap
- Support for stakeholder engagement and compliance reviews
- Tracking of remediation progress from prior gap analysis

## OPTIONAL ADD-ONS

### Separate SOW

- Auditor evidence coordination
- Integration with GRC tooling platforms
- Vendor risk management workflows
- Legal or privacy collaboration views

## 03. Project Scope

This service is scoped to active support and maintenance of GRC activities across the agreed-upon frameworks and business domains. All deliverables, collaboration, and documentation exchange will occur within the Redesign Trust Portal.

### Prerequisite

- A completed Redesign framework-based gap analysis (e.g., NIST, CIS, etc.)

### Supported Frameworks Include

- NIST 800-53
- ISO/IEC 27001
- CMMC L1-L2
- CIS Controls v8
- SOC 2 Trust Principles

## 04. Quantity & Effort Model

- **Service SKU: SEC-GRC-MANAGED**
- **Quantity: Number of frameworks, regulatory domains, or control sets actively supported**
- **Work per Unit Includes:**
  - One physical installation (rack, cable, interface map)
  - One logical configuration using existing baseline

### EXAMPLE

A quantity of 4 may include CIS IG2, HIPAA, risk register oversight, and policy lifecycle management

## 05. Services & Key Activities

Stage	Key Activities
 Onboarding & Portal Activation	<ul style="list-style-type: none"> <li>Review completed gap analysis</li> <li>Configure Redesign Trust Portal views, access, and folders</li> <li>Confirm frameworks in scope and stakeholders assigned</li> </ul>
 Active Governance Support	<ul style="list-style-type: none"> <li>Maintain policy and control documentation within the Portal</li> <li>Manage risk register and remediation tracking</li> <li>Conduct routine check-ins for compliance health</li> </ul>
 Ongoing Compliance Alignment	<ul style="list-style-type: none"> <li>Map changes in organizational or regulatory landscape to existing controls</li> <li>Review and update documentation and policies quarterly</li> <li>Prepare for audits, assessments, or internal reviews</li> </ul>
 Reporting & Stakeholder Briefing	<ul style="list-style-type: none"> <li>Publish monthly status summaries in Trust Portal</li> <li>Deliver quarterly roadmap and alignment review</li> <li>Track evidence requests and update audit-ready documentation</li> </ul>

## 06. Deliverables



Maintained  
and updated policy  
repository



Centralized risk  
register and control  
inventory



Monthly  
Service Review  
(virtual, 30-minutes)

## 07. Services Scope Changes

Changes to the number of supported frameworks, reporting audiences, or regulatory domains may require a revised quote or separate SOW.

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## 08. Services Scope Exclusions

This engagement does not include:

- **Technical control implementation**
  - **Threat monitoring or SIEM tuning**
  - **Audit certification or legal defense**
  - **Management of non-Redesign platforms (unless scoped)**
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## 09. Customer Responsibilities

- **Assign primary compliance or security contact(s)**
- **Grant required access to documents and systems**
- **Review monthly Trust Portal updates**
- **Participate in scheduled check-ins and compliance reviews**

## 10. Services Schedule

- **Start Date:** Upon signed quote and Redesign Trust Portal access provisioning
- **Completion:** Stated end date in the quote

## 11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

### ⓘ SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: SEC-GRC-MANAGED and quantity
- Completed gap analysis report
- Customer users provisioned in Redesign Trust Portal
- Frameworks and scope confirmed

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

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