

Tracey Saunders  
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Letter sent via email

27 July 2022

Dear Tracey

**Re: 2023 Business Plan (BP23) - draft Principles & Approach**

Thank you for your letter of 12<sup>th</sup> July, providing feedback on the draft Principles and Approach (P&A) for Xoserve's 2023-24 Business Plan (BP23).

Thank you also for your positive feedback on the new layout. We have taken considerable time this year to refresh the approach in order to make it easier for our customers to understand, so I am delighted to hear that it works for you. We are happy to provide an A4 print friendly version.

I would also like to take this opportunity to thank you for your continued support for our delivery of the CDSP services and associated projects.

As we continue to open up our data, we remain focussed on ensuring that requests for data access are fully compliant with GDPR (and the UK Data Protection Act 2018). Such requests are also subject to the appropriate industry governance procedures surrounding data permissions. To ensure this is clear to you, and all our other customers, we have confirmed this in page 13 the final version of the P&A.

We recognise the need to ensure that all our systems and data are appropriately secured, and this was the driver for our 4-year investment in transforming cyber-security ("Protecting Against Cyber-Crime"). As we near the end of this investment, we are starting to reflect on next steps in this vital area. Where we identify the need for any additional cyber security investments, we commit to providing supporting documentation outlining the rationale and costs, alongside the relevant draft of the Plan.

Finally, with regard to the prioritisation of change, we will continue to work with the Change Management Committee to ensure that UNC is prioritised appropriately during the post-CSS period.

Thank you, once again, for taking the time to provide your feedback and for your positive ongoing engagement. My team and I look forward to working with you, other customers/ constituencies and wider stakeholders, as we continue to develop BP23.

Yours sincerely

A handwritten signature in black ink that reads 'Stephanie Ward'.

Stephanie Ward  
Chief Executive Officer