



ZR Consultants Ltd - G-Cloud 15 Service Definition

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Classification: Public

Project Management, Governance & Security Assurance Services

1. What the Service is

ZR Consultants (ZRC) provides professional project management, governance, risk, compliance (GRC), and security assurance services to UK public sector and private organisations. The service supports project management and governance design, GRC capability development, assurance and testing design, operational testing and remediation, cyber and security risk management, security design and audit, quality assurance and performance testing, and data auditing, structuring and organisation.

2. Scope of Services

The service may include one or more of the following at call-off:

- Project management and governance design and oversight
- Governance, Risk and Compliance (GRC) advisory and assessment
- Assurance design, control testing, and remediation support
- Cyber security strategy, risk management, governance and audit services
- Set up, mobilisation and migration planning
- Data auditing, organisation and information structure design
- Engagement and communication planning
- Security quality assurance, testing and validation
- Quality Assurance (QA) and Performance Testing - assurance/testing design and operational readiness testing



3. Data Backup, Restore and Disaster Recovery

ZRC does not host client production systems. All project documentation and deliverables are stored within client-controlled systems or secure Microsoft 365 environments. Backup, restore, business continuity and disaster recovery remain the responsibility of the client's hosting provider. ZRC maintains internal business continuity arrangements to ensure uninterrupted service delivery.

4. Onboarding and Offboarding Support

Onboarding includes mobilisation coordination, confirmation of scope and deliverables, governance setup, access configuration, and reporting setup. Offboarding includes structured handover of all deliverables, knowledge transfer where required, and controlled removal of ZRC access in line with client governance protocols.

5. Service Constraints

ZRC provides professional consultancy services only. The service does not include software licensing, managed hosting, or platform operation. Delivery is tailored to client schedules and governance requirements, without fixed maintenance windows.

6. Service Levels

Service levels are agreed at call-off and documented contractually. Standard support hours are 09:00–18:00 Monday to Friday (UK business days). Each engagement includes a named delivery lead, agreed reporting cadence, and defined escalation routes to ensure transparency and accountability.

7. After-Sales Support

Post-delivery support may be provided where agreed, including governance sustainment, follow-up assurance or audit reviews, remediation validation, or advisory support for operational governance and performance improvement.

8. Technical Requirements

ZRC typically operates using client systems and tooling. Requirements may include access to relevant project management, GRC, data, and security platforms, documentation, stakeholders, and collaboration tools such as Microsoft 365 or equivalent.

9. Outage and Maintenance Management

Not applicable. ZRC does not operate hosted infrastructure or manage production environments.



10. Hosting Options and Locations

ZRC does not host client systems. All deliverables are retained within client-controlled environments or Microsoft 365 platforms aligned to UK or EU data residency requirements.

11. Access to Data on Exit

All data and deliverables remain the property of the client throughout the engagement. Upon contract completion, ZRC access is removed in line with agreed offboarding procedures. Clients retain full ownership and unrestricted access to all reports, templates, and working materials.

12. Security

ZRC applies security controls aligned with public and private sector expectations, including Cyber Essentials-aligned practices, secure data handling, least-privilege access controls, and regular access reviews. Staff may be vetted in line with BS 7858:2019 where required. ZRC complies with client-specific security policies and information assurance standards across all project and security assurance engagements.