

# Programme Governance

Service Category: Set Up and Migration, Cloud Support Services

## About Our Service

Frazer-Nash's programme governance service offers design (Agile/Waterfall/hybrid), optimisation and implementation of enhanced programme governance, building efficiency and effectiveness into management and decision-making for cloud-based systems and services programmes. This service enables key programme stakeholders to have a full understanding of how the governance framework operates, and their specific responsibilities.



## Service Features

**Robust assessment  
of existing  
organisational  
governance  
arrangements and  
controls**

**Integration of  
programme and  
organisational  
governance**

**Implementation of  
governance  
processes and  
procedures**

**Alignment with  
industry standard  
methodologies  
including PRINCE2,  
MSP, MoR, SAFe**

**Established Terms  
of Reference for  
programme  
governance  
arrangements**

**Management of  
change control  
governance**

**Development of  
focussed reporting  
and feedback  
structure**

**Establishing tailored  
reporting using the  
same data**

**Development/  
management of  
stage gate, design  
assurance and  
approvals processes**

## Service Benefits

Embedded,  
efficient,  
streamlined  
programme and  
project governance

Management action  
and decisions taken  
at the correct level

Informed, timely  
and evidence-led  
governance and  
decision-making

Effective escalation  
routes to accelerate  
decision-making  
processes

Roles and  
responsibilities  
clear, fully  
understood and  
accepted

Effective change  
control and audit  
trails to support  
decisions

Increased  
stakeholder  
confidence in  
achieving desired  
outcomes

Improved  
stakeholder  
management and  
communications



## Detailed Service Definition

Frazer-Nash supports organisations in the development and implementation of cloud-based systems and services by conducting a review of their programme and project governance system and providing an assessment of their current maturity to identify opportunities for improvement.

Based on a customer's specific requirements and maturity, there may be a need to fundamentally re-design the programme governance system or optimise arrangements via iterative improvements.

## Detailed Service Definition (continued)

Working together with the organisation, Frazer-Nash will undertake the implementation in a robust and timely manner, to minimise any adverse business impact. During this time, there will be continuous communication with the organisation's key stakeholders.

Risks and issues will be captured and managed, with mitigations agreed and implemented in collaboration with the customer.

Frazer-Nash has a large dedicated team of project/programme/portfolio management office professionals who are able to quickly mobilise a right-sized governance model for your delivery needs.

## Why Frazer-Nash Consultancy?

Frazer-Nash Consultancy is an independent engineering and technology consultancy with over 35 years' experience delivering high-quality digital and cloud-enabled solutions. We support organisations operating in complex and regulated environments through our collaborative approach and deep expertise in digital engineering, software development and systems integration.

We are **solution and technology-agnostic**. We assess our clients' requirements and provide impartial advice and design solutions based solely on their needs. This independence enables us to select the most appropriate cloud technologies and architectures to deliver secure, resilient and value-for-money outcomes.

Our cloud solutions are informed by experience gained across multiple platforms, sectors and use cases. We combine proven engineering discipline with a strong understanding of integration and whole-system design to support and enable cloud adoption while managing risk and ensuring long-term sustainability.

## Our Commitment to Quality

Frazer-Nash is committed to delivering consistently high-quality services and outputs that **often exceed customer expectations**. Quality is embedded throughout our ways of working, from engagement and communication through to delivery and assurance.

We actively monitor progress using our robust, proportionate controls, ensuring key decisions are subject to appropriate challenge. Each project is allocated a dedicated Project Manager, a Project Supervisor who independently reviews and approves monthly reports, and a Project Auditor for ongoing quality assurance.

We ensure accuracy and suitability for purpose of all deliverables, with independent verification by two reviewers. Our Quality Management System is certified to **ISO 9001 and TickITplus** (for software development), providing customers with confidence that our quality standards are externally assured and continuously maintained.

## Our Security

Frazer-Nash operates robust security processes and controls suitable for handling sensitive and classified information **above OFFICIAL** up to and including **Top Secret**. Security is embedded across our people, processes and systems, ensuring information is protected throughout delivery.

We support sensitive and critical programmes across government and national infrastructure by applying strict information-segregation controls, including team separation to address security, or conflict-of-interest considerations

All 1500 staff hold **BPSS clearance as a minimum**, with the majority cleared to **SC** and over 225 consultants holding **DV clearance**.

Our IT systems are certified to **ISO 27001 and Cyber Essentials Plus**, providing assurance that information security risks are proactively managed in line with recognised industry standards.

## Our Approach to Subcontracting

Frazer-Nash primarily delivers services through our large base of permanent staff, supplementing this capability where required with trusted partner organisations to provide additional flexibility, specialist expertise and scale while retaining full delivery control.

We are experienced in engaging and managing subcontractors across the full project lifecycle, ranging from sole traders to large multinational organisations. Our structured approach ensures the right supplier is selected for each requirement and integrated effectively into the delivery team.

Our subcontracting processes focus on robust supplier identification and assessment, clear definition of scope, appropriate flow-down of contractual terms and conditions, and proactive risk management. All subcontractors are subject to proportionate commercial and technical due diligence to ensure they meet our standards for security, quality and delivery, enabling us to deliver outcomes on time, within budget and to the required quality.



## Resourcing

Frazer-Nash employs over **1,500 technical specialists** across all grades, from **Follow to Set Strategy**, providing depth, continuity and scalability across a wide range of disciplines, backgrounds and experience levels.

To support agile and flexible delivery, our people are organised into defined **technical delivery areas** (including Information Systems, Cyber, Modelling and Software), which are deployed across multiple sectors such as central and local government, policing, health and energy. This structure, combined with strong portfolio, programme and project management (P3M), enables us to actively monitor demand and adapt resourcing throughout the project lifecycle.

We deliver complex requirements efficiently, consistently and at pace by forming tailored, multi-disciplinary teams led by a single accountable Project Manager.

Our consultants regularly work across different sectors, enabling us to cross-pollinate ideas, tools and best practice between domains. Drawing on in-house expertise, such as information security and human factors, we ensure effective and responsive delivery for every client.



## Our Commercial Approach

Frazer-Nash adopts a flexible and transparent commercial approach to ensure best value and a model that aligns to each client's specific requirements. We collaborate with customers to clearly define the scope of services and agree a commercial structure that is predictable, proportionate and aligned to your required outcomes and effective delivery.

Depending on the requirement, this may include a **fixed-price model for clearly defined scopes**, or **time and materials using agreed day rates** where flexibility is required to accommodate evolving needs.

For longer-term or ongoing service requirements, and where we have control over resource flexibility, we can also offer a **single blended day rate** covering a range of grades. This provides simplicity, transparency and ease of management while maintaining access to the appropriate skills at the right time.

## Next Steps

To discuss your requirements in more detail or request an order for services, please contact [ccs@fnc.co.uk](mailto:ccs@fnc.co.uk)

