Service	Test Automation Establishment Service This service helps organisations to establish, in-house managed, test automation capabilities. Guidance and supervision is provided to ensure effective organisation setup, personnel selection/training and operating model creation. Assistance can be provided establishing processes to manage work and developing initial test automation assets. Early use of automation is monitored and guided. • Organisation and operating model tailoring • Availability of good practice gleaned from previous implementations • Coaching on how to manage automation for external managers • Coaching on how to operate automation for automation leads • Coaching and one to one training for automation engineers • Quality assurance of early automation work • Assistance with the creation of initial automation assets
Backup and Restore	n/a
Onboarding / Offboarding	n/a
Implementation Plan	Detailed plans are prepared for each engagement following initial discovery of the specific needs of the engagement.
Pricing	Pricing details, including volume discounts, are provided in the G-Cloud 13 pricing document.
Constraints	n/a
Service Levels	Service levels are engagement specific, appropriate service levels are agreed as part of the engagement process.
Compensation	Compensation schemes are engagement specific, appropriate compensation schemes are agreed as part of the engagement process.
Ordering and Invoicing	Initial contact and engagement shaping is done via the G-Cloud Primary Contact using the email address registered with G-Cloud. Orders are formally placed by sending an approved Purchase Order to the G-Cloud Primary Contact using the email address registered with G-Cloud. The invoicing process will be as specified by the buyer and agreed as part of the ordering process.
Termination	Termination is by submitting a formal notice to the G-Cloud Primary Contact using the email address registered with G-Cloud.
After Sales Support	Requests for after sales support, including after the service has been completed, should be made to the G-Cloud Primary Contact using the email address registered with G-Cloud.
Technical Requirements	n/a