

<b>Service</b>	<p><b>Programme Test Management</b></p> <p>Disciplined, context-driven, technically aware programme test management, aimed at complex programmes. Leadership of test approach forming, allocation of responsibilities, mobilisation, test delivery and release closure. Provides the content aware leadership to shape a test programme that encompasses the broad and diverse ranges of testing required for any cloud services.</p> <ul style="list-style-type: none"> <li>• Expert creation of a coherent cost-effective test strategy</li> <li>• Clear definition of test responsibilities, packages and their contents</li> <li>• Direction and quality assurance of test activities</li> <li>• Definition and governance of supplier / systems-integrator testing obligations</li> <li>• Leadership of testing delivery problem resolution</li> <li>• Leadership of the problem and defect management process</li> <li>• Leadership of release end-game closure</li> <li>• Status tracking, analysis and forecasting</li> <li>• Expert led service, staffed with experienced delivery leads</li> </ul>
<b>Backup and Restore</b>	n/a
<b>Onboarding / Offboarding</b>	n/a
<b>Implementation Plan</b>	Detailed plans are prepared for each engagement following initial discovery of the specific needs of the engagement.
<b>Pricing</b>	Pricing details, including volume discounts, are provided in the G-Cloud 13 pricing document.
<b>Constraints</b>	n/a
<b>Service Levels</b>	Service levels are engagement specific, appropriate service levels are agreed as part of the engagement process.
<b>Compensation</b>	Compensation schemes are engagement specific, appropriate compensation schemes are agreed as part of the engagement process.
<b>Ordering and Invoicing</b>	<p>Initial contact and engagement shaping is done via the G-Cloud Primary Contact using the email address registered with G-Cloud.</p> <p>Orders are formally placed by sending an approved Purchase Order to the G-Cloud Primary Contact using the email address registered with G-Cloud.</p> <p>The invoicing process will be as specified by the buyer and agreed as part of the ordering process.</p>
<b>Termination</b>	Termination is by submitting a formal notice to the G-Cloud Primary Contact using the email address registered with G-Cloud.
<b>After Sales Support</b>	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.
<b>Technical Requirements</b>	n/a