

Service	<p>Performance Testing and Assurance</p> <p>Disciplined high quality performance testing. Identification of performance requirements, threats and test scenarios. Leadership or oversight of preparation and commissioning of test environments and data. Preparation of automated tests for the application of load and simulation of periodic processing. Test execution, results evaluation, reporting, issue identification and issue investigation.</p> <ul style="list-style-type: none"> • Performance requirements elicitation and documentation • Demand workload analysis and characterisation of operating periods • Test set design for user interface and API testing • Test data design and preparation • Test tool selection and provisioning and automated test script preparation • Environment setup and monitoring direction and validation • Test execution, results analysis and issue identification • Diagnosis of root cause of performance issues • Cloud based load generation • Engineer led service, staffed with experienced technical experts
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	<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>
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