

<b>Service</b>	<p><b>Reliability and Availability Testing and Assurance</b></p> <p>Ensure system reliability. Proactively tackle the problem of reliability, consistency and failure of operation of complex cloud or hybrid systems. Threat and risk analysis is used to identify key areas of interest(AOI). Blended, automated, AOI, general operation soak tests and endurance tests are used to evaluate the system.</p> <ul style="list-style-type: none"> <li>• Testing designed to isolate 'random' failures</li> <li>• Testing the impact of different operating conditions</li> <li>• Test impacts of input and stored data characteristics</li> <li>• Grey box checking of system and data state</li> <li>• Grey box checking of interface operation</li> <li>• Automated transactional characteristics reliability testing</li> <li>• Automated transactional soak testing</li> <li>• Automated stress testing and endurance testing</li> <li>• Diagnosis of root cause of reliability and availability issues</li> <li>• Engineer led service, staffed with experienced technical experts</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