Service Definition Document

Quality & Test Governance

DOCUMENT CONTROL

Revision History

Version	Author	Date	Summary of Changes
0.1	Test Assurance Ltd	06/03/2024	Initial Draft
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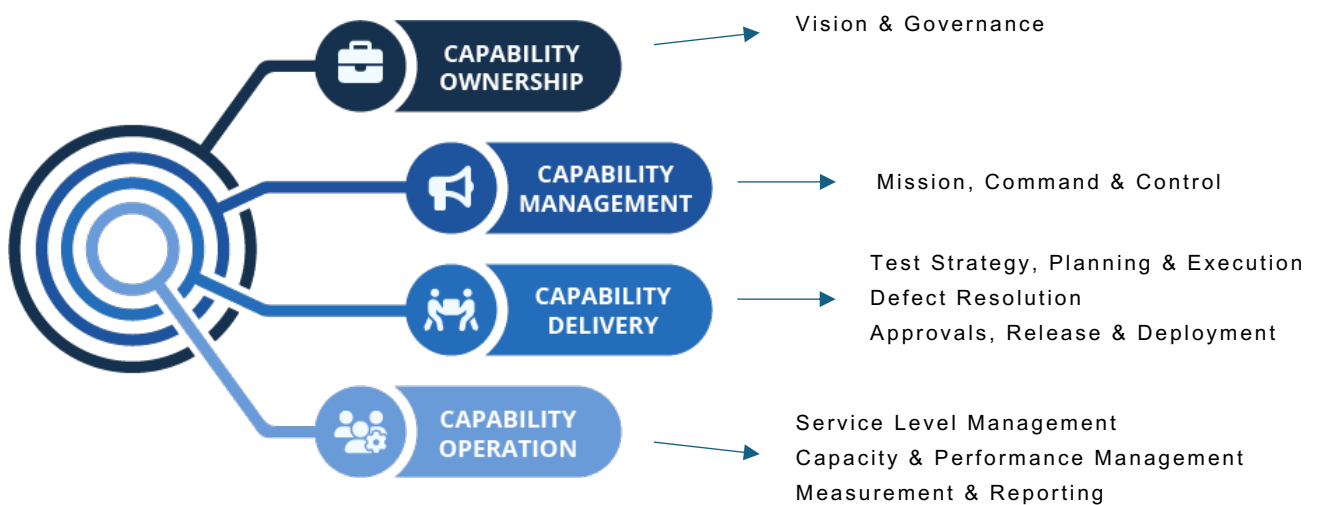
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About TAL

Test Assurance Ltd (TAL) specialises in the test management and assurance of operational, information, digital, and cloud technologies, designing and deploying suitable processes, practices, and controls that augment our clients' technology projects and service deliveries. The approach we take to consultancy and service provision is infused with our core values. Chief of these is 'collaboration', the aim to work successfully together with our clients by breaking down silos between critical organisation entities to foster cross-functional alignment.

With solid lines of communication, we maintain 'transparency', increase the value of feedback, improve knowledge sharing, and accommodate responsible resolution of issues. Coupled with this is our 'adaptability' – the anticipation and response to changing circumstances, environments, and technologies.

This flexibility extends to our engagement models, facilitating various levels of 'accountability' to suit our clients' needs – from taking total ownership of capabilities to providing operational support of vital Quality Assurance processes, practices or tools. More important, however, is ensuring that critical roles fit into a defined organisation with a named accountable party assigned to the team/s.

Service Context

To accomplish these enhancements, we focus on establishing management capabilities to harness existing processes and methodologies or introduce new practices and modes of working. In either case, we seek to create a cohesive quality and test function consistent with a multi-level management model. Typically, implementing this function involves tuning the skills of team members who will fulfil the required roles – or acquiring the necessary expertise where widening and elevating existing proficiencies is less favourable.


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CAPABILITY OWNERSHIP          →  Vision & Governance

CAPABILITY MANAGEMENT         →  Mission, Command & Control

CAPABILITY DELIVERY           →  Test Strategy, Planning & Execution
                                 Defect Resolution
                                 Approvals, Release & Deployment

CAPABILITY OPERATION          →  Service Level Management
                                 Capacity & Performance Management
                                 Measurement & Reporting
```

Service Domains

- **Capability Ownership**: Provides strategic governance for the quality & test capabilities, ensuring they align with the organisational vision and contribute to its long-term goals.

- **Capability Management**: Translates strategic goals into actionable plans, architecting and providing oversight of the critical practices and resources that make up the quality & test capabilities, ensuring consistent value is delivered.

- **Capability Delivery**: Concentrates on managing specific project execution processes, including testing and defect resolution, to mitigate risks and ensure high-quality outcomes in products and services.

- **Capability Operation**: Ensures ongoing quality assurance of products and services through effective service level management, performance monitoring and capacity planning to assist in seamless operational maintenance.

1. Service Overview

TAL offers an independent **Quality & Test Governance** service designed to significantly enhance the reliability, efficiency, and success of your technology project and service deliveries. This service is a cornerstone of TAL's comprehensive management solutions, tailored to support organisations across diverse sectors—including public bodies, healthcare institutions, financial services, and technology providers. It is specifically crafted as the foundational layer of a robust quality and test management function that seeks to maximise the benefits from operational, information, digital and cloud technology systems and ensures rigorous adherence to industry best practices.

We help you develop a test governance model and introduce fundamental quality and test practices to your technology portfolios, programmes, projects and service delivery initiatives. We incorporate resource planning, acquisition, and optimisation while addressing related strategic risks, assumptions, issues, dependencies, and approvals. With TAL, you gain access to essential foundational assets, skilled resources, and expert guidance on cutting-edge technologies to build and maintain an effective test management platform.

2. Features

2.1 Core Features

The Quality & Test Governance service from TAL incorporates a robust suite of core features designed to establish and maintain high standards of quality and efficiency in technology project deliveries. These features are foundational to governing the testing processes and ensuring compliance with both industry standards and organisational objectives. By implementing these core governance features, we help organisations enforce consistent testing disciplines, manage risk effectively, and enhance decision-making through comprehensive metrics and reporting. Each feature contributes to creating a structured environment where quality assurance is not just a compliance activity but a strategic advantage.

- **Governance Model Development**: We design and implement a custom governance model that standardises quality and testing processes across your technology initiatives to align with your organisational objectives and industry standards.

- **Quality & Test Capability Management**: Our service provides organisational-level management of your project test activities, including resource profiling, tool selection, process implementation, and continuous improvement measures to enhance quality assurance across projects.

- **Strategic Test Resource Planning**: We offer detailed planning services that help identify the optimal allocation and utilisation of human and technical resources, maximising efficiency and reducing wastage.

- **Test Resource Acquisition & Optimisation**: We assist in acquiring the necessary tools and technologies and guide the optimisation of existing resources to better meet project demands and objectives.

- **Strategic RAID Management**: We proactively manage risks, assumptions and dependencies, while addressing issues and as they arise during project deliveries. This includes setting up response and escalation processes to prevent the derailment of project timelines and budgets.

- **Quality Approvals Management**: Our service includes ensuring all necessary approvals are obtained promptly, facilitating smooth project progression.

- **Quality Metrics and KPIs:** Quality and test governance depend on high-quality Management Information. Our service includes defining and designing targeted test metrics and organisational-level Key Performance Indices.

- **Expert Consultation and Support**: Clients gain access to experienced professionals for expert advice and hands-on support in implementing and managing their quality and test environments, tools and methodologies.

2.2 Features of Third-Party Supplier Quality & Test Governance

The Quality & Test Governance service includes features that ensure that all third-party suppliers delivering services to our clients agree and strictly adhere to quality and test standards. It is designed to establish consistency and reliability across the external supply chain, protecting our clients from quality risks associated with third-party engagements.

- **Establishing Standards**: Clear, actionable quality and testing standards are defined and can be integrated into third-party supplier contracts, ensuring all parties adhere to uniform criteria. This uniformity establishes a foundation for consistent performance and quality across all suppliers, reducing variability and enhancing the overall integrity of project and service delivery. This robust standardisation helps protect our clients' interests by mitigating risks and ensuring high-quality outcomes.

- **Contractual Obligations**: Third-party suppliers are rigorously selected based on their ability to meet the defined standards and are contractually obliged to maintain these standards throughout their engagement. These contracts clearly delineate the expectations, roles, and responsibilities, ensuring that suppliers are aligned with the client's objectives from the outset and committed to protecting client interests through compliance.

- **Supplier Quality Benchmarking**: Establishes and maintains a baseline for quality and compliance within third-party supplier engagements. This feature ensures that all suppliers consistently adhere to the defined standards over the life of their contracts. By integrating continuous governance mechanisms, such as regular audits and performance reviews, the service enforces adherence to these benchmarks, providing a structured approach to measure and manage quality across all third-party suppliers.

- **Alignment with Client Expectations**: TAL facilitates active client involvement in the governance process to ensure that third-party supplier activities are fully aligned with client expectations. This facilitation includes regular updates and strategic reviews, allowing for adjustments in supplier management strategies based on evolving project requirements and client feedback. This proactive engagement helps ensure that the outputs from third-party suppliers consistently meet or exceed the client's expectations, fostering a reliable and transparent relationship and providing an additional layer of client protection.

3. Benefits

- **Enhanced Organisational Alignment**: Ensures that both internal initiatives and third-party services are in line with organisational aims, strengthening the coherence and strategic alignment of all quality and test governance activities.

- **Robust Basis for the Test Architecture**: Extends the principles, objectives, rules, roles, and process compositions to third-party engagements, ensuring that test architecture requirements and designs produced are robust across all service providers.

- **Improved Consistency in Project Testing**: Provides coherent, methodical guidance not only to internal portfolios, programmes, and projects but also ensures that third-party suppliers adhere to the same high standards, promoting uniformity in testing practices.

- **Resource Efficiency and Cost Management**: Optimises resource use, reduces internal costs, and manages third-party resources, ensuring cost-effective service delivery without sacrificing quality.

- **Proactive Exception Handling and Test Improvements**: Includes third-party suppliers in the risk management processes to minimise disruptions, managing external risks, assumptions, issues, and dependencies while facilitating quality and test practice improvements.

- **Streamlined Project Approvals**: Accelerates approval processes by ensuring that third-party suppliers meet all necessary quality and compliance requirements upfront, reducing delays and enhancing project flow.

- **Data-driven Decision-making**: Utilises targeted metrics and KPIs from both internal and third-party testing activities to provide a robust basis for decision-making, enhancing transparency and strategic decision-making across all testing engagements.

- **Access to Knowledge and Enhanced In-house Capability**: Extends access to industry expertise to include insights from third-party engagements, leveraging external knowledge to enhance in-house capabilities and foster a culture of continuous learning and improvement.

- **Scalability of Services**: Ensures the governance framework is adaptable to an expanding supply chain, supporting seamless service integration and effective management of increased third-party supplier involvement. This flexibility allows for scalable service offerings that align with growing business needs and evolving project requirements, ensuring consistent governance across all levels of supply chain complexity.

- **Third-Party Supplier Risk Mitigation**: Enhances the capability to identify, assess, and mitigate risks presented by third-party suppliers, ensuring they comply with agreed-upon standards and contractual obligations. This proactive risk management safeguards project outcomes and protects against potential disruptions or compliance failures.

4. Scope of Service

TAL has designed its Quality & Test Governance service to provide comprehensive support across various facets of technology project delivery and service operations. Our service is structured and delivered within the following contexts:

4.1 Project Types Covered

We specialise in overseeing and improving the testing processes for a wide range of technology projects, including software development, system integration, infrastructure upgrades, and digital transformation initiatives.

4.2   Industry Focus

While our service is versatile and applicable to any industry, we have significant experience with public sector bodies, healthcare institutions, financial services and technology service providers.

4.3   Inclusions

- Development and implementation of a customised governance model tailored to the client's organisational structure and project needs.
- Comprehensive ownership of quality and test process architecture, resource planning, monitoring, reporting and approvals.
- Strategic advice on test infrastructure optimisation, including environments, tooling and data to enhance efficiency and effectiveness in project execution.
- Risk management services focused on identifying, analysing, and mitigating risks associated with quality and testing processes.
- Continuous support throughout the project lifecycle, including pre-project consultations and post-implementation reviews.

4.4   Exclusions

This service does not include (unless expressly agreed upon as part of an extended service arrangement):

- Direct management of non-testing related technology practices.
- The actual execution of testing and quality assurance tasks.
- Hardware procurement or direct software development services.

4.5   Customisation and Flexibility

We understand that each organisation has unique needs and challenges. Our highly customisable service allows us to adapt our methodologies and scope to fit specific project requirements or organisational contexts.

4.6   Collaboration and Integration

Our approach involves close collaboration with client teams. We integrate seamlessly with your existing processes and systems to ensure minimal disruption and maximum enhancement of your quality and test governance framework.

5.   Methodology

5.1   Assessment Phase

We begin our engagement with a comprehensive assessment of your current testing and quality assurance practices. This appraisal involves an in-depth analysis of existing processes, tools, and resources, identifying key pain points and improvement opportunities.

5.2   Strategy Development

Based on the initial assessment, we craft a customised strategy that addresses your organisation's specific challenges and goals. This strategy outlines the target governance model, defining the required governance assets and practices. It also describes the approach to implementation with critical milestones and methods of tracking progress against the same.

5.3   Implementation Planning

With a strategy in place, we then plan the implementation of the governance capability, scheduling all necessary activities, from process restructuring and integration to communications and support. The planning ensures a smooth transition and minimal disruption to ongoing portfolio delivery and operations.

5.4   Execution and Monitoring

Our team works closely with your teams to implement the new governance model and practices. Throughout this phase, we continuously monitor progress against established checkpoints and milestones, making adjustments as needed to maintain an optimal delivery timeline.

5.5   Continuous Improvement and Optimisation

Post-implementation, we engage in a cycle of evaluation and refinement (as agreed upon as part of an extended service arrangement). This phase optimises the governance framework and identifies new opportunities from your evolving portfolio.

5.6   Knowledge Transfer

Throughout our engagement, we emphasise building your internal capabilities. We provide documentation, additional workshops and walkthroughs to ensure your team is well-equipped to maintain and extend the quality and test governance capability.

5.7   Feedback and Iteration

We establish feedback mechanisms to capture insights from all stakeholders involved in the testing processes. This feedback is crucial for iterative improvements and ensuring the governance framework remains aligned with your organisational goals.

Our methodology is designed to implement adequate quality and test governance and empower your organisation with the knowledge to sustain and build upon these improvements over time.

6.   Service Customisation

TAL recognises that each organisation has unique challenges and objectives. Our Quality & Test Governance service is designed to be highly adaptable, ensuring that we can meet the specific needs of every client, regardless of their industry, size, or project complexity. Here's how we ensure the service is tailored to fit your unique requirements:

6.1   Customised Governance Models

We develop governance models specifically tailored to align with your organisational structure, culture, and strategic goals. Whether your organisation requires a lightweight framework suited for agile environments or a more structured approach for large-scale projects, we can adapt our models accordingly.

6.2   Flexible Methodological Approach

Our methodologies are not one-size-fits-all. We select and tailor our methods based on the specific requirements of your projects and the operational nuances of your industry. From waterfall to agile to hybrid approaches, we ensure the methodology enhances your existing processes.

6.3   Sector-Specific Adaptations

Understanding that different sectors have distinct regulatory, operational, and technological landscapes, we customise our service offerings to address these conditions. Whether you are in healthcare, finance, the public sector, or retail, our solutions are fine-tuned to meet sector-specific standards and best practices.

6.4   Scalable Service Offerings

Our services are designed to scale with your business. As your organisation grows or project demands shift, we adjust the scope and scale of our services to accommodate expanding needs or focus on particular areas of concern.

6.5   Tool and Resource Recommendations

Depending on your current technological setup and project requirements, we recommend and help integrate the most suitable tools and resources. We aim to enhance your existing capabilities without unnecessary replacements, thereby optimising cost and efficiency.

6.6   Training and Support Customisation

We offer a range of programmes designed to mentor individuals or provide coaching and knowledge transfer for teams to establish and ensure alignment with tailored technology Quality and Test Standards.

6.7   Engagement Models

We recognise the need for different engagement models based on the required project length, intensity, and involvement. We offer everything from full project lifecycle engagements to specific, targeted consultations.

By providing a service that is as flexible as it is robust, we ensure that our clients not only receive a solution that meets their current needs but one that also adapts to their evolving challenges and goals.

7.   Stakeholder Engagement

Effective stakeholder engagement fosters success in any Quality & Test Governance initiative. At TAL, we prioritise clear, consistent, and constructive communication with all stakeholders involved in the governance process.

7.1   Identification of Stakeholders

The core of an engagement strategy is knowledge and understanding of the influence and interest of the stakeholders, which is why we begin each assignment by identifying all relevant participants and parties invested in the target initiative.

7.2   Engagement Planning

We develop a detailed stakeholder engagement plan that outlines the methods and cadence of communication, including regular meetings and reporting, appropriate for each stakeholder group. This plan ensures all parties are kept informed, involved, and aligned throughout the project lifecycle.

7.3   Feedback Mechanisms

Our service includes establishing feedback channels that allow stakeholders to voice concerns, provide input, and suggest real-time improvements. Feedback is vital for identifying risks, issues and opportunities for improvement, and making adjustments to better meet project goals.

7.4   Collaborative Decision–Making

We recognise the critical role of the client as the primary decision-maker. Our collaborative role in this accountability is empowering stakeholders with comprehensive, clear, and unbiased intelligence to make informed decisions confidently.

7.5   Orientation and Mentoring

To ensure stakeholders are well-equipped to support and sustain the governance initiatives, we ensure that your team is fully oriented and continuously supported through coaching and mentoring. These activities might take the form of targeted mentoring sessions, hands-on workshops, webinars, and documentation.

7.6   Change Management Support

Recognising that governance changes can be challenging, we provide ongoing support and guidance to stakeholders to help manage transitions smoothly. This includes communication templates, change management strategies, and direct support from our consultants.

7.7   Closure and Review Meetings

At the conclusion of the engagement, we conduct closure meetings with the stakeholders to review the project's successes and areas for improvement. This ensures that lessons are learned and successes are appropriately recognised and celebrated.

By maintaining a strong focus on stakeholder engagement, TAL ensures that our governance projects are collaborative, transparent, and aligned with the organisation's strategic goals. Our approach not only facilitates smoother project execution but also fosters long-term partnerships and trust with our clients.

8.   Performance Metrics and Reporting

At TAL, we believe that effective measurement and transparent reporting are key to the success and continual improvement of any Quality & Test Governance initiative. Subject to the level of engagement, our approach to performance metrics and reporting will involve one or more of the following key elements:

8.1   Establishing Metrics

We collaborate with you to establish relevant, actionable metrics that align with your strategic objectives. These metrics are carefully selected to provide insights into the success of the implemented governance processes. The metrics aim to provide measurements of efficiency, effectiveness, quality, maturity and satisfaction.

8.2   Regular Reporting

We provide regular, comprehensive reports that summarise performance data, highlight trends, and identify areas requiring attention or improvement. Reporting frequency is tailored to the project's needs—ranging from daily or weekly updates during critical phases to monthly or quarterly reviews for ongoing projects.

8.3   Real-Time Dashboards

Where feasible, we implement real-time dashboards that allow stakeholders to view specified key performance indicators (KPIs) at any time. Dashboards provide user-friendly, at-a-glance visibility into the status of your portfolio's test efforts.

8.4   Analytical Reviews

Alongside quantitative reporting, we conduct analytical reviews that delve deeper into the data to uncover underlying trends, potential risks, and opportunities for optimisation. These reviews are critical for strategic decision-making and are presented in transparent, actionable formats.

8.5   Feedback Integration

We ensure that the reporting process includes mechanisms for stakeholder feedback, making it a dynamic tool for continuous improvement. Feedback from these reports is used to refine processes, adjust strategies, and enhance overall service delivery.

8.6   Documentation and Archival

All reports and related communications are meticulously documented and archived, ensuring a historical record of performance, which can be valuable for future audits, compliance checks, or process improvements.

8.7   Customised Reporting for Different Stakeholder Groups

Recognising that the cross-section of stakeholders may have different informational needs, we customise our reports to cater to each group's specific interests and responsibilities, ensuring relevance and usability.

Performance metrics and reporting are designed to provide clarity, drive accountability, and facilitate the continuous evolution of your quality and test governance practices. We aim to empower your organisation with the knowledge and insights needed to maintain high standards of quality and efficiency.

9. Change Management

TAL understands that implementing a new Quality & Test Governance capability requires significant organisational and operational changes. Our approach to Change Management is designed to ensure these transitions are smooth, sustainable, and supportive of the overall strategic goals. Here's how we manage change:

9.1 Change Strategy Development

We begin by collaborating with your leadership to develop a comprehensive change strategy. This strategy outlines the objectives, timelines, and milestones for the transition and identifies key stakeholders and potential resistance points.

9.2 Impact Assessment

We need to understand how the proposed changes could affect your organisation's processes, teams, and technology. The impact assessment will identify key risks and dependencies, allowing us to plan mitigation measures.

9.3 Communication Planning

We develop a communication plan that clearly articulates the reasons for change, its benefits, and how it will be applied. The plan defines the schedule for regular updates and meetings and outlines further feedback channels to ensure all stakeholders are informed and involved.

9.4 Implementation and Tracking

We guide the implementation of the new governance framework, monitoring progress against established milestones and metrics. Tracking helps maintain agility and ensures the change stays on course to meet its objectives.

9.5 Change Resilience

To ensure the changes are sustainable, we foster a culture of continuous improvement, where feedback and adaptation are encouraged, stakeholders can be directly involved, and processes can evolve to meet new challenges.

9.6 Post-Change Review

After implementing the change, we conduct a post-change review to evaluate its effectiveness and identify areas for further improvement. This review involves gathering stakeholder feedback and comparing outcomes to the initial objectives.

9.7 Sustaining the Change

We help establish ongoing monitoring and governance mechanisms to sustain the change over time. This assist includes defining roles and responsibilities for continuous improvement and creating structures that can adapt to future changes.

By incorporating these steps into our Change Management approach, TAL ensures that Quality & Test Governance initiatives are implemented smoothly, with minimal disruption to operations, and are sustainable in the long term.

10. Compliance and Standards

TAL recognises the critical role of compliance and standards in Quality & Test Governance, particularly for organisations operating in highly regulated industries. Our service will align with all standards and regulatory requirements relevant to your technology projects and service operations, ensuring you meet all requirements.

Here's how we achieve this:

10.1   Regulatory Understanding

We work with your domain experts to ensure the relevant regulatory knowledge is considered during the quality and test governance planning and implementation. This knowledge allows us to provide tailored capability that ensures your projects align with applicable laws and regulations.

10.2   Alignment with Industry Standards

Our governance capability draws on widely recognised standards, such as ISO/IEC 25010 for a product quality model and ISO/IEC/IEEE 29119-2 for software testing processes. We also work with your domain experts to ensure the relevant industry-specific standards are considered during quality and test governance planning and implementation.

10.3   Compliance Assessments

We conduct detailed compliance assessments to evaluate how well your current processes and systems adhere to relevant regulations and standards. These assessments identify gaps and areas for improvement, guiding our recommendations for compliance enhancements.

10.4   Audit Support

We provide support during internal and external audits, helping your organisation prepare for and navigate the auditing process. Support includes documenting key processes, ensuring accurate reporting, and addressing findings or recommendations.

10.5   Risk Management

Our service incorporates risk management practices that proactively identify, assess and mitigate compliance-related risks. This approach helps prevent costly regulatory breaches and ensures that your organisation's governance capability is robust and secure.

10.6   Documentation and Record-Keeping

We emphasise the importance of thorough documentation and record-keeping to support compliance efforts. Our service includes the creation of policies and standards for your test management processes, assurance activities, and governance capability, providing a solid foundation for future audits and compliance checks.

10.7   Ongoing Monitoring and Updates

We aim to stay abreast of changes in regulatory landscapes and industry standards, ensuring that your governance capability evolves accordingly. This ongoing monitoring helps maintain compliance and standards alignment as new regulations and industry practices emerge.

By incorporating these practices into our Quality & Test Governance service, TAL ensures that your organisation meets its current compliance needs and maintains a robust framework that adapts to future standards and regulatory developments.

11.   Project Duration and Phases

Our Quality & Test Governance service follows a structured methodology that is organised into distinct phases. The duration and specific timeline of each engagement depend on the scope and complexity of the client's needs but generally follow these phases:

11.1   Initiation

This phase involves initial discussions with the client to understand their objectives, challenges, and existing approaches to quality and test governance. We establish a project charter, define key stakeholders, and outline the project's scope, timelines, and deliverables. This phase typically lasts one to two weeks, depending on the size and complexity of the engagement.

11.2 Assessment

We conduct a comprehensive assessment of the client's current quality and test governance systems, including analysis of existing processes, tools, and organisational structure. This phase identifies strengths, weaknesses, and opportunities for improvement and generally lasts two to four weeks.

11.3 Strategy Development

Based on the assessment, we develop a tailored strategy that addresses the client's needs. The strategy outlines the composition of the governance capability and its components, as well as the milestones and metrics for measuring success. This phase can take one to three weeks, depending on the scope of strategic adjustments needed.

11.4 Implementation Planning

We create a detailed plan to implement the new strategy, including timelines, resource allocation, task assignments, risk management strategies, and communication plans. This phase generally lasts one to two weeks.

11.5 Implementation and Execution

We deliver on the implementation plan, introducing new governance processes, practices and tools as designed. Our team works closely with the client's team throughout this phase, providing knowledge transfer, mentoring, and support. The duration of this phase can vary significantly, ranging from several weeks to several months, depending on the scope of changes and the time required to bed in the capability.

11.6 Monitoring and Optimisation

As the new governance practices take effect and subject to an extended service arrangement, TAL will continuously monitor progress against established metrics and KPIs, making adjustments as needed. This phase includes iterative reviews, feedback loops, and optimisation efforts. The duration of this phase can range from weeks to ongoing support, depending on the client's needs.

11.7 Closure

Once the new governance structure is fully implemented and stabilised, we conduct a closure review to evaluate the engagement's success and identify lessons learned. This phase involves a final report, a handover of documentation, and a formal closure meeting with key stakeholders.

This phased approach ensures a comprehensive, step-by-step rollout of new Quality & Test Governance systems tailored to each client's needs. It helps address every aspect of the governance framework, ensuring the project is effectively implemented and that your organisation can sustain and evolve its governance practices over time.

12. Support and Maintenance

Quality & Test Governance extends beyond the initial implementation phase, and the service can be extended with our comprehensive support and maintenance options. TAL aims to ensure sustained success for your organisation's governance capability and continuous improvement over time:

12.1 Ongoing Monitoring

We provide ongoing monitoring to track the performance of your quality and test governance capability. This service offers regular reviews of KPIs, metrics, and feedback from stakeholders to identify opportunities for further optimisation.

12.2 Regular Check-Ins

Our team schedules regular check-in meetings to discuss progress, challenges, and opportunities for improvement with your team. These meetings allow for continuous alignment and ensure that any issues are addressed promptly.

12.3   Issue Resolution

We offer rapid response packages to provide a priority service and address any issues or disruptions within your quality and test governance framework.

12.4   Continuous Improvement

Our support and maintenance packages include ongoing assessments and refinement of your governance framework. This iterative approach safeguards your governance capability from drift, remaining aligned with industry standards and your organisational goals.

12.5   Mentoring Workshop & Refresh

We provide refresher workshops and mentoring programs as needed, helping your team stay updated on new tools, processes, and best practices. This support reinforces internal capabilities and fosters a culture of continuous learning.

12.6   Documentation and Record-Keeping

We maintain comprehensive documentation of all support and maintenance activities, ensuring transparency and providing a reliable reference for future audits and strategy adjustments.

12.7   Scalable Support Levels

Our support and maintenance services are scalable, offering various levels of engagement depending on your needs, e.g., options for immediate support, periodic reviews, and extended consultancy engagements.

12.8   Long-Term Partnerships

We aim to build long-term client partnerships, offering continued support to adapt to evolving challenges and goals. This includes monitoring changes in regulatory landscapes, industry standards, and technology trends, ensuring that your governance framework remains current and competitive.

By providing comprehensive support and maintenance options, TAL ensures that your Quality & Test Governance capability achieves immediate success and maintains long-term effectiveness and adaptability.

Annex A

A.1   PRICING

SFIA Rate Card	Strategy & Architecture	Change & Transformation	Development & Implementation	Delivery & Operation	People & Skills	Relationships & Engagement
1. Follow	£525	£525	£525	£525	£525	£525
2. Assist	£575	£575	£575	£575	£575	£575
3. Apply	£650	£650	£650	£650	£650	£650
4. Enable	£750	£750	£750	£750	£750	£750
5. Ensure, Advise	£1350	£1350	£950	£950	£1350	£1350
6. Initiate, Influence	£1,750	£1,750	£1,500	£1,500	£1,500	£1,500
7. Set Strategy, Inspire, Mobilise	£2,000	£2,000	£2,000	£2,000	£2,000	£2,000

Rate Guidelines (by Role)

SFIA Level	Role	Day Rate
7	Quality Director	£2,000.00
6	Portfolio Assurance Director	£1,750.00
6	Programme Assurance Manager	£1,500.00
6	Principal Quality & Test Consultant	£1,500.00
5	Contract Manager	£1,350.00
5	Test Architect	£1,350.00
5	Test Delivery Manager	£950.00
5	Quality Manager	£950.00
5	Senior Quality & Test Consultant	£950.00
4	Quality & Test Consultant	£750.00
4	Automation Engineer	£750.00
4	Defect Manager	£750.00
4	Senior Test Analyst	£750.00
3	Junior Test Consultant	£650.00
2	Test Analyst	£575.00
1	Tester	£525.00
1	Administrative Support	£525.00

Supplementary

- Consultant's working day: 8 hours exclusive of travel and lunch
- Working week: Monday to Friday, excluding national holidays
- Office hours: 9:00 am to 5:00 pm, Monday to Friday
- Travel, mileage subsistence: To be agreed with the client
- Mileage: To be agreed with the client
- Professional indemnity insurance: Included
- Deposits: Might need to be arranged for more extensive scale and complex engagements.
- Flexible Pricing Options: Tailored pricing strategies are available subject to project scope, duration, and client engagement levels, ensuring value-aligned investment.