

# G-Cloud 14 Service Description

Business acceptance testing



## Business acceptance testing

Methods' Business Acceptance Testing provides you with the confidence that any product you choose to adopt is fit for purpose and suits the needs of your users. We work with stakeholders to define the criteria by which the success of your requirements is judged and provide User Acceptance Testing support.

## What is the Service

In order to understand that a solution is operating as it should and effectively addresses your requirements and meets your needs, it's important to test and validate the product. Through our Business Acceptance Testing Service, we collaborate with stakeholders and users to support business acceptance of the solution.

Methods has a track record of supporting business user communities within the public sector in order to make sure that products are of a sufficient level of quality before deployment, ensuring that any instances where a product fails to meet the needs of a business user are picked up.

## What can it do for you

Your business users will be provided with a clear approach to User Acceptance Testing and support in planning the techniques and data required. We ensure that the range of stakeholders who have an interest in your business change can see evidence of the viability of a product and assurance that it is fit for purpose.

We will also support you to conduct test scenarios to confirm the acceptability of a product to your operation and identify any shortcomings to your users.

## Service Features

1. Agreement of the scope of testing activity
2. Defining test scenarios and test cases
3. Providing support to stakeholders when testing for business acceptance
4. Support with End-to-end service testing
5. Support to identify potential usability issues
6. Identify pain points and opportunities for improvement
7. Applies a managed, proportionate risk-based approach
8. Co-production and knowledge transfer to internal staff
9. Benefits/ value-led approach to transformation and cloud/technology change
10. Extensive experience supporting a wide range of public sector organisations

## Service Benefits

1. Stakeholders are assured the solution option meets their needs
2. Your product is quality assured
3. Any issues or failures are resolved before deployment
4. The 'success' criteria of requirements is defined by your users
5. Each requirement can be traced from need to being "met"
6. Get rapid feedback as the base for agile development
7. Check if service meet users' needs and expectation
8. Validate and evaluate prototypes
9. Improve user journey
10. Use outputs as justification for change

## Contact details



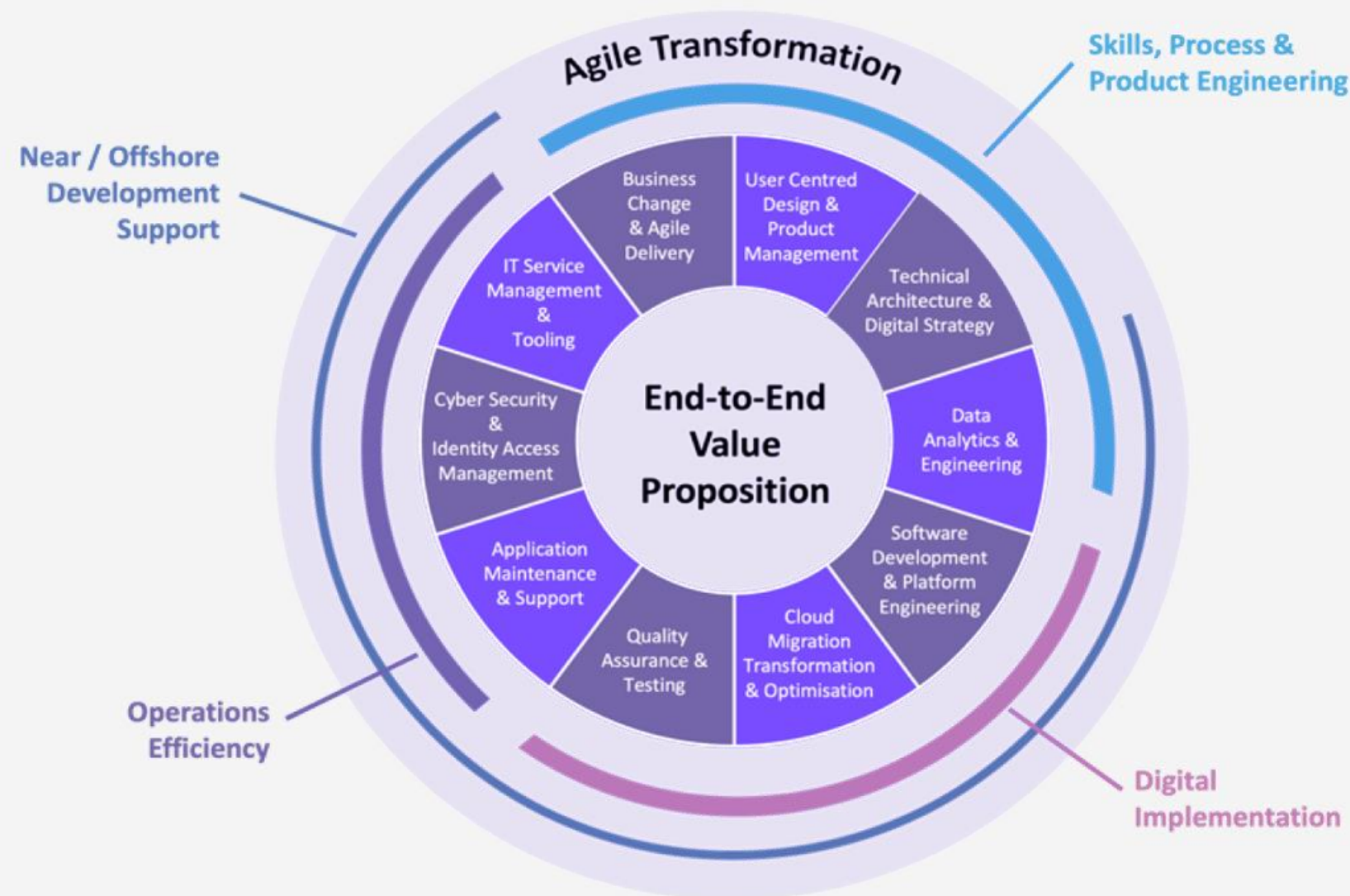
# End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

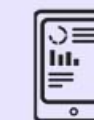
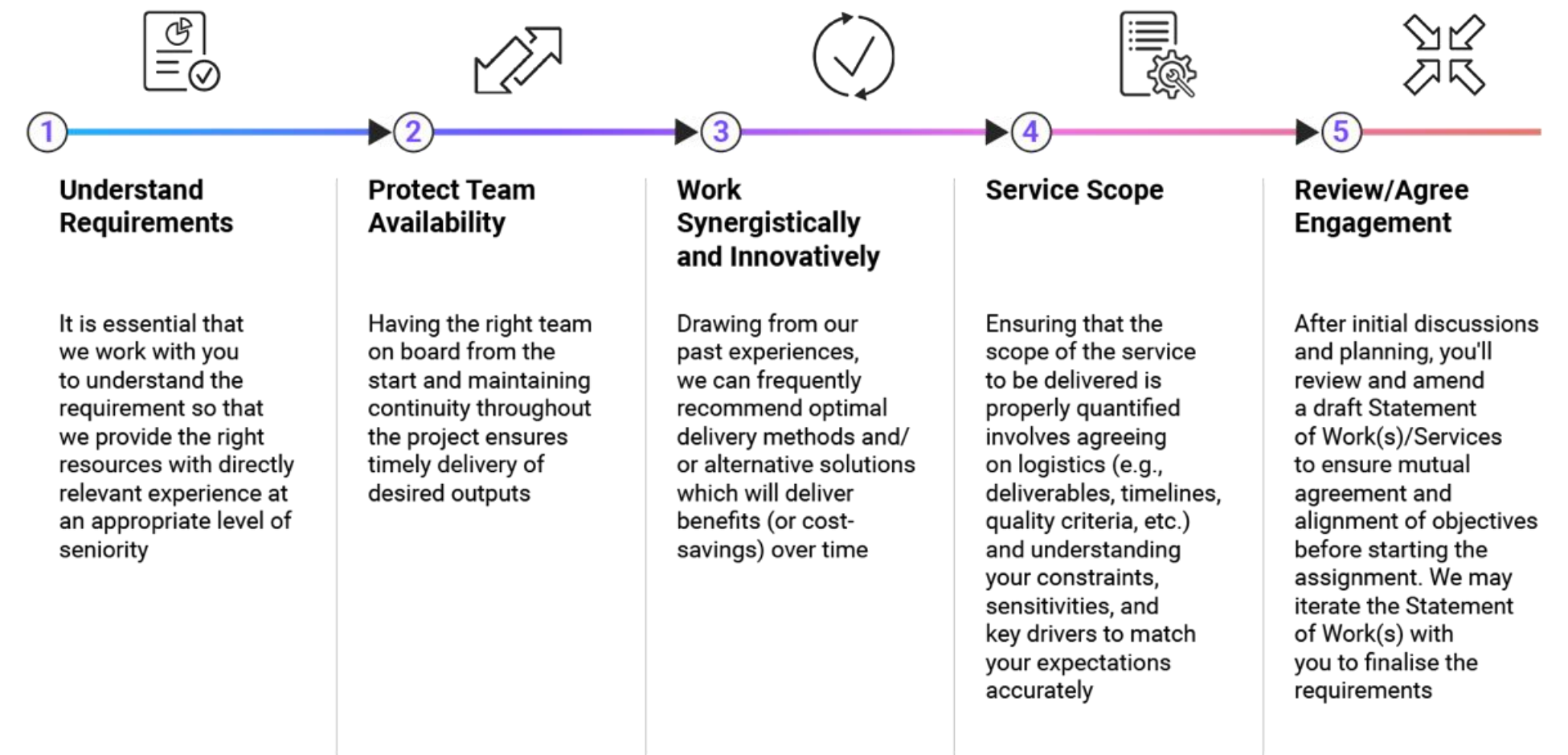
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



## Onboarding and offboarding process



### Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.



### Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.



# Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



# Customer stories



Stopped a Central Government high-severity Cyber threat in its tracks with a Threat Management solution that continuously monitors the security posture and responds to active cyber security incidents and vulnerabilities fast



Simplified 230+ service offerings with no disruption to live service to deliver service management maturity that was standardised to be more efficient, and optimised to reduce cost at a critical time for HMCTS



Put nature at the heart of government decision-making using digital and AI innovation to explore 21 natural capital ecosystem assessments with Defra



Reduced service costs by 60% through the design and transition of Robotic Process Automation of 1.2M service billing transactions per month at NOS Telecoms Cabinet Office



Enabled the delivery of 4.7M care and food supplies to people who were at the highest risk from COVID-19 through the development, delivery, and maintenance of the Shielding Vulnerable People service at the Cabinet Office



Increased speed and traceability of annual education funding allocations by transforming the Funding Service at ESFA in the DFE