

## **SERVICE OVERVIEW**

Roq provides a specialist service across the Operational Acceptance Testing (OAT) phase of a project/programme. Using a proven approach, Roq leads/coordinates the operational technical owners of the solution in defining and delivering the testing required, to verify that the solution will be supportable in production.

## **SERVICE FEATURES**

- Develop OAT strategy/approach and achieve buy-in from technical teams
- Producing detailed plans and schedules for the OAT activities
- Managing key dependencies including environments, data and preceding testing phases
- Working with technical owners to define appropriate acceptance criteria
- Co-ordination of required test specification, chairing workshops as necessary
- Strong understanding/empathy with the technical challenges surrounding OAT
- Delivering clear and transparent progress reporting during preparation and execution
- Configuration of testing tools required to support the OAT process
- Ensuring OAT defects are appropriately managed and resolved
- Managing the effective closure of the OAT testing phase

## **SERVICE BENEFITS**

- Approach to OAT is closely aligned to the business risk
- Smooth transition into OAT facilitated by dependency management
- OAT stakeholders always have a clear view of progress
- Resource required to deliver, and support OAT is defined
- Disaster Recovery, Backup/restore, Batch schedules verified effectively
- Confidence of the technical teams in the solution grows
- Smooth OAT transition into production
- Provide link between project team and technical support teams
- Provide the testing skills to complement the technical domain knowledge
- The risk of support related issues in production is mitigated

## ABOUT ROQ

Roq is an independent, outcomes focused Quality Engineering consultancy. We give organisations the confidence to implement complex technology change through Quality Engineering, delivered by our brilliant people. By leveraging our comprehensive solutions, built upon our Q-Suite, a comprehensive collection of assets, AI and automation frameworks, and a consistent way of working, we keep focus on what truly matters to you.

Whether you are rolling out new platforms, modernising legacy technology, or delivering large-scale upgrades, we help you move at pace, without sacrificing quality. Partnering with us leaves your organisation in a better place for the future.

Our Quality Engineering solutions are tailored to build confidence into your technology delivery, no matter your sector. With proven expertise, innovative approaches, and deep industry insights, we ensure your technology consistently delivers exceptional performance and outstanding user experiences.

## OUR VALUES

**Straight Talking:** We say it how it is, using open, honest and direct communication. You'll always have full visibility on progress, with clear, candid insights and independent guidance, so you are empowered to make informed decisions.

**Excellence:** We leverage our expertise to drive efficiency and deliver the best outcomes, maximising value for you at every step.

**Passionate:** We care about what we do. We're motivated by proactively identifying risks throughout the lifecycle, to help you prevent issues before they arise and stopping them from recurring.

**Commitment:** We see it through, and we deliver on our promises whilst surpassing expectations. You can be confident that we're committed to making measurable improvements that leave a lasting impact. We'll work closely with your team and implement sustainable practices to ensure long-term success.