



G-Cloud 15 Service Definition Document

Oracle Fusion Implementations Testing Support Services

v1.0

Lot 3: Cloud Support

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1 Oracle Fusion Implementations Testing Support Services

1.1 Service Overview

This service provides structured testing and quality assurance support for Oracle Fusion Cloud implementations, helping public sector organisations deploy stable, compliant, and business-ready cloud systems. It ensures that configuration, integrations, data migration, security roles, and business processes operate correctly before go-live and during ongoing quarterly updates.

1.2 Service Summary

A specialist cloud testing support service that assures quality, reduces risk, and improves go-live confidence for Oracle Fusion implementations through structured planning, execution, defect control, and regression coverage.

1.3 Buyer's Outcomes

Buyers using this service can expect:

- Buyers achieve smoother Oracle Fusion go-lives with fewer production defects.
- Business processes operate correctly across modules and integrations.
- Quarterly update risk is reduced through controlled regression testing.
- Data migration accuracy improves before cutover.
- Security roles align with governance and compliance expectations.
- UAT cycles are more structured, traceable, and successful.

1.4 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
Programme Director	Deliver successful cloud transformation	Needs independent assurance of system readiness
ERP Test Manager	Control testing lifecycle	Requires structured planning and defect governance
Business Process Owner	Validate processes work in system	Participates in UAT and scenario validation
IT Applications Manager	Reduce operational risk	Needs regression testing for updates
Information Security Lead	Ensure role-based access compliance	Requires validation of security design

1.5 Key Service Capabilities

Our service capabilities describe what we are able to do for buyers and how we apply our experience for buyer to help with managing their route to live for all of their Oracle Fusion Implementations and post go-live enhancements .

- Oracle Fusion test strategy framework — Structured, risk-based testing governance
- Functional module testing — Validate HCM, Finance, SCM, CRM setups
- Integration testing — Verify end-to-end system interfaces
- Data migration testing — Confirm accuracy of converted data
- UAT coordination — Manage business-led acceptance cycles

- Security testing — Validate role and access design
- Regression coverage — Protect against update impacts
- Defect lifecycle management — Control issue tracking and resolution

1.6 Service Feature mapped to Service Benefits

Feature	Buyer Benefits
Test strategy & quality framework	Structured, lower-risk implementation delivery
Business process validation	Correct system behaviour aligned to operations
Module functional testing	Accurate configuration across Oracle Fusion modules
Integration testing	Reliable end-to-end process execution
Data migration testing	Reduced cutover data risks
UAT management	Higher business confidence at go-live
Security role testing	Improved compliance and access control
Regression testing	Lower risk from quarterly updates

1.7 What's In & Out

In Scope	Out of Scope
Oracle Fusion functional testing	Application configuration changes
Integration interface testing	Development of integrations
Data migration test cycles	Data cleansing activities
Test planning and governance	Business requirement definition
UAT coordination and reporting	End-user training delivery
Regression testing for updates	Performance tuning of infrastructure
Security role validation	Cyber security penetration testing
Defect tracking and reporting	Production support post hypercare
Oracle Fusion functional testing	Application configuration changes

1.8 Engagement Model

We deliver the service using a structured, phased approach that aligns with Oracle Cloud implementation programmes.

Phases	Scope	Outputs
Discovery	Review scope, risks, environments	Test approach and strategy
Planning	Create plans, scenarios, schedules	Approved test plan
Design	Prepare scripts and datasets	Test scripts and traceability
Execution	Run cycles, log defects	Test results and defect logs
UAT Support	Coordinate business testing	UAT sign-off reports
Regression	Test updates and fixes	Regression coverage report

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Planning	Create plans, scenarios, schedules	Approved test plan

Timelines of delivery depend on finalisation of the scope, test coverage and business readiness for the transformation.

1.9 Pricing Model

Pricing is based on resource roles, engagement duration, module scope, and complexity of integrations and data migration. Buyers select roles from the SFIA rate card under a time and materials model.

1.10 What Drives Cost (Evaluator View)

Cost Driver	Impact on Price
Number of modules	More modules increase effort
Integration count	More interfaces increase complexity
Data migration volume	Higher volumes increase testing cycles
UAT cycle count	More cycles increase duration
Regression scope	Larger footprint increases coverage needs
Automation requirement	Tooling and scripting effort rises

1.11 Roles and Responsibilities

Supplier Responsibilities

- Provide structured testing governance
- Develop test artefacts and scripts
- Execute agreed test cycles
- Manage defects and reporting
- Support UAT coordination

Buyer Responsibilities

To ensure successful delivery, the client must:

- Provide environments and access
- Approve test scope and plans
- Supply business scenarios and data
- Allocate UAT participants
- Review and sign off results

1.12 Delivery Constraints and Pricing Assumptions

- Stable environments are available
- Requirements and design are baselined
- Integrations are available for testing
- Data migration extracts are provided
- Buyer resources support UAT

- Scope changes may impact price
- Automation depends on tool access
- Third-party system access is timely

1.13 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.14 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.15 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.16 Service Management and Performance Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Test cycle completion against plan
- Defect turnaround tracking
- Reporting cadence agreed with buyer
- Quality metrics and traceability