



Service Definition Document

Quality Assurance and Performance Testing

G-Cloud 15, Lot 3 – Cloud Support Services (Additional Support)

1. Service Definition

Expert data-centric **quality assurance and performance testing** for cloud environments. We deliver **automated-by-default testing for ETL pipelines**, data platforms, and complex integrations. Our strong workforce provides load, stress, and accessibility testing (WCAG), ensuring operational readiness, performant infrastructure, and reliable data-driven digital transformation across diverse public sector cloud architectures.

We take **complete ownership of testing lifecycles**, from strategy and execution to vendor escalation management for defect resolution. While initial unit testing is typically performed by the Customer's development teams, Onepoint can provide comprehensive end-to-end functional and non-functional testing at extra cost. Our standard ITIL-based delivery model ensures testing is integrated seamlessly into your existing service management framework.

2. Features

1. **Automated-by-Default:** Implementing cost-effective test-automation frameworks within DevOps delivery-pipelines.
2. **Data-Centric QA:** Specialised testing for complex ETL-pipelines and data-platforms.
3. **Performance Engineering:** Solving performance-defects via Load, Stress, and Soak-testing.
4. **Integration Testing:** Design and execution of complex, large-scale cloud-integration-testing.
5. **Accessibility Audits:** Expert consultancy ensuring services meet WCAG and assistive-technology-standards.
6. **Infrastructure Validation:** Determining performance across LAN, WAN, and cloud-hosting-environments.
7. **Capacity Planning:** Scalability-testing to ensure infrastructure meets future-demand efficiently.
8. **Operational Readiness:** Assessing service usability and reliability prior-to production-launch.
9. **Functional Verification:** Validating system-requirements against technical-specifications and user-needs.
10. **Exploratory Testing:** Targeted manual and exploratory-testing to complement automated-suites.

3. Key Service Benefits & Outcomes

1. **Data Integrity:** Guarantee accurate data-processing across ETL and integration-platforms.
2. **Reduced Risk:** Identify and solve performance-defects early in development-lifecycles.
3. **Inclusive Services:** Ensure accessibility-compliance for users with varied assistive-technologies.
4. **Cost Efficiency:** Lower long-term costs through automated-by-default continuous-release-methods.
5. **Operational Reliability:** Confirm services are performant, reliable, and ready-for-production.
6. **Informed Scaling:** Optimise cloud-infrastructure-spend through rigorous capacity-planning.
7. **Enhanced Stability:** Maintain platform-performance across complex network and hosting-environments.
8. **Accelerated Delivery:** Faster time-to-market using integrated-QA within DevOps-workflows.
9. **Third-Party Assurance:** Robust validation of testing-performed by external service-providers.
10. **Expert Oversight:** Access a strong-workforce specialised in data-intensive QA-scenarios.

4. Pricing Model

Pricing is based on:

- Onepoint Rate Card attached under the Pricing section.
- All rates are fixed, pre-published and transparent, excluding VAT, with **no POA** and no variable charging outside unit agreement.

5. Onboarding

Typical Onboarding Component includes:

Strategy & Tooling: Selection of automation frameworks, tool integration, and environment access.

Environment Setup: Configuration of test data, mock services, and performance monitoring probes.

Documentation Review: Analysis of technical specifications, user stories, and existing test cases.

Knowledge Transfer: Deep-dive sessions with existing Development teams to understand system architecture.

Estimated onboarding duration: **1–4 weeks**, dependent on number of systems and complexity.

6. Onepoint Implementation Approach

Phase 1: Discovery & Planning

Service catalogue review, OLA definitions, and compliance documentation sign-off.

Phase 2: Onboarding & Shadowing

Hypercare period where the QA team shadows project teams to understand workflows..

Phase 3: Active Testing (BAU)

Full ownership of L2/L3 testing activities, including bug reporting and performance optimisation).

7. Offboarding

Knowledge & Asset Transfer: We hand over all test scripts, technical documentation, and conduct live handover sessions.

Credential Revocation: Revocation of encryption keys and role credentials used for testing environments.

Final Project Closure Report: A final report is provided detailing the status of defects, test coverage, and remaining risks.

No vendor lock-in mechanisms are applied, unless agreed at contract stage.

8. Shared Responsibility Model

Area	Supplier Responsibility	Buyer Responsibility
Test Planning	Creation of Test Strategy, Test Plans, and Scenarios	Requirement sign-off and business priority setting
Test Environments	Verification of environment readiness for testing	Provisioning of Cloud/On-premises environments
Test Data	Masking and data generation	Provisioning of source data and access approvals

Execution	Manual execution, automated script runs, and performance stress testing	Access approvals and identity management (RBAC/Zero Trust)
Defect Management	Identification, logging, and re-testing of fixes	Fixing of application/infrastructure code and deployment
Reporting	Test Summary Reports and trend analysis	Review and sign-off
Production Readiness	Share final completion reports & suggest Go/No-Go decision	Review of test results and final production "Go/No-Go" decision

9. Service Boundaries

- Excludes software development, except for automation script development if agreed

10. Accessibility & Compliance

- In line with **the UK GDPR & NCSC** guidelines and principles
- **ISO certified** data best practices ensuring confidentiality, integrity and availability with strong, standardised end-to-end Encryption, enforced at rest and in transit where appropriate
- **Zero Trust** role provisioning

This service is delivered under the terms of the G-Cloud 15 Framework Agreement and the Call-Off Contract.