



# Smart Test

Service Definition Document

G-Cloud 15

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Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING  
BEYOND  
LIMITATIONS

# We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing  
people



13 consecutive  
years of growth



40 years  
of innovation



£382m revenue  
(FY2024)



13 locations  
globally



FTSE 250 listed  
tech company



# Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and  
experience design



Workday services  
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

# Kainos Smart Test, AI First and Built on Workday.

The only testing solution that truly understands your Workday.

It learns your configuration, your processes, and how your people work, then intelligently and continuously protects it all. Smart Test empowers nontechnical users to create repeatable automated tests across HCM, Security, Financials, Payroll, Recruitment, Advanced Compensation, Talent and Performance, Learning, and integrations. By leveraging AI and our deep integration with Workday, it reduces operational costs and risk, giving you confidence at speed.

## Features

1. Automated execution and verification of test cases against Workday configuration
2. Test automation is pre-built and continually maintained by Kainos
3. High volume best practice testing through concurrent execution
4. Reporting capability that consolidates results from multiple test runs
5. Troubleshoot failures 'at-a-glance' with screenshots showing failure location/error message
6. Complete toolkit to assist with the creation of test data
7. API that enables integration with ALM and CI tools
8. Execute against one or multiple Workday tenants simultaneously
9. Tests Workday population security and monitors/reports on change.

## Benefits

1. Streamlines and safeguards testing throughout your Workday lifecycle
2. Complete testing of business-critical transactions improving test coverage/quality
3. Improves operation efficiencies
4. Reduces testing effort to double capacity for strategic initiatives
5. Improves test coverage and assurance
6. Faster user adoption, onboarding and increased employee engagement
7. Reduces risk in Workday implementations
8. Reduces risk in bi-annual updates and ongoing BAU changes
9. Improves auditability of regulatory compliance, producing transparent, audit evidence
10. Flexible service covering Test Advisory, Change Management, AMS, Phase-X.

# Kainos Smart for Workday

Smart Test is one of three “Kainos Smart” tools that provide organisations with the **Complete Toolkit to safeguard change in Workday.**

Built exclusively for Workday “Kainos Smart” automates difficult, time-consuming tasks including testing, the creation of data access controls and on-going security monitoring in Workday. In the UK Kainos Smart is trusted by numerous public bodies including The Financial Conduct Authority, St Lukes Hospital, Crown Commercial Service, OfCom, UKRI and the Food Standards Agency.

## smarttest

Smart Test is the only award-winning, automated testing solution built exclusively for Workday. It improves the accuracy of your Workday configuration and reduces operational cost with automation. This provides the agility and assurance needed to maximise value.

## smartaudit

Smart Audit is a comprehensive security and compliance monitoring tool that strengthens controls, and aids audits while providing risk mitigation across your Workday tenants. Smart Audit has been proven to provide 26 times more risk coverage and reduce compliance effort by 96%.

## smartshield

Built exclusively for Workday, Smart Shield is an intelligent data masking tool that offers an additional data-security layer on top of Workday privacy and security foundation. While Workday’s built-in security ensures your financial and HR data is safe in production, Smart Shield safeguards your data in all your non-production environments and when using Workday’s Proxy functionality.

Kainos Smart our customers typically experience

**30% efficiency improvements**  
**85% reduction in manual effort**

**26x more risk coverage**  
**85x quality assurance coverage**

# Smart Test

Kainos Smart Test is an AI cloud-based solution, uniquely built for Workday.

Smart Test makes it easy for non-technical users to create repeatable automated tests for HCM, Security, Financials, Payroll, Recruitment, Advanced Compensation, Talent, Performance, Learning and integrations. Once created, your test cases can be re-used time and again.

Smart Test delivers quality-assured transformation at the pace your organisation demands, whether that is during Workday implementation, post go-live or expansion projects. Unlike with manual testing or generic automated testing products, you don't need to create and maintain your own test scripts.

Out of the box Smart Test delivers ready-to-use test scripts that support all versions of Workday. When Workday pushes changes live so does Smart Test, so you can be confident that your tests will always run perfectly on the latest version of Workday.

## Smart Test Delivers Instant Value

- Testing Workday configurations are faster, easier, and more reliable
- No script maintenance saves you time and reduces your test spend
- Organisations typically save thousands of work hours and achieve significantly more test coverage
- Reduce testing effort to double the time available for strategic projects
- Risk is minimised, compliance is improved, and delivery is accelerated with high levels of quality assurance.
- Enjoy complete ease of use and rapid deployment.

- Automate, streamline & safeguard delivery
- Double the time spent on strategic initiatives
- Achieve 30% improved efficiency
- Get 85x more test coverage

# How Smart Test Works

Smart Test works by automating scripts that test key elements of your Workday deployment. Our Workday automation experts have built this product to be easily configured for each customer's specific Workday implementation.

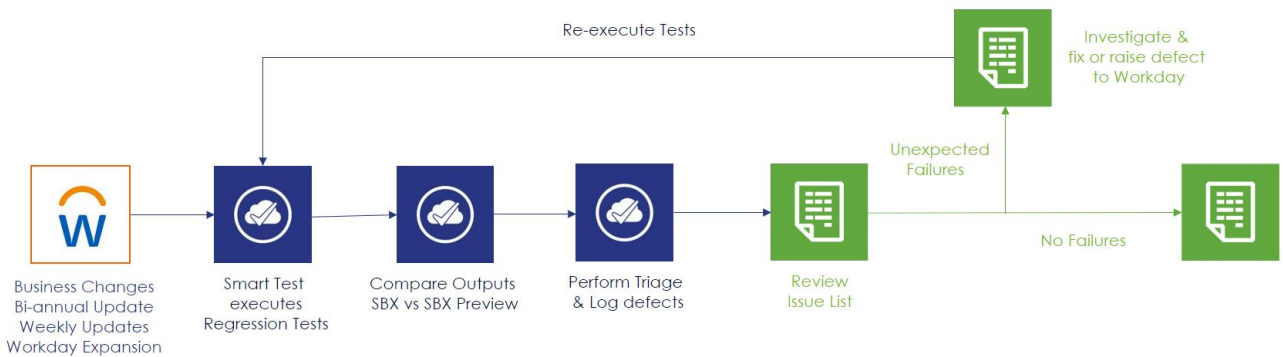
The automation, which has been pre-built and is continuously maintained by Kainos, means customers don't need to write and maintain their own automation scripts.

|                            | Issue                                                                                                     | How Smart Audit Helps                                                                                                              | Value                                                                                                                                                    |
|----------------------------|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>On time Delivery</b>    | The most common reason for go-live slippage is insufficient time and resources to execute the test event. | Smart Test can perform higher test volumes in a fraction of the time than can be achieved manually.                                | Better coverage means better confidence in your configuration and more SME bandwidth for operational improvements, handling tickets, fixes and training. |
| <b>Employee Engagement</b> | Production errors erode confidence and impact the success of the Workday deployment.                      | By increasing testing throughput, Smart Test will improve the quality of the deployed application. Thus, increasing user adoption. | Maximising the Workday ROI is underpinned by achieving high levels of employee engagement.                                                               |
| <b>Manual Test Effort</b>  | The effort to stand up and train enough resource to complete all the required testing.                    | You can execute 1000's of tests or create test data for all types of testing and training on demand without any effort.            | With an average 85% reduction in manual effort and 85x more coverage you will require less resources for testing.                                        |
| <b>Compliance</b>          | GDPR Compliance requires greater control and due diligence on the handling of EU worker data in Workday   | Smart test safeguards compliance with support for synthetic data for testing with complete audit trail.                            | Increased breadth and depth of your quality-assurance helps mitigate the risk noncompliance.                                                             |

Using Smart Test automation saves time on test effort on all key areas across Workday. This covers testing business processes related to Recruiting, Hire, Compensation, Benefits, Absence and Time Tracking.

With Smart Test Financials, you can focus testing on the highest risk areas in Workday Financials, such as journal creation, procurement, supplier accounts, revenue, and expense - this includes operational journals and the rules that drive them such as account posting rules, tax, currency, alternate accounts, intercompany and more.

Smart Test Payroll enables testing of Pay Components, Pay Stubs, Plans, Limits, Taxation, and Effective Dated Changes. With Smart Test Security, you can test your Workday Security configuration to ensure workers have the required access to data and actions. Crucially it also checks data and actions that they shouldn't have access to.



Smart Test helps you safeguard your Workday configuration's functionality and security:

#### Peace of mind & due diligence

Data Protection, Segregation of duties, and other security and fraud prevention controls are required by laws. Smart compares what should be happening to what is, so you know quickly if something isn't right.

#### Instant Audit Evidence

Smart archives every test result, so you can quickly show compliance officers how you verify that controls are working, a history of issues, and results that prove that problems were fixed.

#### Higher Quality Testing

Carry out more rigorous, detailed testing than manual test teams are capable of – ensuring you're testing all that needs to be tested instead of testing only what your team have time for.

#### Faster Feature Adoption

When SMEs aren't tasked with manually testing your Workday system, it gives them more time to explore the valuable new features and functionality in each Workday release.

#### Increased Productivity

With automation handling the majority of your testing, systems staff can dedicate more time to handling tickets, training and fixes and SMEs can better fulfil the demands of their day job.

#### Confidence to Expand Workday

Test packs are re-usable, meaning it's easy to run regression tests and verify that the configuration changes that are needed as your organisation evolves don't impact your existing functionality.

# Smart Test Features and Benefits Summary

## Smart Test Service Features

1. Automated execution and verification of test cases against Workday configuration
2. Test automation is pre-built and continually maintained by Kainos
3. High volume best practice testing through concurrent execution
4. Reporting capability that consolidates results from multiple test runs
5. Troubleshoot failures 'at-a-glance' with screenshots showing failure location/ error message
6. Complete toolkit to assist with the creation of test data
7. API that enables integration with ALM and CI tools
8. Execute against one or multiple Workday tenants at the same time
9. Reporting capability that consolidates results from multiple test runs
10. Tests Workday population security and monitors/reports on change.

## Smart Test Benefits

1. Streamlines and safeguards testing throughout your Workday lifecycle
2. Full end-to-end testing of business-critical transactions improving test coverage/quality
3. Average 30% improved operational efficiencies
4. Reduces testing effort to double capacity for strategic initiatives
5. Provides 85x more test coverage and assurance
6. Faster user adoption, onboarding and increased employee engagement
7. Reduces risk in Workday implementations and ongoing BAU changes
8. Improves auditability of regulatory compliance, producing transparent, audit evidence
9. Flexible service covering Test Advisory, Change Management, AMS, Phase-X
10. Only partner to implement Workday into UK public sector to-date.

# Smart Test Onboarding Process and Service Levels

## Smart Test Onboarding:

Alongside the Smart Test product is a suite of onboarding services delivered by our expert team of Workday certified consultants in line with our industry best-practice methodologies. All Smart Test onboarding is tailored to suit the specific requirements and timelines of the customer and typically cover the following objectives:

- **Kick Off** The Kainos team provision your smart tenant including connectivity to your Workday tenants.
- **Plan Stage** A series of collaborative meetings to agree timelines and qualify the success objectives, identify test pack requirements and establish governance procedures.
- **Delivery Stage** Kainos build and deliver the Kainos Smart test packs as agreed with customer during plan stage.
- **Knowledge transfer & training** knowledge transfer workshop to complete handover of tests and user documentation to ensure the customer team is self-sufficient going forward.
- **Support** Allocation of a Customer Success Manager and access to the Kainos Smart Support team throughout the life of the Smart Subscription.

## Indicative Onboarding Timeline (subject to modules)



## Gold Service FSE <4000

- Core Test Packs will be created during On-Boarding
- Core Test Packs will be maintained by Kainos
- The Customer retains the ability to create, maintain and execute additional test outside of the scope of the Core Test Packs
- Kainos will execute and report on the Core Test Packs on the following schedule (subject to Kainos being granted required access to the Customer's Workday tenant):
  - February bi-annual Workday update preview window – 5 weeks – 5 reports
  - August bi-annual Workday update preview window – 5 weeks – 5 reports
  - For each other calendar month of the year – 10 months – 10 reports
  - Total of 20 reports per calendar year (pro-rated on the above basis from the start of the subscription term)

## Gold Service FSE >4000

- Core Test Packs will be created during On-Boarding
- Core Test Packs will be maintained by Kainos
- The Customer retains the ability to create, maintain and execute additional tests outside of the scope of the core test packs
- Kainos will schedule, execute and report on the Core Test Packs on a regular basis; based on the Customer's requirements, this may be a weekly or fortnightly cycle. Note that this is subject to Kainos being granted required access to the Customer's Workday tenant.

An Allocation of time is made available per week to the customer at a rate of one hour of Gold Service expert time pre smart module within the subscription.

## Smart Test Platinum Service

- Core Test Packs will be created during On-Boarding.
- Core Test Packs will be maintained by Kainos.
- Kainos will schedule, execute and report on the Core Test Packs on a regular basis; based on the customer's requirements, this may be a weekly or fortnightly cycle. \*note that this is subject to Kainos being granted the required level of access to the Customer's Workday tenant.
- An allocation of time is made available to the customer by the platinum service team, at a rate of two hours of Platinum Service expert time per Smart module within the subscription

### Smart Test Platinum Service

Additional Tests (if any) to be created by Kainos during the Subscription Term will be detailed in the Smart Test Order Form and are subject to the lead times listed in the table below:

| No of additional Tests | Lead Time |
|------------------------|-----------|
| Up to 15               | 1 week    |
| Up to 50               | 2 weeks   |
| Up to 200              | 4 weeks   |
| 200+                   | 6 weeks   |

Kainos reserves the right to postpone the Platinum Service for a cycle where:

1. The Customer Sandbox tenant has been exempted from Production Refresh.
2. The amount of tenant configuration changes requires Kainos to provide extensive maintenance to the Core Test Packs.
3. Kainos will not maintain Core Test Packs where significant tenant configuration changes have been made which require Kainos to provide extensive maintenance to the Core Tests Packs (e.g. >40% of Core Test Packs are required to be updated by Kainos). Where this occurs the Kainos Customer Success Manager will engage with the Customer to discuss re-scoping of Core Test Packs.
4. The Platinum Service availability may be impacted by public holiday periods. Kainos will provide Customers with reasonable notice in relation to the dates of relevant public holidays.

# Customer Obligations

1. Nominate a Smart Test Key Customer Contact to receive the Core Test Packs execution findings.
2. Ensure relevant SMEs are available to review the Core Test Packs execution findings.
3. Provide guidance/instruction to Kainos on how to address the Core Test Packs execution findings (essential to enable Kainos to maintain Core Test Packs).
4. Attend a 30-minute test status meeting regularly.
5. Smart Test Key Customer Contact to provide requirements and sign-off for Additional Tests.
6. Relevant SMEs to be available to Kainos as required through the build & sign-off process.



# Where we are

## The Americas

Buenos Aires  
Indianapolis  
Nova Scotia  
Toronto

## UK and Ireland

London  
Birmingham  
Belfast  
Derry  
Dublin

## Central Europe

Gdansk  
Helsinki  
Paris  
Wommelgem



# What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



# Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.



**55 million UK citizens**

positively impacted by  
services we've delivered



**892  
customers**



**13 locations**

And growing



**99% of customers**

rate our service as good,  
great or excellent



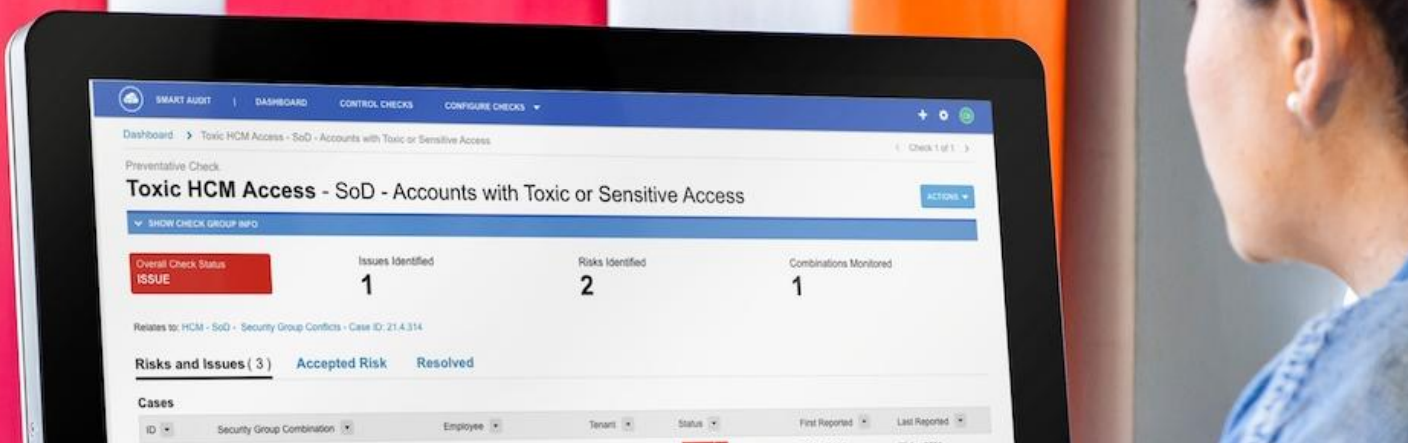
**Key partners**

Working closely with  
Microsoft and AWS to  
deliver results



**Award-winning**

90+ industry awards



# Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



## Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



## Workday Services

Full range provider from pre-deployment consulting, implementation and support.



## 650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



## Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



## Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.



## 900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

# 65 million

citizens positively impacted  
by services **built by Kainos**  
for the UK Government



Every driver & every car on the road  
Every piece of work to fix roads  
Every court case & every prisoner  
Every home helped with help-to-buy  
Every passport & renewal application  
Every COVID test sent out  
Every COVID test result  
Every user of the NHS App

Every voter registered  
Every company opened & closed  
Every UK civil servant trained  
Every piece of produce grown in the UK  
Every thing imported & exported to the EU  
Every benefit fraud prevented  
Every body's pension details

# Our Social Values and commitment to HM Government strategy



## Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

## Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

## Innovation & Future Readiness

Driving continuous improvement through technology

## Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

## Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

## Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



# The Code of Ethics

We are guided by our 6 ethical principles.



## Wellbeing

We protect the wellbeing of our staff, customers and communities.



## Equality

We improve access and inclusion and minimise bias.



## Transparency

Our decisions are traceable and accountable.



## Integrity

We hold ourselves and others to ethical standards.



## Environment

We act responsibly towards the Earth and its resources.



## Initiative

We take initiative to deliver social value and positive impacts.

# BCDR and Exit Plan

## **Business Continuity and Disaster Recovery (BCDR)**

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

## **Exit Plan**

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

# Commercial Statement

## Confidentiality and copyright

© Kainos Software Limited 2026 ("Kainos")

The contents of this document are commercial and confidential in nature and the copyright of Kainos. This document must not be reproduced (in whole or in part) save in connection with the purpose for which it was issued and must not be shared with Generative AI systems without express consent.

## Trademarks

Kainos® is a registered trademark of Kainos Software Limited. All rights reserved. You may not delete or change or modify any copyright or trademark notice.

## Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

## Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

## Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.