



Service Definition - Quality Assurance & Software Testing

Date : 30/01/2026

Version : 1.0



1 Overview

Transform testing from an expensive delivery bottleneck into a key enabler for delivering critical citizen services. 2i's AI-powered Quality Assurance & Software Testing service provides independent assurance that enables your organisation to release with confidence, reduce change lead times, and increase deployment frequency without sacrificing quality. We enable delivery teams to release predictably while demonstrating responsible use of public funds to leadership and stakeholders.

Our value-for-money framework drives measurable improvements in effectiveness, efficiency, and productivity by preventing defects at the earliest, most economical point in the delivery lifecycle. By identifying risks early and embedding quality throughout development, we help organisations reduce technical, operational, reputational, and financial risk while delivering auditable value for money within the first 3 months of engagements within the first 3 months.

Our approach enables your organisation to move faster with reduced operational risk while maintaining the high standards of service delivery citizens expect. By lowering change failure rates and improving failed deployment recovery time, your organisation can confidently deploy services built for reliability and scalability, ensuring smooth live operations. Teams regain confidence and capability as repetitive manual work is replaced with modern practices that protect critical citizen services.

2 Benefits

- Prevent defects reaching production and affecting the citizens who depend on your services
- Reduce costly rework and deployment failures through earlier defect detection
- Demonstrate effective use of public funds through measurable outcomes and auditable evidence
- Accelerate delivery flow by optimizing testing and eliminating bottlenecks
- Enable confident release decisions backed by comprehensive test evidence instead of guesswork
- Reduce technical, operational, reputational, and financial risk through proven test processes
- Improve deployment success by reducing change failure rates and recovery times
- Build team confidence and capability through modern practices and knowledge transfer

3 Features

- AI-powered business risk mitigation and assurance aligned to strategic outcomes and service criticality
- Comprehensive testing capability across functional, non-functional, and accessibility requirements
- Extensive experience with cloud platforms, third-party products, and system integration
- Testing across applications, infrastructure, devices, and mobile platforms for public sector environments
- Requirements analysis, test planning, and test case design aligned to compliance requirements
- Defect prevention focus at the earliest, most economical point to protect citizen services
- Process models, testing guides, and knowledge transfer building internal capability
- Test automation embedded in functional testing solutions where appropriate for sustainability
- Risk-based collaborative approach with business owners and stakeholders
- Quality metrics and reporting dashboards supporting evidence-based decision-making

4 Deliverables

Our deliverables provide the evidence and documentation you need:

- Test Strategy aligned to delivery approach
- Test Planning and Scope Definition
- Requirements Analysis and Traceability
- Change Impact, Risk Assessment and Mitigation Plans
- Test Case Design and Test Scripts
- Test Automation Framework and Scripts
- Test Execution Results and Defect Reports
- Quality Metrics and Progress Reporting
- Test Completion Report with Recommendations
- Knowledge Transfer, Repository and Process Documentation

5 How it Works

To deliver consistent, high-quality testing assurance, we take a proactive, structured approach with strong stakeholder engagement, underpinned by deep technical delivery expertise. This ensures all relevant information such as technical, operational, and organisational is captured, analysed, and translated into a testing assurance approach that all stakeholders can understand and use to make evidence-based decisions with certainty and confidence

5.1 Engage – Establishing trust and shared intent

Effective quality assurance starts with strong relationships. Before defining strategies or executing tests, we invest time in understanding the people behind the service: delivery teams, operational stakeholders, and decision-makers.

We proactively engage with stakeholders, supporting teams to be open about constraints, risks, and operational pressures. Through early conversations, we build trust and establish a collaborative partnership rather than a supplier relationship.

This early engagement ensures testing is aligned to real delivery challenges and shared objectives, forming the foundation for effective collaboration throughout the engagement.

5.2 Discover – Understanding the service and its risks

Discovery is driven by listening and evidence gathering. We collaborate with stakeholders to understand service objectives, user requirements, architecture, operational models, and functional and non-functional requirements.

Through structured workshops, interviews, and one-to-one discussions, we uncover both technical and organisational factors that influence quality. This includes understanding release cadences, integration dependencies, accessibility requirements, and the realities of operational support.

By listening first, we identify root causes and quality risks early, ensuring the testing approach is proportionate to service criticality and focused on what truly matters to your organisation and the citizens your services support.

5.3 Solution – Co-creating the Quality Assurance & Software Testing approach

Based on shared understanding and insight, we work side by side with clients to co-create a tailored testing solution.

Rather than imposing pre-defined models, we collaboratively define:

- Scope and aims aligned to service risk and delivery priorities

- Measurable quality outcomes and success criteria
- A risk-based Test Strategy aligned to delivery methodology
- A balanced roadmap of immediate assurance and longer-term capability building

All decisions are evidence-led and expressed in clear, accessible language, ensuring alignment across technical and non-technical stakeholders and supporting transparent, accountable decision-making. This collaborative approach builds ownership and ensures the solution delivers practical, relevant assurance.

5.4 Mobilise – Turning strategy into action

Once the approach is agreed, we align roles, responsibilities, and governance to enable effective delivery from day one. We establish clear communication channels, outcome-focused reporting, and proactive risk management to ensure transparency and confidence throughout execution.

As stakeholders have been involved in shaping the solution, teams move forward with clarity and ownership. This clearly defined, adaptable mobilisation approach transforms uncertainty into confidence and ensures testing is integrated smoothly into ongoing delivery.

5.5 Deliver – Evidence, assurance, and lasting confidence

Delivery focuses on measurable outcomes and meaningful impact.

Testing activities are executed across appropriate test levels and environments to generate reliable, repeatable evidence. Results are presented through clear reporting that supports fast decision-making, assurance activities, and ongoing service improvement.

Outcomes typically include:

- Reduced risk of quality issues affecting critical public services, protecting citizen welfare and your organisational reputation
- Clear evidence of system quality and readiness for deployment
- Early identification and mitigation of quality risks
- Increased confidence in go/no-go decisions
- Improved collaboration and quality awareness across teams

Beyond delivery, we leave behind increased capability, clarity, and confidence. The true measure of success is not just test results, but the certainty and assurance clients gain to operate and change their digital services safely, sustainably, and predictably in live operation.

6 Pricing

Services are priced based on client requirements and delivery model. Engagements can be delivered on a **Time & Materials** or **Fixed Price** basis, depending on scope, risk profile, and complexity.

Pricing is designed to demonstrate value for money through risk reduction, delivery efficiency, and improved service outcomes. Please contact us for any further information.

7 Why 2i

2i is a multi-award-winning, independent QA and testing consultancy headquartered in Edinburgh, with UK-wide teams and capacity in Coimbatore, India. Since 2005, we've delivered confidence through assurance, reducing risk, accelerating delivery, and embedding quality with strategic test consultancy, AI-enabled test automation, and lean delivery alongside client and multi-supplier teams.

In late 2024, we strengthened our position by acquiring nFocus, combining two leading consultancies into one of the UK's largest testing teams: 400+ professionals, including 240+ focused on test automation. This scale enables rapid mobilisation across major UK locations and flexible resourcing as needs change.

We operate across highly regulated sectors and major public sector programmes, leading on quality engineering and AI assurance where required. Clients gain a trusted partner that integrates quickly, upskills in-house teams, and delivers predictable outcomes, strengthening quality and operational confidence.

We're people-first and Great Place to Work® accredited for three consecutive years. As a Scottish based company, we also commit to community benefits, Fair Work First practices, above-living-wage pay, 4% revenue reinvested in learning, and a carbon reduction plan supporting net-zero goals.

8 Client Value

We are a trusted quality & assurance testing partner to several Public Sector departments across the UK. Our clients rely heavily on technology, and delivering change safely is essential to successfully delivering citizen outcomes and protecting their reputation. Our proactive approach has enabled clients to manage the risks of complex change - providing control, pace and assurance under pressure while protecting live services and operations, including critical national infrastructure.

9 Contact

Call +44 (0) 131 220 6888 or email info@2itesting.com to discuss your technology challenge and learn how 2i can help you.