



Service Definition - Operational Acceptance Testing



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1 Overview

Deploy with confidence that your services can be monitored, maintained, supported, and recovered the moment they go live. 2i's Operational Acceptance Testing (OAT) service provides independent assurance that your operational controls, processes, and safeguards are fully ready for live service covering monitoring, alerting, diagnostics, backup and restore, disaster recovery, runbooks, security controls, and support procedures. Our proactive approach enables you to build-in resilience to your delivery from the outset, automatically producing reports and evidence for stakeholders to confidently take every decision including deployments to your live service.

Our value-for-money framework is designed to deliver measurable improvements in effectiveness, efficiency, and productivity, supporting your accountability to citizens and demonstrating responsible use of public funds. By verifying operational readiness before go-live, we reduce change-related incidents, unplanned work, and operational rework, while providing clear, auditable return on investment.

Our approach enables your organisation to move faster with reduced operational risk while maintaining the high standards of service delivery citizens expect. By identifying and mitigating risks before they reach live service and strengthening supportability, we shorten change lead times, improve resilience, and give stakeholders the assurance they need to make informed go/nogo decisions with confidence.

2i's OAT service ensures public-facing digital services are ready to support citizens when they need them most.

2 Benefits

- Cut unplanned outages and deployment rework through verified operational controls
- Reduce failed deployment recovery time by 60-80%
- Protect critical citizen services and your organisational reputation
- Identify and resolve cloud operational issues before they impact public service delivery
- Accelerate delivery and reduce costs through automated OAT in your CI/CD pipeline
- Build internal capability and reduce supplier dependency through knowledge transfer and upskilling
- Demonstrate effective use of public funds through clear ROI and auditable evidence
- Reduce ongoing support costs and improve long-term sustainability of digital services

3 Features

- Collaboration with your delivery teams to identify OAT requirements aligned to service criticality
- Industry expertise in common cloud failure scenarios across public sector digital services
- Automated solutions to replicate failure events and validate recovery procedures
- AI-powered automation and Infrastructure as Code for repeatable, auditable testing
- OAT test scope and strategy definition aligned to operational risk and compliance requirements
- Cloud-based resilience testing for availability zone failover and disaster recovery
- Business Continuity Testing to validate service continuity under disruption
- Backup and Restore Testing to ensure data protection and recovery capabilities
- Recovery Testing to verify return to service within defined recovery time objectives
- Monitoring and Alert Testing to ensure effective operational observability

4 Deliverables

Our deliverables provide the evidence and documentation you need:

- OAT Strategy
- OAT Tooling Assessment and Setup
- OAT Test Plan
- Change Impact Analysis and Risk Assessment
- OAT Test Scenarios
- Test Execution Results and Evidence
- OAT Metrics and Reporting
- OAT Test Completion Report

5 How it Works

To deliver consistent, high-quality Operational Acceptance Testing, 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 an Operational Acceptance Testing 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 Operational Acceptance Testing 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 Operational Acceptance Testing is aligned to real operational 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, architecture, deployment models, operational support structures, monitoring capabilities, recovery processes, and non-functional requirements.

Through structured workshops, interviews, and one-to-one discussions, we uncover both technical and organisational factors that influence operational readiness. This includes alerting effectiveness, diagnostic capability, backup and restore processes, disaster recovery expectations, and the realities of live service support.

By listening first, we identify root causes and operational risks early, ensuring the Operational Acceptance 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 Operational Acceptance Testing approach

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

Rather than imposing predefined models, we collaboratively define:

- Scope and aims aligned to operational risk and service criticality
- Measurable operational outcomes and success criteria
- A risk-based Operational Acceptance Testing strategy
- A balanced roadmap of early assurance and longer-term operational capability

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 operational 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 Operational Acceptance Testing is integrated smoothly into ongoing delivery and release activities.

5.5 Deliver – Evidence, assurance, and lasting confidence

Delivery focuses on measurable outcomes and meaningful impact.

Operational Acceptance Testing activities begin early at component and application level, then progress to production-like environments, reducing risk and cost while generating reliable, repeatable evidence. Results are presented through clear reporting that supports fast decision-making, operational assurance activities, and ongoing service improvement.

Outcomes typically include:

- Reduced risk of live service disruption to critical public services, protecting citizen welfare and your organisational reputation
- Clear evidence that services can be monitored, supported, and recovered effectively
- Early identification and mitigation of operational readiness gaps
- Increased confidence in go/no-go deployment decisions
- Improved collaboration and operational awareness across delivery and support teams

Beyond delivery, we leave behind increased capability, clarity, and confidence. The true measure of success is not just OAT results, but the certainty and assurance clients gain to operate and change their digital services safely and sustainably 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 have a proven track record of delivering high quality operational acceptance testing services for Public Sector clients. This includes being a trusted partner to reduce resilience risk and enable effective and efficient delivery across critical national infrastructure where the risk to citizens is highest.

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.