

G-CLOUD 15

SERVICE DEFINITION DOCUMENT
ACCESSIBILITY COMPLIANCE TESTING FOR CLOUD APPLICATIONS & DIGITAL PORTALS

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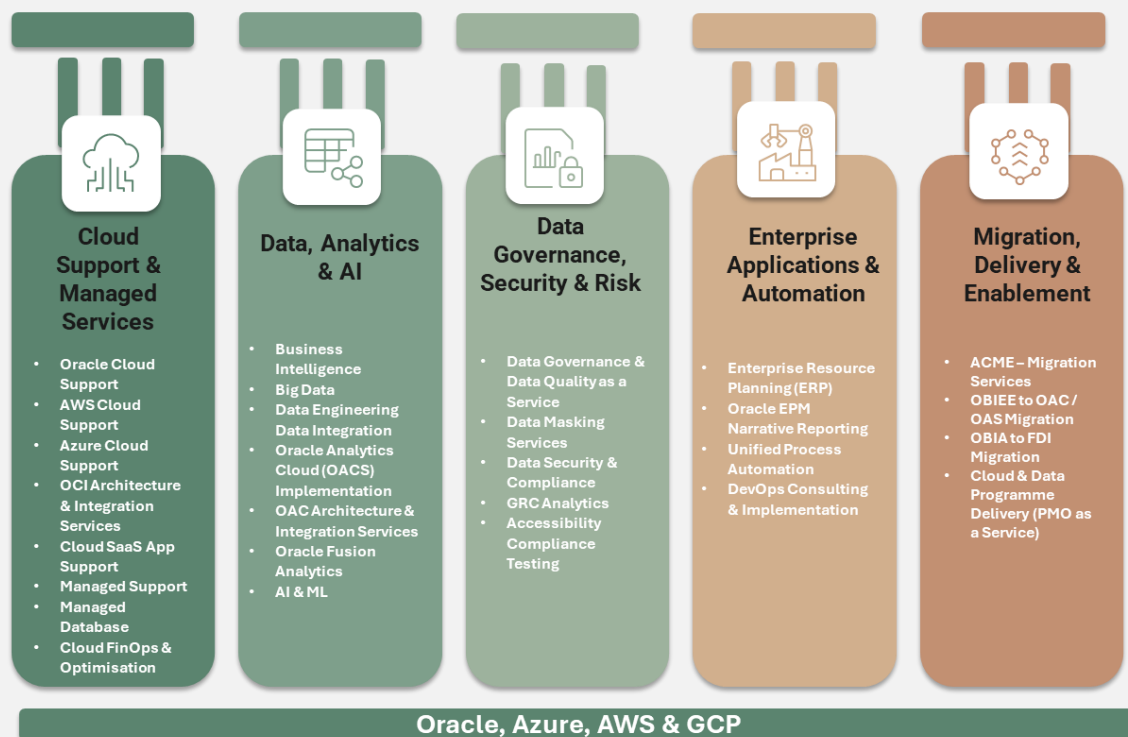
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1. About VAAMG Consulting

Established in 2016, VAAMG Consulting leads in innovation and excellence, offering expert solutions that adapt to the ever-changing technological landscape. We believe technology is key to success and we provide a range of services to harness its full potential. We are trusted partners with leading cloud providers like Oracle, AWS, Azure and Salesforce, specializing in Cloud Services, Data Analytics, Database Integration, Database Management and Migration, Enterprise Performance Management (EPM), Managed services and resource augmentation.

We help businesses modernise and accelerate their cloud journey, driving innovation and enabling effective, informed decision-making. From transforming legacy systems to optimising cloud infrastructure and ensuring full compliance, we equip organisations with the capabilities they need to stay ahead.

Our Service Portfolio



2. Service Overview

2.1 Service Name

Accessibility Compliance Testing for Cloud Applications & Digital Portals

2.2 Service Objective

The objective of VAAMG's Accessibility Compliance Testing Service is to ensure that cloud-hosted applications, digital services, and analytics portals are accessible, usable, and compliant with UK public sector accessibility regulations. The service focuses on validating and improving accessibility across modern cloud platforms and data-driven digital services, ensuring inclusive user access while reducing regulatory, operational, and reputational risk.

The key objectives of this service are to:

- Ensure compliance with the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018.
- Validate alignment with **WCAG 2.2 Level AA** and **GDS Service Standards**.
- Identify and remediate accessibility barriers in cloud applications, digital portals, and analytics dashboards.
- Embed accessibility assurance into cloud delivery and DevOps pipelines.
- Provide clear, actionable outputs to support remediation, re-testing, and ongoing compliance.

2.3 Service Description

We provide a structured **Accessibility Compliance Testing Service** focused on **cloud applications, digital services, and data and analytics platforms**. The service is designed to support organisations delivering citizen-facing and internal digital services hosted on modern cloud environments such as **Oracle, AWS, Azure, and GCP**.

Our approach combines automated testing, expert manual assessment, and assistive technology validation to identify accessibility issues across user journeys, components, and content. We adopt a **“Shift Left” accessibility assurance model**, enabling accessibility considerations to be addressed early in the design and development lifecycle, while also providing formal audit and assurance for live services.

Accessibility testing is conducted against **WCAG 2.2 Level AA** as the baseline standard. Where specific user needs, service contexts, or contractual requirements exist, we assess and advise on **additional AAA success criteria**, without over-commitment, ensuring recommendations are proportionate, achievable, and evidence-based.

The service delivers **practical, developer-ready outputs**, including formal audit reports, prioritised remediation backlogs, and structured re-test cycles. This ensures accessibility improvements are measurable, trackable, and sustainable over time—particularly for complex cloud platforms, analytics dashboards, and continuously evolving digital services

2.4 Tech Stack & Intended customers

Intended Customers:

- UK Public Sector organisations, including Central and Local Government, NHS, and Education
- Public-facing digital service owners and data platform teams
- Enterprise organisations delivering cloud-based portals and analytics solutions

The Accessibility Tech Stack:

- **Automated Tooling:** Axe-core, WAVE, Google Lighthouse, and Pa11y.
- **Assistive Technology (AT) Suite:** * **Screen Readers:** JAWS, NVDA (Windows), VoiceOver (iOS/macOS), TalkBack (Android).
- **Input Simulation:** Switch Access, Voice Control (Dragon Professional), and Keyboard-only navigation.
- **Visual Enhancers:** ZoomText, high-contrast simulators, and color blindness filters.

2.5 Service Offerings

❖ Accessibility Compliance Audits

- Formal WCAG 2.2 Level AA audits for cloud applications, portals, and analytics dashboards.
- Assessment of templates, components, journeys, and data visualisations.
- Production of evidence-based findings aligned to regulatory requirements.

❖ Accessibility Audit Report & Evidence Pack

- Structured audit report aligned to WCAG 2.2 success criteria.
- Clear issue descriptions, severity ratings, and compliance status.
- Evidence suitable for internal assurance, audit, and external scrutiny.

❖ Accessibility Statements

- Creation or validation of statutory Accessibility Statements.
- Alignment with GOV.UK and public sector guidance.

❖ **Remediation Backlog & Technical Guidance**

- Prioritised remediation backlog aligned to user impact and risk.
- Developer-ready tickets for Jira or Azure DevOps.
- Code-level guidance covering HTML, CSS, ARIA, and component frameworks.

❖ **Re-Test & Assurance Cycles**

- Structured re-testing of remediated issues.
- Validation of fixes against assistive technologies and user journeys.
- Ongoing assurance for iterative releases and continuous delivery models.

❖ **CI/CD Accessibility Integration**

- Integration of automated accessibility testing into cloud CI/CD pipelines.
- Early detection of regressions during development and release cycles.

❖ **Assistive Technology Compatibility Matrix**

- Validation across key OS, browser, and AT combinations.
- Focus on realistic user scenarios for public-facing services.

❖ **Accessibility Design Reviews**

- Early-stage design reviews for cloud services and analytics dashboards.
- Identification of accessibility risks before build and deployment.
- Alignment with WCAG 2.2 and GDS accessibility expectations.

❖ **GDS Assessment Support**

- Accessibility evidence preparation for GDS assessments.
- Specialist input during service assessments and assurance reviews.

2.6 Service Benefits

- ❖ **Regulatory Compliance & Risk Reduction** - Ensures alignment with WCAG 2.2 Level AA and GDS standards, reducing legal, audit, and reputational risk.
- ❖ **Inclusive Digital Services** - Improves accessibility for users with disabilities, older users, and those with temporary or situational impairments.
- ❖ **Improved User Experience** - Enhances usability and clarity across cloud services, portals, and analytics dashboards for all users.

- ❖ **Reduced Remediation Costs** - Early identification and prioritisation of issues reduces the cost and disruption of late-stage fixes.
- ❖ **Operational Efficiency** - Clear remediation backlogs and re-test cycles streamline delivery and reduce support overheads.
- ❖ **Stronger Assurance for Public Services** - Provides defensible audit evidence suitable for scrutiny by regulators, auditors, and GDS assessors.
- ❖ **Sustainable Accessibility Compliance** - Supports long-term compliance through repeatable testing, re-validation, and integration into delivery pipelines.

2.7 Service Support window

- **Onshore Support (UK-based):**
09:00 – 17:00 (GMT/BST), Monday to Friday, excluding UK public holidays.
- **Hybrid Support (Onshore + Offshore):**
24x7 support coverage, including weekends and public holidays.

2.8 Service Levels

Level	Scope of Service
Basic	Entry-level support suitable for organizations with basic data provisioning needs such as assistance with accessing and retrieving predefined datasets. Basic guidance on data loading and ingestion processes
Standard	Comprehensive support level suitable for organizations with moderate data provisioning needs such as Customized data provisioning solutions, Assistance with data integration, transformation etc.
Premium	Elite support tier offering personalized assistance and proactive guidance for mission-critical data provisioning initiatives. Dedicated account manager and support team for personalized assistance and strategic guidance.

3. Service Onboarding & Offboarding

3.1 – Key tasks for Onboarding of services

Effective onboarding is highly critical to ensuring a smooth start to any engagement. Our onboarding process establishes the governance, delivery approach, and operational foundations required to deliver services successfully. It ensures that all stakeholders are aligned, risks are identified and mitigated early, and the project team is fully equipped to meet objectives. This structured approach supports clarity,

accountability, and sets the stage for consistent delivery in line with the client's expectations and framework standards.

Governance & Engagement Setup

- Collaborate with the client to define the governance model, including roles, responsibilities, decision-making processes, and communication channels.
- Engage with key stakeholders to capture functional and non-functional requirements through workshops, interviews, and discovery sessions.

Delivery Approach & Planning

- Discuss and agree the delivery methodology (Agile, Waterfall, or hybrid) aligned to project needs.
- Conduct risk and compliance assessment, identifying project risks, regulatory requirements, and mitigation strategies.

Commercial & Contractual Agreements

- Finalize commercial terms, including pricing, delivery milestones, timelines, payment terms, and contractual obligations.

Resource & Team Allocation

- Assemble the project team based on skills, availability, and project requirements.
- Assign roles, responsibilities, and accountabilities for efficient delivery.

Infrastructure, Tools & Security Setup

- Set up necessary infrastructure, development, test, and deployment environments.
- Configure collaboration and project management tools (e.g., JIRA, Confluence, Teams).
- Provision client and team access in line with security policies and client requirements.

Service Level & Reporting Setup

- Agree on service levels, KPIs, and reporting mechanisms for monitoring progress

Kick-off Meeting

- Conduct the kick-off session with the client and project team to formally launch the engagement.

- Review project objectives, scope, timelines, governance, and expectations, and establish open lines of communication.

3.2 – Key tasks for Off-boarding of services

A structured off-boarding process ensures a seamless conclusion to the engagement, protecting the client's operational continuity and knowledge retention. Our approach focuses on the secure transition of deliverables, effective knowledge transfer, and the formal closure of contractual and administrative obligations. By capturing lessons learned and providing post-engagement support where necessary, we enable continuous improvement, maintain client confidence, and ensure that the client is fully empowered to manage ongoing operations independently

Transition Planning

- Collaborate with the client to plan a smooth handover of project deliverables, knowledge, and responsibilities.
- Define transition timelines, handover processes, and post-project support arrangements.

Knowledge Transfer

- Conduct knowledge transfer sessions including documentation, training materials, and resources.
- Share lessons learned and best practices with the client team.

Deliverables & Closure Activities

- Complete all outstanding deliverables, documentation, and administrative tasks.
- Archive project data and documents in line with client and regulatory policies.

Feedback & Evaluation

- Gather client feedback on engagement quality, delivery outcomes, and satisfaction.
- Conduct an internal lessons learned session to drive continuous improvement.

Contract Closure & Post-Support

- Finalize any remaining contractual matters, including invoicing, payments, and formal sign-off on completion.
- Agree short-term post-engagement support arrangements, if needed, to ensure continuity and client confidence.

4. Pricing Models

At VAAMG, we offer flexible and scalable engagement models tailored to meet client's and partner's diverse needs. Our delivery is built around collaboration, accountability, and value creation. Whether you require on-demand expertise, structured project delivery, or full-service management, we offer a model that fits. We offer **Time and Money (T&M)**, **Fixed Price** and **Fixed capacity** pricing models.

Please refer to our Pricing document for details and rate cards. We are happy to provide a quotation for service upon request.

5. Engagement & Support Models

VAAMG's service support methodology is built on deep domain expertise across enterprise applications, cloud platforms, data, analytics, and integration technologies. We leverage proven delivery accelerators, reusable assets, and structured knowledge transfer practices gained from supporting public and private sector clients across the UK and globally.

By combining remote-first delivery, strong governance, and outcome-based service management, VAAMG provides a cost-effective, scalable, and secure support service while maintaining consistently high service quality.

This methodology reduces unnecessary onsite overheads, makes effective use of time-zone efficiencies where appropriate, and ensures service continuity through well-documented processes, runbooks, and centralised knowledge repositories. Services are delivered in line with agreed SLAs and KPIs, with clear escalation paths and proactive service reporting.

VAAMG offers two primary support models:

Resource Augmentation Model	Statement of Work (SoW) Model
We provide skilled professionals who integrate seamlessly with the partner's or client's team, helping capacity scaling and meeting deadlines. This model ensures flexibility, faster ramp-up, and cost-effectiveness while maintaining control on delivery. Key Features ❖ On-demand skilled resources (onshore / offshore / hybrid) ❖ Scalable team capacity based on project phases ❖ Full integration with partner/client's processes and tools ❖ Best suited in scenarios with interdependency in deliverables	Our SOW based model provides a structured, deliverable-driven model where we take full ownership of a defined scope under a signed SoW. This type of model is ideal for fixed-scope projects with clear timelines, outputs, and responsibilities. Key Features ❖ Clearly defined scope, timeline, and milestones ❖ Fixed or milestone-based pricing ❖ End-to-end delivery accountability ❖ Suited for independent delivery scenarios with clearly defined separation of duties

6. Contact Us

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