

F) Service Definition — Quality Assurance & Performance Testing

1. Service overview

Independent Quality Assurance (QA) and Performance Testing services to ensure cloud solutions meet user needs, perform reliably, and comply with public sector standards. Our service covers test strategy, functional and non-functional testing, performance validation, automation, and go-live readiness, supporting buyers throughout their cloud transformation journey.

2. Scope

Included: We cover the full testing lifecycle—including strategy, functional and non-functional testing, automation, and go-live readiness—to help you deliver robust, high-quality cloud services with confidence.

3. Onboarding

Onboard with clarifying objectives, scope, acceptance criteria, and test environment requirements, ensuring a tailored approach for your cloud solution.

4. Offboarding / exit

Full handover: plans, RAID, reports, benefits log; knowledge transfer; final lessons learned and closure; optional transition to PMO-as-a-Service.

5. Service levels & support

Core hours: Mon–Fri 09:00–17:30 (UK). Response within 1 business day; weekly delivery status; monthly steering. SLAs tailored in SoW. (Buyers evaluate SLAs as part of due diligence per buyers' guide.)

6. Security & data protection

Work aligns to Government Security Classifications; staff clearance profiles agreed at call-off (BPSS/SC/DV as needed). Project artefacts handled per buyer policy. (Security detail is assessed at call-off under G-Cloud.)

7. Constraints

Access to stakeholders and artefacts; timely decisions/approvals; buyer tool access where required.

8. Consumer responsibilities

Provide product owners/sponsors, environment access, and timely feedback/approvals; nominate information asset owners.

9. Technical requirements

Buyer collaboration and productivity tooling (e.g., O365/Teams, Jira/DevOps) or our secure equivalents.

10. Ordering & invoicing

Call-off under RM1557.x; SoW defines scope and deliverables; monthly invoicing in arrears or per milestone (buyers follow G-Cloud buying steps).

11. Training

Optional training/coaching for delivery teams (planning, governance, benefits).

12. Service constraints (maintenance/windows)

Not applicable (professional services). Any planned unavailability agreed in advance via the mobilisation plan.

13. Data exit & retention

All buyer data/artefacts returned at exit in open formats; supplier copies securely purged after buyer confirmation, aligning to service definition expectations

