



Service Definition

Application and Infrastructure Performance Testing

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited Application and Infrastructure Performance Testing services support organisations to assess and validate the performance, scalability and resilience of cloud-based applications and underlying infrastructure. The service covers application-level and infrastructure-level testing, including load, stress and scalability testing, to ensure services meet performance and capacity requirements.

2. Scope of the service

The service provides performance testing across cloud-hosted applications, platforms and infrastructure. It supports assurance activities prior to live deployment and during service change. The service does not include remediation of performance issues or the supply of testing tools unless explicitly agreed at call-off.

3. Features

- Application performance testing strategy and planning
- Load testing to assess expected user demand
- Stress testing to identify system and infrastructure limits
- Volume testing for high data and transaction loads
- Soak testing for long-duration performance validation
- Scalability testing for growth and peak scenarios
- Capacity planning and forecasting
- Infrastructure performance testing
- Test execution, monitoring and analysis
- Performance reporting and recommendations

4. Benefits

- Improved confidence in application and infrastructure performance
- Reduced risk of service degradation under load
- Early identification of performance and capacity constraints
- Improved scalability and resilience of services
- Better capacity planning and cost optimisation
- Improved end-user experience
- Reduced performance-related incidents
- Evidence-based assurance before go-live
- Optimised infrastructure utilisation
- Support for continuous performance improvement

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends

on timely access to applications, infrastructure, test environments, data and documentation provided by the buyer. Testing outcomes may be influenced by third-party services, shared infrastructure or environmental constraints. Remediation of identified issues is outside scope unless explicitly agreed.

6. Onboarding and implementation

Onboarding includes confirmation of scope, performance objectives, success criteria and test environments. Testing activities are planned and executed in agreed phases, with regular reporting and review to ensure alignment with buyer expectations.

7. Service management and support

Support is provided in line with agreed support levels. A named performance testing specialist can be provided to coordinate testing activities and act as a single point of contact.

8. Offboarding and exit management

At the end of the engagement, Shivom Consultancy Limited provides performance test artefacts, reports and findings to the buyer. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

Shivom Consultancy Limited follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Any buyer data accessed during testing activities is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. The service can be adapted to meet buyer-specific accessibility requirements.

11. Pricing

Pricing is agreed at call-off and depends on scope, duration, environments and required support levels. All pricing is transparent and documented in the call-off contract.