



Service Definition

Quality Assurance and Testing

(Assurance and Test Design)

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited Quality Assurance and Testing (Assurance and Test Design) service supports organisations to design, plan and assure testing activities for cloud-based systems and services. The service focuses on functional testing, integration testing and quality assurance design, providing structured assurance and reporting to ensure solutions meet business, technical and operational requirements.

2. Scope of the service

The service covers the design and assurance of testing approaches across cloud-hosted applications and services. It includes test strategy definition, test design and assurance reporting. Performance testing and test automation services are provided separately and are not included within this service unless explicitly agreed at call-off.

3. Features

- Test strategy and assurance framework design
- Functional testing design and coverage planning
- Integration testing design for cloud services
- Quality assurance governance and controls
- Test planning and scheduling support
- Risk-based testing approach definition
- Test data and environment planning
- Defect management process design
- Assurance reporting and quality metrics
- Quality and compliance reviews for cloud platforms

4. Benefits

- Improved confidence in solution quality
- Clear and structured testing approach
- Reduced risk of functional and integration defects
- Improved alignment between requirements and delivery
- Early identification of quality and compliance issues
- Consistent quality assurance practices
- Improved stakeholder visibility through reporting
- Reduced rework and remediation costs
- Better readiness for live deployment
- Sustained quality throughout service lifecycle

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 requirements, documentation, environments and stakeholders provided by the buyer. The service provides test design, assurance and reporting activities and does not include test execution, performance testing or automation unless explicitly agreed. Third-party platform dependencies may impact delivery timelines.

6. Onboarding and implementation

Onboarding includes confirmation of scope, quality objectives, success criteria and stakeholders. Activities are delivered in structured phases with regular reviews and reporting to ensure assurance activities remain aligned to delivery objectives.

7. Service management and support

Support is provided in line with agreed support levels. A named quality assurance lead can be provided to coordinate activities, manage assurance reporting and act as a single point of contact.

8. Offboarding and exit management

At the end of the engagement, Shivom Consultancy Limited provides agreed assurance artefacts, reports and recommendations. 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 assurance 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 and required support levels. All pricing is transparent and documented in the call-off contract.