

SERVICE DEFINITION

CROWN COMMERCIAL SERVICE
G-CLOUD 15
LOT 3 - CLOUD SUPPORT

CLOUD PERFORMANCE, LOAD AND SCALABILITY TESTING

TRANSFORMCX
LIMITED

JANUARY 30, 2026
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SERVICE OVERVIEW

The **Cloud Performance, Load and Scalability Testing** service supports organisations to assess and assure the performance characteristics of cloud-based applications and services. The service focuses on validating that systems can meet expected performance, load, and scalability requirements under normal and peak conditions.

The service is typically used prior to go-live, following significant change, or to provide assurance that cloud services can scale reliably to meet user demand.

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WHAT THE SERVICE INCLUDES

The service includes a defined set of performance and scalability testing activities, proportionate to the agreed scope and organisational context.

Included activities

The service may include the following activities:

- Definition of performance, load, and scalability test strategies
- Design of test scenarios aligned to expected usage patterns
- Load and stress testing of cloud applications and services
- Scalability testing to assess behaviour under increased demand
- Performance baseline and bottleneck analysis
- Reporting of test outcomes and performance findings
- Recommendations for performance and scalability improvement

Key outputs and deliverables

Outputs are documented and provided to the buyer and typically include:

- Performance and load test plans and scripts
- Test execution results and performance metrics
- Identified bottlenecks and capacity constraints

- Scalability assessment findings
- Test reports supporting release and assurance decisions

Deliverables are designed to support confidence in service performance and resilience.

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WHAT THE SERVICE DOES NOT INCLUDE

Unless explicitly agreed as part of the call-off, the service does not include:

- Remediation or re-engineering of application code
- Long-term performance monitoring or managed testing services
- End-user training or organisational change delivery
- Procurement or resale of performance testing tools

These activities can be provided through related services procured separately where required.

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HOW THE SERVICE IS DELIVERED

The service is delivered using structured performance and scalability testing approaches aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Planning and preparation**
 - Confirm performance objectives and success criteria

- Define test scope, scenarios, and environments
- 2. **Test execution**
 - Perform load, stress, and scalability tests
 - Capture and analyse performance metrics
- 3. **Analysis and reporting**
 - Identify bottlenecks and constraints
 - Report findings and recommendations
- 4. **Test closure**
 - Finalise test documentation
 - Support release and assurance decisions

Engagements typically run from **2 to 8 weeks**, depending on scope and complexity.

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SERVICE LEVELS AND SUPPORT OPTIONS

This service is delivered as a time-bound testing and assurance engagement. It does not include ongoing operational or support services as standard.

Where required, follow-on testing or performance optimisation services can be agreed separately in line with standard service offerings.

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SECURITY, COMPLIANCE AND ASSURANCE

Security and compliance considerations are addressed within testing activities where relevant, including:

- protection of test data and environments
- validation that performance controls align with security requirements
- alignment with organisational assurance and quality standards

Assurance is supported through documented testing outcomes and performance evidence.

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ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- performance objectives and scope are confirmed
- environments, data, and access are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- test artefacts and reports are handed over
- performance findings and recommendations are documented
- guidance is provided for subsequent remediation or optimisation

This supports informed decisions on readiness and next steps.

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COMMERCIAL MODEL

The service is typically delivered on a **fixed-scope** or **time-and-materials** basis, agreed at call-off.

Scope, deliverables, and timelines are confirmed prior to delivery. Any changes to scope are managed through agreed change control.

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WHY CHOOSE THIS SERVICE

This service provides:

- assurance that cloud services meet performance requirements
- reduced risk of performance-related incidents
- evidence to support go-live and scaling decisions
- improved confidence in service resilience under load

The focus is on predictable, evidence-based performance assurance.

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NEXT STEPS

To engage this service:

1. Confirm applications and performance objectives
2. Agree testing scope and commercial model
3. Schedule planning and test execution activities

The service will be tailored to reflect organisational context and performance priorities.