

SERVICE DEFINITION

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

CLOUD APPLICATION QUALITY ASSURANCE AND TESTING

TRANSFORMCX
LIMITED

JANUARY 30, 2026
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SERVICE OVERVIEW

The **Cloud Application Quality Assurance and Testing** service supports organisations to assure the quality, reliability, and compliance of cloud-based applications. The service focuses on structured testing activities to identify defects, reduce delivery risk, and ensure applications meet functional, non-functional, and user requirements before and after release.

The service is typically used to support cloud application development, migration, or modernisation programmes, and to provide independent assurance prior to live service operation.

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WHAT THE SERVICE INCLUDES

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

Included activities

The service may include the following activities:

- Definition of application testing strategies and plans
- Functional testing of cloud applications
- Integration and system testing across cloud components
- Regression testing following changes or releases
- User acceptance testing support
- Defect management and reporting
- Alignment of testing with delivery and release processes

Key outputs and deliverables

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

- Test strategies, plans, and scripts

- Test execution results and defect reports
- Quality assurance findings and recommendations
- Test completion and readiness reports
- Inputs to release and go-live decisions

Deliverables are designed to support confident and controlled application release.

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WHAT THE SERVICE DOES NOT INCLUDE

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

- Development of application functionality
- Long-term managed testing services
- End-user training or organisational change delivery
- Procurement or resale of 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 quality assurance and testing approaches aligned to public-sector delivery and assurance expectations.

Typical delivery approach

Delivery is typically structured around the following stages:

1. **Planning and setup**

- Confirm testing scope, objectives, and success criteria
- Define testing approach and environments
- 2. **Test execution**
 - Perform functional, integration, and regression testing
 - Record and manage defects
- 3. **Reporting and assurance**
 - Report testing progress and outcomes
 - Provide quality and readiness assessments
- 4. **Test closure**
 - Complete test documentation
 - Support release and go-live decisions

Engagements typically run from **2 to 12 weeks**, depending on scope and application 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 support 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:

- validation of access controls and data handling
- support for compliance and assurance evidence
- alignment with organisational security and quality standards

Assurance is supported through documented testing outcomes and quality assessments.

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ONBOARDING AND EXIT

Onboarding

At the start of the engagement:

- testing objectives and scope are confirmed
- environments, access, and dependencies are agreed
- a delivery plan and timetable are established

Exit and handover

At completion:

- test artefacts and reports are handed over
- quality findings and recommendations are documented
- guidance is provided for subsequent delivery phases

This supports informed release and delivery decisions.

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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:

- improved application quality and reliability
- reduced risk of defects in live services
- structured assurance for cloud application delivery
- increased confidence in release decisions

The focus is on predictable, well-controlled application quality.

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NEXT STEPS

To engage this service:

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

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