# Testing & QA – Cloud, AI & Data Platforms

## Service overview

We test public sector web applications, data platforms and AI services so they work, are accessible and can be trusted. We combine automated and AI-assisted testing with accessibility testing to WCAG 2.2, performance testing and data quality checks for data engineering pipelines. We also test AI models for accuracy, bias and safety, and build testing into your CI/CD pipelines.

## What is included

- Automated testing for web applications and APIs
- AI-assisted test generation and maintenance
- Accessibility testing to WCAG 2.2 AA
- Performance and load testing
- Data quality validation for data engineering pipelines
- AI model testing for accuracy, bias and safety
- Testing built into CI/CD pipelines
- Manual, exploratory and user acceptance testing
- Property, estates and CAFM system testing
- Test strategy, reporting and GDS service assessment preparation

## How we work

| Stage | What happens |
|---|---|
| Plan | We agree risks, priorities and a test strategy with you. |
| Build | We set up automated tests and test data, and add them to your deployment pipelines. |
| Test | We run functional, accessibility, performance, data and AI tests, and log and track every defect. |
| Report | We give clear reports, retest fixes, and help you prepare for GDS service assessments. |

## What you get

- Test strategy and plan
- Automated test suites, handed over for your team to run
- Accessibility audit with fixes ranked by priority
- Performance test results and capacity advice

- Data quality and AI evaluation reports
- Defect log and final test summary

## What is not included

- Fixing defects in code we did not write, unless agreed
- Penetration testing, which is available under our Security service
- Third-party accessibility certification

## Examples of our work

**Cabinet Office Digital – GRID.** GRID is changed and improved while in daily use across government. We use continuous deployment pipelines, automated testing and service monitoring so changes go live safely, alongside accessibility and data privacy checks aligned to central government standards.

## About Four Seals Digital

Four Seals Digital Limited is a UK digital agency that works with the public sector. Our team of around 25 people includes solution architects, engineers, data analysts, AI engineers, business analysts, and product and delivery managers.

We have long experience of working with UK central government. We build and support web applications, data platforms and AI services on AWS and Azure.

We are certified to ISO 27001. All our staff and operations are in the UK, and we have staff with Security Check (SC) clearance.

## Standards we follow

- GDS Service Standard and Technology Code of Practice
- NCSC Cloud Security Principles and Cyber Assessment Framework
- ISO 27001 information security management
- UK GDPR and the Data Protection Act 2018
- WCAG 2.2 AA for anything users see

## Security and your data

We work inside your own cloud accounts wherever possible, and ask for the least access we need (read-only where that is enough). Your data stays in the UK and is handled only by UK-based staff. We do not share your data with anyone else, and we return or securely delete it when the work ends.

## Starting the service

- Kick-off meeting to confirm goals, scope, contacts and ways of working
- Agree access, security clearance needs and any data sharing terms
- Agree service levels, reporting and how we raise and escalate issues

- Short discovery to confirm the plan before main delivery starts

## Ending the service

- Hand over all code, documents, dashboards and configuration
- Knowledge transfer sessions with your team or new supplier
- Return or securely delete your data, and confirm this in writing
- Remove our access to your systems and accounts

## Support and service levels

We offer working-hours support (9am to 5pm), extended support on working days, or 24 hours a day, 7 days a week. We agree the right level with you. Typical response times are below; resolution targets are agreed in the order.

| Severity | What it means | We respond |
|---|---|---|
| Service down | A core service is unavailable | Immediately |
| Critical | Business outage or major impact on users | Within 1 hour |
| Urgent | Service works but is badly affected, or a time-sensitive issue | Within 2 hours |
| Important | Issue with little current impact on users | Within 4 hours |
| Monitor | No action needed beyond monitoring | Within 1 working day |
| Information | Request for information only | Within 1 working day |

### Who does what

You will:

- Give us access to the systems, data and people we need
- Name the people who can raise and approve requests
- Raise issues through the agreed route and set their priority

We will:

- Deliver the agreed work to the agreed standards
- Track every issue through to resolution and keep you updated
- Escalate problems early, through the agreed route

## Contact us

Four Seals Digital Limited, Office 2, Tweed House, Park Lane, Swanley, BR8 8DT. Contact us through the Digital Marketplace to discuss your needs.