



G-CLOUD SERVICE DEFINITION

Attest Digital – independent assurance by test professionals

Attest Digital are an ethical provider, determined to remain within public sector affordability. We deliver the tools, techniques and mentoring to enable our customers to be self-sufficient and to be continually successful with their programme delivery.

We have extensive test and assurance experience in a wide range of complex digital solutions following the Government Digital Services (GDS) framework, most notably in the healthcare sector helping to provide better technology to citizens, clinicians, administrators and researchers. We follow the ISO9001 Quality Management Standard (accreditations include Lead Auditor and Software Test Practitioner). Our test methodologies follow ISO/IEC/IEEE 29119 Software and systems engineering – Software testing. We have previously been Security Cleared.

Our expertise can be transferred to any public or private sector setting.

Our Service

With many years of NHS and healthcare digital experience, Attest Digital provide risk-based, independent test and assurance services across the delivery lifecycle. We provide expertise at senior management/exec board level through to on-the-ground test activities. Our test and assurance frameworks and acceptance advice are based on technical and empirical evidence using our extensive experience in delivering complex integrated government solutions and safe user-centric technology. With a shift to more rapid deployments, there is a need to ask the right questions to the right people at the right time. Our vast knowledge ensures that we do just that.

More specifically, we can provide:

- **Independent** advice, guidance, mentoring and support in developing and implementing effective test and assurance strategies, plans and resource using a variety of risk or requirements based models;
- Supplier **assessment** and assurance based on process maturity and standards compliance, supplier onboarding process design and integration test support;

- Test and assurance **framework design**, using agile and traditional testing techniques and tools, providing a baseline for rapid development and assurance;
- Technical assurance **expertise** including non-functional and end-to-end integration test advice and support for Interventions in challenging deliveries;
- Support for **complex** stakeholder models providing you with the collateral to develop constructive, collaborative approaches to meet your programme's challenges.

Our Associates are experts in their field and can provide practical and knowledgeable support for a wide range of technical test and assurance disciplines:

- Functional System and Integration Automation Testing
- Non Functional Testing (Volume and Performance; Service Readiness)
- Data Migration Testing
- Exploratory Testing

Attest Digital have extensive experience testing and assuring both Cloud developed solutions and national services migrated to Cloud (AWS and Azure), using agile testing techniques such as CI/CD, BDD and TDD. Our test approaches recommend and reinforce “shift-left” to ensure testing is incorporated into the development life cycle, and “shift-right” so that solution behaviour in a live environment can inform future development priorities.

We understand the complexity of the interactions across the government digital network and have many examples where safer and more robust solutions have been deployed onto the live estate as a consequence of our input. These technical interactions are often incorporated by all delivery partners and repeated across the whole of the public and private sector digital network.

We are innovators in risk-based approaches, with the mindset that ‘risk-based’ does not mean ‘risk adverse’. This pragmatic approach results in quicker deliveries with known and quantified levels of risk, and allows users to feedback and define the development roadmap within an agreed risk threshold.

Our Implementation Plan

Our success is based on listening to our customers' needs, as well as using our extensive experience of delivering a structured and well-founded test and assurance service.

For each project, an Implementation Plan (or work package) will be created consisting of:

- The scope of the project, including areas that the Customer requires our service
- Objectives and expected outcomes of the work package
- Milestones and major deliverables, including dates where known, plus a breakdown of tasks if appropriate
- Named resource, if appropriate

- Known risks with mitigations
- Communications and Stakeholder Management plan
- After sales support*

The Implementation Plan can be discussed during early engagement prior to being appointed as the preferred supplier. This is so the Customer can understand the nature of the service being purchased.

*As the nature of Attest Digital's Cloud Support service is, in the main, consultancy we expect any after sales support to consist of minimal contact to query the content of any reports or statements that Attest Digital have provided. However, we are happy to discuss any specific after sales support that the Customer may require during the engagement phase.

Our Pricing and Support Levels

Attest Digital are an ethical provider, determined to remain within public sector affordability. Our pricing levels are therefore based on consultancy rates paid between Government organisations rather than those paid within the private sector.

A package of work describing the Lot 3 Cloud support services to be provided by Attest Digital will be agreed through the Call-Off Agreement. We can offer capability in testing, technical assurance (functional and non-functional), supplier assurance and solution and technical architecture. This capability can be provided at different levels of seniority which is reflected in our pricing model.

Depending on the level of expertise required, our day rate is between £350 and £1500 (plus VAT, excluding expenses) per Associate. Our pricing model considers roles within the [UK Government Digital and Data Profession Capability Framework](#), and can be mapped against the [Skills Framework for the Information Age \(SFIA\)](#) if required. Further details on our pricing model can be found within the framework agreement.

Some pieces of work will require input from Attest Digital for 5 days a week over a period of time, whilst some pieces of work will require less days per week over a shorter/longer period. This will be agreed within the Call-Off Agreement. We will provide the agreed input and support over the core hours of 9am to 5pm (or as agreed with the Customer) over 8 hours per day with a 30 minute lunchbreak. Invoices will be sent weekly (or monthly if prior agreed) and will be expected to be paid within 30 days. Further details on our support levels can be found in the Attest Digital Terms and Conditions document.

More on our Terms

The **Attest Digital Terms and Conditions** document has been provided alongside this Service Definition document. Please see that for further information on our terms if the Customer does not believe Attest Digital has delivered what was agreed in the Call-Off Agreement or met the agreed service levels, and how Customers (buyers) can seek to terminate a contract should they deem that to be appropriate.