



ITNextGen Limited
Digital Technology Specialists

G-Cloud 15 Service Definition Document

Performance & Load Testing service

ITNextGen Limited

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Service Overview

ITNextGen's Performance & Load Testing service provides specialist performance engineers who assess and optimize public sector system capacity, scalability, and response times. We conduct comprehensive performance testing identifying bottlenecks, validating scalability, and ensuring systems meet demanding government service requirements under peak loads.

Service Description

Our consultants design realistic load scenarios, implement performance tests using JMeter, Gatling, K6, and LoadRunner, and analyse results to identify optimization opportunities. We test web applications, APIs, databases, and infrastructure components, providing actionable recommendations for capacity planning and tuning. All testing aligns with GDS performance standards.

Service Benefits

- Validated system capacity ensuring services handle expected user loads
- Identified bottlenecks enabling targeted performance optimization and tuning
- Improved user experience through faster response times and reliability
- Reduced infrastructure costs via right-sized capacity and resource optimization
- Better scalability planning with data-driven capacity forecasting models
- Enhanced disaster recovery confidence through stress testing scenarios
- Prevention of production issues through early performance problem detection

Service Features

- UK-based performance engineers with public sector testing experience
- Multi-tool expertise across JMeter, Gatling, K6, and LoadRunner
- Realistic load scenario design based on production usage patterns
- Database performance testing and query optimization analysis capabilities
- API performance testing and throughput measurement under load
- Cloud platform performance testing across AWS, Azure, and GCP
- SC/DV eligible consultants for sensitive government performance assessments

Service Scope

The service covers performance test strategy, scenario design, test execution, results analysis, optimization recommendations, and re-testing validation. We specialise in load testing, stress testing, spike testing, endurance testing, scalability testing, and capacity planning. Work includes baseline establishment, target setting, and ongoing performance monitoring.

Deliverables

Typical deliverables include performance test strategies, load test scenarios, test execution results, performance analysis reports, bottleneck identification, optimization recommendations, capacity forecasts, tuning guides, monitoring configurations, and performance benchmark documentation. All reports follow government reporting standards.



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Onboarding and Offboarding

At service initiation, ITNextGen agrees scope, roles, SFIA levels, delivery approach, and reporting cadence with the buyer. Consultants are onboarded in line with buyer security and access processes. On completion, structured handover and knowledge transfer are provided, and access to buyer systems is removed in accordance with agreed offboarding procedures.

Security and Compliance

The service operates in alignment with ISO/IEC 27001 information security principles and UK government cloud security guidance. Consultants follow role-based access controls, least-privilege principles, secure change management, and incident reporting processes. Where required, consultants may be SC/DV eligible and comply with buyer-specific security requirements.

Service Constraints

Delivery is UK-based and remote-first; on-site engagement is available by agreement. Buyer access to relevant systems, environments, and data is required. Use of specific tools or platforms may require buyer-provided licences. Performance depends on timely buyer feedback, approvals, and access to subject matter experts.

Exit Management

At the end of the engagement, ITNextGen provides agreed deliverables, documentation, and knowledge transfer. All access to buyer systems is removed in line with buyer offboarding policies and contractual requirements.