



Service Definition –
Functional testing and assurance service

Service Definition Functional Testing and Assurance Service

Fimatix UK Ltd

**G-Cloud 15
Lot 3 Cloud Support**

Functional Testing and Assurance Service

Supplier

Fimatix UK Ltd

Service overview

This service helps public-sector organisations assure the functional correctness and quality of digital services. It provides structured functional testing for web, mobile, desktop, and cloud-based applications, supporting early defect detection, reduced delivery risk, and increased confidence ahead of release.

The service supports Agile, hybrid, and DevSecOps delivery models and combines risk-based test design with appropriate use of manual and automated testing techniques.

What the service includes

The service can include the following activities, tailored to buyer needs:

- Functional testing strategy and planning
- Risk-based test design aligned to business-critical user journeys
- Manual functional and exploratory testing
- Functional regression testing across releases and changes
- Automated functional testing where appropriate
- Integration of functional tests into CI/CD pipelines
- End-to-end business process validation
- Data validation and rule-based functional checks
- Defect identification, prioritisation, and re-testing support
- Support for user acceptance testing (UAT)

This is a professional testing and assurance service.

Typical use cases

Buyers typically use this service when:

- Preparing digital services for release or major change
- Improving functional quality within Agile delivery programmes
- Reducing reliance on late-stage or manual-only testing
- Integrating functional testing into CI/CD pipelines
- Supporting assurance and go-live decision-making

Service delivery approach

Delivery begins with understanding the service context, functional risks, and delivery constraints. Functional requirements, user stories, and acceptance criteria are reviewed to identify high-risk areas and critical user journeys.

Manual testing is used to validate workflows, usability, and edge cases. Where appropriate, suitable test scenarios are automated to support repeatable regression testing and faster feedback. Automation is applied selectively to maximise value and maintainability.

Testing activities are aligned to sprint or release cycles, with clear reporting and prioritisation to support efficient remediation and informed decision-making.

Service outputs and outcomes

Typical outputs may include:

- Functional test plans and scenarios
- Manual and automated functional test artefacts
- Defect reports with prioritisation and remediation guidance
- Evidence to support assurance, audit, and release decisions

Expected outcomes include:

- Reduced functional defects reaching live services

Service Definition - FunctionalTesting and Assurance Service

- Improved confidence in functional correctness
- Faster feedback within delivery cycles
- Lower cost of rework through early defect detection

Data protection and information assurance

Fimatix operates information security and quality management processes aligned with ISO/IEC 27001 and ISO 9001. Any access to systems or data required for testing is agreed in advance and limited to what is necessary.

Personal data is not required for functional testing unless explicitly agreed and is handled in accordance with UK GDPR and data protection legislation.

Onboarding and offboarding

At service start, scope, environments, access requirements, and reporting arrangements are agreed. A named delivery lead coordinates activities with buyer teams.

At service end, all agreed test artefacts, reports, and evidence are provided to the buyer, and access to environments is removed.

Service levels

This is a professional testing and assurance service and does not include technical uptime or availability SLAs. Performance is managed through agreed objectives, milestones, and regular progress reviews.

Pricing and commercial model

The service is typically delivered on a time-and-materials basis using SFIA-aligned day rates. Fixed-price testing engagements for defined scopes may be agreed where appropriate.

Invoicing is monthly in arrears.

Service constraints

Service Definition - FunctionalTesting and Assurance Service

- This service provides functional testing and assurance only and does not include live service operation
- Automated testing does not identify all functional or usability issues
- Effectiveness depends on the quality and availability of test environments and requirements
- Final decisions on remediation and release remain with the buyer

Customer responsibilities

Buyers are responsible for:

- Providing access to suitable test environments and documentation
- Ensuring representative test data is available
- Acting on functional testing findings and recommendations

Experience

Fimatix has supported public-sector organisations with functional testing and assurance across a wide range of digital services, including delivery within Agile and DevSecOps environments.

References and case studies are available on request.