



Service Definition Document

Test Solutions



About us

ea Consulting Group Ltd (trading as ea Change) is a trusted transformation partner with over 25 years' experience supporting public sector and regulated organisations. We help organisations improve the quality, reliability and accessibility of digital and cloud-enabled services through robust quality assurance and testing practices.

Service Overview

Our Test Solutions service provides end-to-end quality assurance and testing support to ensure digital and cloud services are reliable, secure, accessible and fit for purpose. We support organisations across the full delivery lifecycle, from test strategy and assurance through to execution, UAT support and capability uplift.

What we deliver

Our testing specialists work as part of multi-disciplinary delivery teams, integrating seamlessly with agile and DevOps ways of working.

Core capabilities include:

- Current-state testing and quality maturity assessments
 - Test strategy and test approach development
 - End-to-end functional and non-functional testing
 - Quality assurance of internal teams, vendors and suppliers
 - User acceptance testing (UAT) planning and support
 - Defect management and reporting
 - Test automation strategy and implementation
 - Integration of testing into agile and DevOps pipelines
 - Accessibility audits aligned to WCAG standards
 - Recruitment, coaching and upskilling of in-house test teams
 - Knowledge transfer and capability development
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Service Benefits

- Improves quality and reliability of digital and cloud services
- Reduces delivery risk and cost of late defect discovery
- Provides clear visibility of defects, risks and resolution progress
- Supports compliance with accessibility and service standards
- Enables faster, safer releases through effective testing practices
- Flexible and scalable testing support aligned to delivery needs
- Builds sustainable internal testing and QA capability

Working Approach

We tailor our testing approach to the delivery context, service maturity and risk profile. Our teams embed within delivery squads or provide independent assurance as required.

We support testing activity across Discovery, Alpha, Beta and Live, with particular focus on improving quality and confidence for live services. Delivery can be remote, on-site or hybrid, subject to Buyer requirements.

Service Outputs

Depending on scope, typical deliverables may include:

- Test strategies and test plans
 - Quality assurance and maturity assessment reports
 - Functional, non-functional and accessibility test results
 - Defect logs and quality dashboards
 - UAT support materials and outcomes
 - Automation frameworks and test assets
 - Assurance findings and recommendations
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What sets us apart

- **Quality-first mindset** — we focus on preventing defects, not just detecting them
 - **Public sector experience** — deep understanding of government standards, assurance and accessibility requirements
 - **Integrated delivery** — testers embedded within agile, DevOps and delivery teams
 - **Balanced assurance** — pragmatic, proportionate testing aligned to risk
 - **Capability uplift** — coaching and knowledge transfer to strengthen internal teams
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Service Onboarding

We use a structured onboarding approach covering service scope, delivery context, quality risks, tooling, access requirements and success measures. Ways of working and reporting cadence are agreed at the outset.

Service Offboarding

We support smooth transition through structured handover, documentation transfer, test artefact sharing and capability uplift to ensure continuity after engagement ends.

Standards & Compliance

- Alignment with agile, DevOps and quality assurance best practice
- Compliance with WCAG accessibility standards
- UK GDPR and confidentiality compliance
- Experience working within public sector governance and assurance frameworks
- Security and data handling aligned to Buyer requirements

Get in touch, we would love to hear from you!

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