



Quality Assurance and Performance Testing – Service Definition Document

G-Cloud 15: Lot 3 – Cloud Support

1. Service Overview

Our Quality Assurance and Testing Services support public sector organisations in assuring the quality, performance, and reliability of cloud-based applications and systems. The service covers test strategy and planning, functional and non-functional testing, performance and scalability testing, security testing, and test automation across public, private, and hybrid cloud environments.

Our approach recognises that quality assurance is an ongoing activity throughout the service lifecycle, rather than a one-off testing phase. Testing activities are planned and executed to support continuous delivery, operational readiness, and long-term service reliability in cloud environments.

We work closely with buyers to define testing strategies aligned with organisational objectives, delivery timelines, and risk tolerances. This includes prioritising critical functionality, defining clear testing objectives and performance indicators, and selecting appropriate testing approaches based on system complexity and assurance needs.

Testing activities are designed to provide meaningful assurance, reduce delivery and operational risk, and support informed decision-making. We focus on transparency and collaboration, ensuring stakeholders have clear visibility of testing progress, findings, and potential risks.

Additionally, we leverage AI-assisted testing tools and frameworks to enhance quality assurance and deliver more reliable, maintainable code. These tools are integrated into our CI/CD pipelines and QA processes to complement manual and scripted testing. These AI-enhanced processes increase test accuracy, reduce false positives, and help us maintain a fast feedback loop in agile development. As a result, we can confidently deliver high-quality features at speed while reducing the chance of regression.

Our services take a holistic view of cloud-based systems, covering application, infrastructure, and operational considerations. Testing is delivered within buyer-owned cloud environments and integrated with existing development and delivery workflows.

Services are delivered by experienced quality assurance and testing professionals and aligned with recognised good practice and industry standards.

The following services are included:

- **Test Automation Development and Implementation** – We design and implement automated testing frameworks and scripts to enable repeatable, efficient, and auditable testing across functional and non-functional areas.
- **Performance testing** - We assess system performance, stability, and scalability under expected and peak load conditions, identifying bottlenecks and optimizing capacity.
- **Assurance/Testing Design** – We support buyers in defining test strategies, scope, methodologies, and governance aligned with service objectives, risk appetite, and compliance requirements.
- **Infrastructure Performance Testing** – We evaluate the performance, reliability, and resilience of cloud-based infrastructure components to ensure they meet operational and service-level expectations.
- **Operational Readiness Testing** – We identify and assess system vulnerabilities and readiness to ensure secure, stable, and compliant operations prior to production deployment.

This service offering is suitable for public sector organisations that:

- Are developing or operating cloud-based applications
- Require assurance over system quality, performance, and reliability
- Need support preparing services for live operation
- Want to reduce delivery and operational risk through structured testing

2. Service Delivery

Service delivery begins with an assessment of the buyer's systems, delivery context, and assurance requirements. This establishes an understanding of service objectives, technical architecture, risk areas, and quality expectations, informing the scope and approach for testing activities across functional and non-functional requirements.

We define and agree a structured quality assurance approach, including testing scope, methodologies, environments, and reporting arrangements. This ensures testing activities are proportionate, repeatable, and aligned with the buyer's delivery lifecycle, governance structures, and risk preferences.

Engagement and communication planning is embedded throughout the service to ensure stakeholders have clear visibility of testing progress, findings, and risks. Regular updates and reporting support informed decision-making and enable timely remediation of issues identified during testing.

Testing activities are coordinated using established delivery and governance processes to manage priorities, dependencies, and risks. Clear processes are applied for defect management, evidence collection, and assurance reporting, supporting transparency and accountability.

Where appropriate, test automation is implemented to improve efficiency, consistency, and coverage. Automated approaches are designed to integrate with existing delivery and operational workflows, supporting repeatable assurance for ongoing change and live service operation.

Performance, resilience, and security-related testing activities are planned and executed to assess system behaviour under expected and peak conditions, helping identify weaknesses that could impact service availability, reliability, or user experience.

Service mobilisation ensures that testing environments, access arrangements, tools, and data requirements are in place before execution begins. This enables testing to be carried out efficiently and with minimal disruption to live or in-flight services.

Buyers benefit from a structured and risk-based approach to quality assurance, with improved confidence in system readiness, reduced delivery and operational risk, and clear evidence to support go-live and ongoing service decisions.

Services can be delivered remotely or on-site by experienced QAT analysts and test engineers, according to buyer requirements, preferences, and location. Delivery arrangements are agreed prior to Call-Off Contract signing.

3. Service Constraints

Delivery is dependent on timely access to relevant systems, documentation, and stakeholders. Scope is limited to the services agreed in the Call-Off Contract.

4. Roles Involved

Services are delivered by experienced QAT Analysts, Test Engineers, and Infrastructure Engineers. A Service Delivery Manager or Technical Account Manager can be provided as a single point of contact where required.

5. Onboarding and Offboarding

Onboarding includes access setup, scope confirmation, and security briefing. The kick-off meeting will take place within 5 working days of Call-Off signature.

Offboarding includes knowledge transfer and handover of deliverables.

6. Certifications

- ISO 9001:2015 Quality Management System
- ISO 14001:2015 Environmental Management System
- ISO/IEC 20000-1:2018 IT Service Management system
- ISO/IEC 27001:2022 Information Security Management System
- Cyber Essentials Certificate of Assurance