



G-CLOUD 15

Service Definition Document

**Cloud QA & Performance
Testing**

Service Description

Our Cloud QA and Performance Testing service provides end-to-end validation for complex cloud migrations and digital transformations. We deliver automated regression testing, load/stress testing, security-focused QA within your CI/CD pipelines. Our specialists ensure your cloud infrastructure is resilient, scalable, optimised for peak citizen demand, reducing post-launch defects and technical debt

Our Specialities

- Tailored test approach aligned with GDS (Government Design Service) standards and manual
- Implementation of robust automated frameworks (e.g., Selenium, Cypress, Playwright) for CI/CD integration
- Comprehensive manual and automated validation of cloud-based applications and microservices
- Management and facilitation of end-user testing sessions to ensure business requirement alignment
- Specialized audits to ensure digital services meet legal compliance for public sector accessibility
- Identification of system bottlenecks, latency issues, and infrastructure optimization opportunities
- Testing the cloud environment's ability to "auto-scale" resources up and down effectively
- Real-time visibility into test execution, defect density, and performance metrics via Jira/PowerBI
- Training the internal civil service teams on modern QA tools and performance best practices.
- Ensuring consistent performance across mobile, tablet, and legacy desktop environments

Key Benefits

- Early identification of critical performance and security bottlenecks before they impact citizens
- Identifying resource inefficiencies and over-provisioning to reduce monthly cloud hosting expenditure
- Automated testing and CI/CD integration accelerate release cycles without compromising software quality
- Ensuring all digital services meet the Government Digital Service (GDS) Standards and accessibility laws (WCAG)
- Confidence that platforms will remain responsive and available during sudden surges in user demand
- Performance engineering ensures low latency and high responsiveness for a seamless citizen journey
- Validating that cloud infrastructure can scale elastically to meet changing organizational workloads
- Providing unbiased, expert verification of work delivered by third-party vendors or internal developers
- Upskilling your internal civil service teams in modern automation tools, performance best practices, and QA strategy
- Clear, actionable reporting provides stakeholders with the evidence needed for confident "Go/No-Go" decisions

Service Levels

Our Consultants will work with you to ensure that embedded within any project deliverables are agreements on how Quality & Assurance, and Performance will be tested and results will be measured.

We evaluate our Services against an agreed set of Deliverables, which we will report and agree with you at regular service management Meetings to suit your requirements. We also have our internal assessments which follow best practice and baseline measurements from other services which we have delivered. Most importantly we ensure that we meet the needs and objectives of our clients. We will do our utmost to ensure we deliver and perform, and always aim to exceed, all expectations of our Service. If we do not meet expectations in any way then we would urge our clients to work with us, in the first instance, to remedy any issues. We assign account managers for escalations. We would be happy to remedy any issues or concerns raised

Service Offerings

We also specialise in the evolving multi-cloud world and have close working relationships with Google, Microsoft, Amazon, and VMware

We also hold expert skills with the following vendors and products.



Service Hours

Consultation, Advice and Guidance: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods.

Support and Ticketing Requests: 24 hours a day, seven days a week.

Support and Ticketing Responses: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods. This can be extend upon customer request and does not affect Priority 1 incident support needs

Priority 1 : 1 - 4 hours
Priority 2 : 1 - 8 hours
Priority 3 : 1 - 24 hours
Priority 4 : 2 days

Levels of Service

Target for successful SLA: 99.99%. (based on Support and Ticket Response period)

All requests relating to service support will be reported on and provided back in monthly and quarterly reviews. These will be performed outside of program and project meetings.

Support and Documentation

All support contacts can be made via : support@logistream.co.uk

All documentation requests for service can be made via service@logistream.co.uk

Support and Service Item Costs

Please refer to the SFIA Rate Card and pricing documents for pricing and information. We can also provide pricing on a Time and Materials basis upon request. All Prices are in Sterling and exclusive of VAT

Our Services can be ordered in line with the G-Cloud 14 framework call off-terms. Resource rate is in line with our SFIA rate card and invoices are raised one month in arrears for the resource days worked, inclusive of VAT, and any agreed expenses where applicable

Support and Service Manager

Should you require any information not listed here, or in our Terms and Conditions or pricing documents then do let us know.

Please direct all initial enquiries to our Account Manager Sai Yada using one of the following methods: Email: sai.yada@logistream.co.uk or Mobile: 07849 760935

Upon contact, Sai will answer or direct you to one of our Team who will engage with you to fully understand your requirements and consult with you on how we can assist you with your enquiry. We would love to hear from you.