Service Definition – Livingston IT Managed User Acceptance Testing (UAT) / Business Assurance Testing (BAT) Services

1. Introduction

In 2017, we founded Livingston IT Consulting Ltd. in Livingston, Scotland. We specialise in providing end-to-end testing solutions and services for any software applications ranging from banking, insurance, medical, civil service, retail, and B2C.

Our experienced testing professionals have, on average, over 10 years of experience and are ready to be a part of your team. We create tailored testing strategies, processes, and procedures for your organisation to achieve your goals and objectives within the given timeframe while reducing costs.

Our goal is to eliminate potential failures in your business operations prior to the software's implementation. Our vision is to become the UK's most trusted quality assurance and test consulting partner.

We provide following services:

- Test Consultancy
- DevOps & Agile Testing
- Test Automation
- Integration Testing
- Data Migration and ETL Testing
- Performance Testing
- **User Acceptance Testing / Business Assurance Testing**
- Compatibility Testing
- Usability and Accessibility Testing

2. UAT/BAT Process:

Every organisation is different in its policies, culture, business model, processes, and procedures. Our consultants are experts in understanding how to write and implement the best suitable UAT/BAT strategy.

Our experienced test managers are experts in providing test consulting services to implement the end-to-end test process, from the requirement stage to the service deployment into live operations. Our consultants engage with key business and IT stakeholders to understand the development methodology, policy, user research, and business requirements. We then use our expertise to create the most suitable UAT/BAT plan and approach to meet the needs of the business. This encompasses various aspects such as test estimation, resource requirements, training needs, development of end-to-end user journeys, formal walkthroughs and approvals, test execution, test data creation, and test environment configuration. We can take full accountability on behalf of the client to implement the pre-approved UAT/BAT plan. We ensure that the key stakeholders pre-agree and acceptably implement the quality gates for optimal UAT and BAT outcomes. Parallel to the test planning, our consultants are responsible for planning the build deployments and maintaining the UAT/BAT environment for a stable run of the end-to-end user journeys.

Our Service Futures are:

- Creation of a tailored UAT/BAT Strategy
- Cloud based testing consultancy
- Creation of tailored UAT/BAT plans and completion reports
- Maintenance of the UAT/BAT environment, configuration and data
- Creation and execution of test cases & E2E user journeys
- Testing internal, external and legacy systems integrations
- Helping to define workarounds, review content and user guidance
- Training and coaching Business Users
- Creation and maintenance of UAT/BAT artefacts for Audit compliance
- Experts in SDLC methodologies like Agile, DevOps and Waterfall

Service benefits are:

- Ensures adaptation of tailored, proven best test practice
- Early engagement from user research and requirements stage, reduces cost
- Ensures structured test processes and approaches for best outcomes
- Produce end to end documentation for Audit compliance
- Provides UAT/BAT results for taking informed decisions on Go-Live
- Minimise operational and business process failures
- Coach to create an effective in-house UAT/BAT team
- Aligned to Digital Scotland Service Standards
- Ensures collaboration between business and IT stakeholders
- Adaptation of risk based approaches to meet tight deadlines

3. Our Pricing:

The attached Livingston IT Pricing Document displays our pricing. We can price projects based on client-specific requirements using either a time-and-materials or fixed-price/outcome-based model. For any additional information, please contact us at info@livingstonit.co.uk.