

Service Definition – Livingston IT QA Test Strategy and Managed Testing 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. Our Process:

Every organisation is different in its policies, culture, business model, processes, and procedures. Our consultants are experts in understanding this and can write and implement the most suitable organisational testing strategy for your organisation.

From the requirement stage to the deployment of services into live operations, our experienced test managers provide end-to-end test consulting services. We plan and develop an organisational test strategy that covers various test levels, such as in-sprint testing, system/system integration testing, user acceptance/business assurance testing, operational acceptance/performance testing, and usability and accessibility testing. We will customise the test levels according to the size and complexity of the project, with the mutual agreement of both business and IT stakeholders, to uphold trust and assurance throughout the entire testing process. To achieve the required service quality, we create and implement quality gates between all the test levels to achieve the required quality of the service. We also create robust documentation throughout the testing process to maintain integrity and audit compliance.

Our Service Futures are:

- Creation of an Organisational Test Strategy
- Creation of Master Test Plans, Approaches and Processes
- Implementation of End to End Test Process
- Defining test levels based on the Programme/project scope
- Creation of various testing process, reporting and completion templates
- Evaluation of Automation, Test Management & Defect Management tools
- Evaluation and management of Test Environments for all Test Levels
- Evaluation and creation of test data processes
- Implementation of communication process between Project Management/Development/Test/Business teams
- Training and coaching Testers, Test Leads and Test Managers

Service benefits are:

- Ensures adaptation of tailored, proven best test practice
- Ensures structured test processes and approaches for best outcomes
- Produce end to end documentation for Audit compliance
- Minimise operational and business process failures
- Ensures collaboration between business and IT stakeholders
- Adaptation of risk based approaches to meet tight deadlines
- Train in-house testing team to reduce long term testing costs

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.