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GCloud 15 - Lot 3: Cloud Support: Cloud Testing and QA

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Document Administration

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Distribution

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Service Definition

Service Name

Cloud Testing and QA

Lot

G-Cloud 15 – Lot 3: Cloud Support

Supplier

Emphasys IT Limited

1. Service Overview

Emphasys IT's Cloud Testing and QA service helps organisations assure cloud platforms and workloads are reliable, performant, secure-by-design and ready for live operation. We provide assurance strategy, test design, test automation, performance engineering, infrastructure performance testing, operational readiness testing and accessibility testing.

The service supports cloud programmes and BAU operations by improving quality, reducing delivery risk, and ensuring non-functional requirements (NFRs) are measurable and met.

2. Who the Service Is For

This service is suitable for organisations that need to:

- define cloud test and assurance approaches for platforms and workloads
- validate performance, scalability and resilience prior to go-live
- automate testing to improve release confidence and speed
- assess infrastructure performance and platform bottlenecks
- prove operational readiness and supportability
- validate accessibility compliance for user-facing services

3. Service Scope and Options

Customers can procure one or more service categories below. Scope, timelines and deliverables are agreed in the Call-Off Order Form.

3.1 Testing and Quality Governance

Support and advisory services to embed testing and quality into cloud delivery.

Typical activities:

- QA coaching and quality governance support
- quality metrics definition and reporting
- NFR definition and acceptance criteria support
- release readiness and assurance inputs

Typical deliverables:

- QA approach and quality governance pack
- NFR catalogue and acceptance criteria templates
- quality metrics dashboard requirements (or configuration where agreed)

3.2 Quality Assurance and Performance Testing

Quality assurance focused on validating service quality against functional and non-functional requirements.

Typical activities:

- test planning and execution support
- defect management and triage support
- performance engineering and bottleneck analysis
- environment readiness checks

Typical deliverables:

- test plan and test summary report
- defect triage approach and remediation backlog
- performance findings report and recommendations

3.3 Test Automation

Automation of tests to improve coverage and accelerate delivery.

Typical activities:

- automation strategy and toolchain recommendations
- test automation development and implementation
- integration with CI/CD pipelines
- test data and environment management recommendations

Typical deliverables:

- automation strategy and standards
- automated test suites (where agreed)
- CI/CD quality gates and reporting approach

3.4 Performance Testing

Performance testing to validate and improve service behaviour under expected and extreme conditions.

Load Testing

Typical activities:

- baseline performance profiling
- load model and workload design
- test execution and analysis

Stress Testing

Typical activities:

- stress scenarios and thresholds
- failure mode observation and tuning recommendations

Volume Testing

Typical activities:

- validation of performance with large datasets
- storage and data access patterns review

Soak Testing

Typical activities:

- endurance testing over extended periods
- memory/resource leak detection

Scalability Testing

Typical activities:

- horizontal/vertical scaling validation
- auto-scaling configuration recommendations

Capacity Planning

Typical activities:

- capacity modelling and forecasting inputs
- cost/performance trade-off recommendations

Typical deliverables (for performance testing types):

- performance test plan and scripts (where agreed)
- test results and analysis report
- tuning recommendations and optimisation backlog

3.5 Assurance/Testing Design

Design of assurance strategies and test approaches aligned to outcomes, risks and NFRs.

Typical activities:

- assurance strategy creation and traceability approach
- test coverage mapping and risk-based prioritisation
- test design and scenarios (functional/NFR)
- definition of quality gates and go-live criteria

Typical deliverables:

- assurance strategy and test design pack
- coverage matrix and traceability model
- go-live criteria and readiness checklist

3.6 Infrastructure Performance Testing

Testing and analysis focused on cloud infrastructure and platform components.

Typical activities:

- infrastructure baseline performance assessment
- network performance and latency checks
- storage IOPS/throughput validation
- platform services performance analysis (where applicable)

Typical deliverables:

- infrastructure performance report
- bottleneck analysis and remediation backlog
- recommended monitoring/telemetry improvements

3.7 Operational Readiness Testing

Testing to validate service supportability, operability and recovery processes.

Typical activities:

- operational readiness criteria definition
- runbook validation and incident simulation support
- backup/restore and recovery testing support
- monitoring, alerting and on-call readiness checks

Typical deliverables:

- operational readiness assessment report
- validated runbooks and recovery checklists
- readiness actions backlog

3.8 Accessibility Testing

Accessibility testing for user-facing services and journeys.

Typical activities:

- accessibility testing approach and criteria
- manual and automated accessibility testing support
- remediation guidance and verification

Typical deliverables:

- accessibility findings report
- remediation recommendations and re-test outcomes

3.9 Other

Additional testing and assurance activities can be provided by agreement, such as:

- security testing coordination (with specialist suppliers)
- data quality testing support
- chaos engineering and resilience experiments
- testing toolchain selection and implementation support

4. What's Included

- discovery workshops and stakeholder interviews
- test/assurance planning, execution support and reporting
- documented outputs suitable for governance and approval
- decision logs and traceability where required
- knowledge transfer sessions and handover packs

5. What's Not Included (Unless Agreed)

- procurement or licensing of third-party testing tools
- cloud consumption costs for test environments
- specialist penetration testing (unless explicitly included)
- ongoing managed operations (unless purchased separately)

6. Customer Responsibilities

The Customer will:

- provide timely access to relevant people/stakeholders, systems, environments, premises (if on-site) and information such as spend, usage and reporting data provide access to cloud cost management tools and dashboards (where available)
- nominate an authorised representative for decisions and approvals
- provide existing tagging, governance and policy standards (if applicable)

7. Onboarding

Delays in onboarding activities may impact delivery timelines and cost and will be managed through change control where necessary.

Onboarding typically includes:

- discovery workshop to confirm outcomes or objectives and constraints
- agreement of scope, deliverables and timelines

information and access requirements confirmed

8. Service Levels

Standard support and delivery hours: 09:00–17:00 UK time, Monday–Friday.

Response targets for delivery queries and issues (unless otherwise agreed):

- Critical: 1 hour
- High: 4 hours
- Medium: next business day

Out-of-hours delivery is available by agreement and may be subject to uplifts.

Service Levels apply to delivery communications and support queries and do not constitute guarantees of financial savings or emissions reduction.

9. Security and Compliance

Security is embedded throughout the service:

- least-privilege access and role-based controls for any agreed access
- secure handling of Customer information and credentials
- audit-friendly documentation and decision logs

Where personal data is processed (if required), processing is performed in accordance with UK GDPR and agreed terms.

10. Pricing

Pricing is provided via the published G-Cloud rate card.

- **Time & Materials (T&M):** day-rate pricing for optimisation, analysis and governance support
- **Retained Support:** monthly retained capacity (days/hours) for continuous optimisation

Cloud consumption costs are excluded.

11. Deliverables and Acceptance

Deliverables, formats and acceptance criteria are agreed in the Call-Off Order Form. Typical acceptance is based on:

- completion of agreed workshops and evidence gathering
- provision of agreed documents/artifacts and backlogs
- formal review and sign-off by the Customer's authorised representative

12. Exit and Transition

The service is designed to be transferable and avoids supplier lock-in.

On exit, we will provide:

- final versions of deliverables, dashboards requirements and backlogs
- handover session covering recommendations and next steps
- secure removal of any Supplier access to Customer systems (where applicable)