

Service Definition: Quality Assurance and Performance Testing Services

1. Overview – What the Service Is

Quality Assurance and Performance Testing Services ensure that cloud-based systems, applications, and platforms operate as intended, meet user expectations, and perform reliably under expected and peak workloads. The service provides structured validation of functionality, performance, resilience, and usability, helping organisations reduce risk, improve service quality, and maintain confidence in their digital services.

These services are designed to support both new and existing cloud services, whether during development, prior to release, or as part of ongoing operations. Quality assurance and performance testing form a critical component of service reliability, ensuring that changes do not introduce defects or degrade performance over time.

2. Scope of the Service

Quality Assurance and Performance Testing Services typically include:

- Functional testing to validate service behaviour
- Regression testing to ensure changes do not introduce defects
- Performance and load testing
- Stress and endurance testing
- Reliability and resilience testing
- User acceptance testing support
- Test planning, execution, and reporting
- Continuous quality monitoring and improvement

The service can be delivered as a one-off engagement or as an ongoing quality function integrated into development and operational workflows.

3. Data Backup, Restore, and Disaster Recovery Validation

As part of quality assurance activities, backup and recovery processes can be validated to ensure they function as intended. This includes testing restore procedures, verifying data integrity after recovery, and assessing recovery times against agreed objectives.

Performance testing may also assess how systems behave during failover or recovery scenarios, providing confidence that disaster recovery plans are practical and effective.

No changes to backup policies are made unless explicitly agreed as part of the service.

4. Onboarding and Offboarding Support

Onboarding

Onboarding begins with a clear definition of testing objectives, scope, and success criteria. This includes understanding user needs, business priorities, and technical constraints. Access to test environments and relevant documentation is established securely.

Test plans are developed and agreed, outlining test types, timelines, responsibilities, and reporting structures.

Offboarding

Offboarding includes the delivery of test reports, findings, and recommendations. Any test environments or access provided are decommissioned or revoked, and test artefacts are handed over to the customer for future reference.

5. Service Constraints

Testing is typically conducted in non-production environments to avoid service disruption. Production testing may be supported where explicitly agreed and subject to strict controls.

The effectiveness of testing depends on the quality of test data and the representativeness of test environments. Constraints or limitations are clearly documented in test reports.

6. Service Levels and Delivery Management

Service delivery is managed through agreed testing schedules and milestones rather than operational SLAs. These include:

- Test planning and preparation
- Execution of test cycles
- Defect reporting and validation
- Final reporting and sign-off

Progress is tracked, and findings are communicated regularly to stakeholders.

7. After-Sales and Continuous Quality Support

After completion of initial testing, ongoing support may include:

- Regression testing for future releases
- Performance benchmarking and trend analysis
- Quality metrics reporting
- Advisory support for performance tuning and optimisation

This ensures that service quality is maintained as systems evolve.

8. Technical Requirements



To deliver Quality Assurance and Performance Testing Services effectively, the following are typically required:

- Access to test environments and deployment pipelines
- Test data or data generation tools
- Monitoring and performance metrics
- Collaboration with development and operations teams

All access is granted on a controlled and temporary basis.

9. Outage and Maintenance Management

Testing activities are planned to avoid disruption to live services. Where testing could impact availability, this is communicated in advance and coordinated with operational teams.

Any issues identified during testing that could affect production are escalated promptly.

10. Hosting Options and Locations

Testing supports cloud-hosted services across public, private, and hybrid environments. Tests can be designed to reflect regional deployment patterns and user access locations.

11. Access to Data Upon Exit

All test artefacts, results, and reports are owned by the customer. Upon exit, these are provided in agreed formats, and any retained test data is securely deleted.

12. Security and Data Protection



Quality Assurance and Performance Testing Services follow secure data handling practices. This includes:

- Use of anonymised or synthetic test data where possible
- Secure storage of test results
- Controlled access to environments and tools
- Compliance with data protection regulations

Security considerations are embedded into testing activities to ensure that quality improvements do not compromise protection.

