



G-CLOUD 15 SERVICE DEFINITION

QA Governance

Transforming IT QA Services

Delivering secure, innovative and effective IT QA solutions tailored for client needs.



ISO 27001 Certified



Cyber Essentials Plus



ISO 9001 Certified



ISO 14001 Certified



88% KT retention



98% Client Satisfaction

Service Overview & Purpose



Independent Oversight

Provides independent test management oversight for cloud-hosted digital services and programmes, operating as a governance and assurance control framework.

Clear Authority

Establishes clear authority over quality standards definition, assurance evidence consolidation and decision support mechanisms.

Delivery Independence

Service is independent of delivery execution and does not assume responsibility for testing delivery, remediation, or operational outcomes.

Disciplined Decision-Making

Provides disciplined decision-making framework while preserving buyer accountability for acceptance, release and go-live decisions.

Target Use Case

Used where buyers require clear accountability, consistent assurance and disciplined decision-making across complex, high-risk, or multi-supplier delivery environments.

| Service Positioning Clarification



This Test Governance & Management service provides oversight, structure and assurance controls across testing activities, particularly within complex or multi-supplier delivery environments. It focuses on establishing standards, governance frameworks, reporting structures and decision controls that enable buyers to maintain visibility, accountability and confidence across all testing streams.

Unlike **End-to-End (E2E) Testing**, this service does not focus on executing business journey tests.

Unlike **Managed Testing Services**, it does not take ownership of day-to-day test execution or operational delivery.

- ✓ This service should be selected where buyers require independent governance, coordination and assurance of testing activity ensuring consistency, traceability and decision-ready reporting while retaining control over delivery execution and supplier accountability.

When Buyers Need This Service



Multi-Supplier Cloud Programmes

Where quality responsibility would otherwise be fragmented across multiple delivery suppliers requiring unified quality authority.

Independent Acceptance Decisions

Delivery environments where acceptance or release decisions cannot rely solely on supplier-reported status and require independent validation.

Neutral Evidence Consolidation

Programmes requiring a neutral authority to consolidate and assess assurance evidence across diverse testing approaches and reporting formats.

Governance & Auditability

Scenarios demanding demonstrable governance, auditability and decision traceability for compliance and accountability purposes.

Portfolio-Level Consistency

Programme or portfolio-level environments requiring consistent quality governance, assurance comparability and decision discipline across multiple workstreams.

Service Scope & Governance Boundary



✓ In Scope

- ✓ Establishment of QA governance authority and decision-control mechanisms
- ✓ Oversight and coordination of assurance activity across testing streams and suppliers
- ✓ Consolidation and assessment of evidence supporting acceptance and release decisions
- ✓ Independent assessment of quality risk, readiness confidence and assurance sufficiency
- ✓ Escalation of quality risk where evidence does not support decision confidence

✗ Out of Scope

- ✗ Operational PMO ownership
- ✗ Test execution or delivery activity
- ✗ Test environment provisioning or toolchain ownership
- ✗ Acceptance or release decision ownership

QA Governance Authority & Centre of Excellence



QA Authority Model

Responsible for setting quality governance expectations and advising decisions.

- > Setting quality governance expectations
- > Determining assurance sufficiency
- > Assessing readiness confidence
- > Advising acceptance and release decisions
- > Escalating quality risk where evidence is insufficient



QA Centre of Excellence (CoE)

Unified governance construct for quality decision-making across programmes.

KEY FOCUS AREAS

Enforces standards

Decision-control point

Assurance consistency

Risk assessment

CRITICAL BOUNDARIES

- ✗ Does not execute testing/delivery
- ✗ No operational management of CoE
- ✗ Acceptance authority remains with buyer



The CoE operates as a buyer-owned governance function. The supplier establishes the framework and supports knowledge transfer.

Buyer Responsibilities & Service Lifecycle



Delivery Footprint

Flexible onshore and offshore delivery model supporting continuity, scalability and cost-effective execution.

Service Entry & Exit

Entry: Engaged at any stage where QA governance is required. Operates within Buyer-approved controls.

Exit: Concludes on delivery of agreed outputs. No dependency created.

Buyer Responsibilities

The Buyer retains responsibility for:

- ✓ Acceptance and release decisions
- ✓ Ownership of business and quality risk
- ✓ Formal approval and sign-off
- ✓ Resolution of residual risk

Knowledge Transfer

- Interpretation of assurance evidence
- Understanding governance artefacts
- Escalation threshold guidance

Escalation Framework

Protects decision integrity where evidence is incomplete or inconsistent.

Decision Support & Assurance Evidence



Release & Acceptance Readiness Statements

Formal, evidence-backed statements confirming whether services are ready, conditionally ready, or not ready for acceptance, release or go-live aligned to defined decision points and governance thresholds.

Quality Risk Register & Impact Assessment

Structured classification of quality risks with clear articulation of business impact, service risk, likelihood and residual exposure, enabling informed escalation and decision-making.

Evidence Traceability & Coverage Assurance

Clear documentation of depth of coverage achieved, known gaps, assumptions and limitations ensuring transparency and audit defensibility.

Acceptance Constraints & Conditions

Explicit identification of conditions, dependencies or constraints affecting acceptance or release decisions, including unresolved risks, mitigations or required actions.

Governance Metrics & Confidence Indicators

Decision-ready quality indicators and trend insights suitable for senior governance, assurance boards and audit review.

 Assurance metrics suitable for senior governance review and trend analysis

About Spectrum IT Hub Ltd



Spectrum IT Hub is a UK-based professional IT services provider delivering independent, evidence-based quality assurance and testing services. We support the delivery of accessible, usable and compliant digital services through a flexible onshore and offshore delivery model, aligned to UK public sector standards and assurance expectations.

Mission

To provide secure, high-quality and independent assurance services that support public sector organisations in making informed acceptance, release and go-live decisions for cloud-hosted digital services, through structured testing, governance and evidence-led assurance

COMPANY DETAILS

COMPANY NUMBER

13649954

HEAD OFFICE

3 Newbridge Square, Swindon,
England, SN1 1HN

OFFSHORE ADDRESS

No.6, 2nd floor, Jayanagar housing society
layout, Uttarahalli Main Rd, 2nd Stage,
Chikkalasandra, Bengaluru, Karnataka 560061

Delivery Model & Compliance Standards



Hybrid Delivery Model

Onshore

UK-based senior consultants and delivery managers providing stakeholder engagement, governance, assurance leadership and buyer-facing activities.

Offshore

Specialist global delivery teams providing cost-effective execution of testing activities under defined quality controls and governance.

Flexible Mix

Tailored to security constraints and buyer preferences.

Certifications & Standards

 ISO Certified 27001 / 9001 / 14001

 Cyber Essentials Plus

 Government Accredited

 GDS Service Standard Alignment

 WCAG 2.2 AAA & GDPR Compliant

PROVEN VALUE & TRACK RECORD



100%

20-Day SLA Met

Consistent adherence to agreed mobilisation and readiness timelines

88%

People & Knowledge Retention

Through stable team continuity, structured KT, documentation and controlled handover

24/7

Support Coverage

Continuous support availability

99.5%

Defect-Free Delivery

With comprehensive test coverage and risk-based testing

98%

Client Satisfaction

Proven excellence with measurable outcomes

80%+

Client Repeat Engagements

Demonstrating trust, continuity and long-term partnerships



How to Engage (G-Cloud 15)

1 Search the Marketplace

Locate the Spectrum IT Hub – QA Governance Service Offering.

2 Statement of Work

Define scope, objectives, environments and delivery timelines.

3 Contract & Delivery

Commence service delivery under agreed terms.

4 Support & Hours

Standard Working Hours

Monday to Friday: 09:00–17:00 (UK time)
Excluding UK public holidays.

Support Availability

- Email, ticketing and web chat support available during standard working hours
- High-priority issues impacting active testing acknowledged within accelerated timeframes
- Out-of-hours and weekend support available where agreed

5 Service Levels

Spectrum IT Hub provides tiered support aligned to cloud assurance and testing services:

- ✓ **Standard Support**
Included during published support hours
- ✓ **Enhanced Support**
Extended hours or faster response times during critical phases
- ✓ **Premium Support**
24/7 availability or senior escalation where contractually agreed

Support levels, availability and response targets are agreed in advance.

6 Contact Information

PRIMARY CONTACT

Arif Shaik

Programme QA Delivery Manager

✉ arif.shaik@spectrumithub.com

☎ +44 7468 341880

BACKUP CONTACT

Ranjith K

Senior Account Manager

✉ ranjith.kanhirathingal@spectrumithub.com

☎ +44 7539 568242



Our Other Quality Assurance & Testing Services

Assurance & Functional Testing

For building confidence that core functionality behaves as expected and supports informed acceptance decisions.

Automation Testing

For reducing manual testing effort and increasing consistency through reliable, repeatable automated coverage.

Accessibility & Usability Testing

For improving how real users experience your service, supporting inclusive, intuitive and accessible design outcomes.

Performance Testing

For gaining confidence that services can handle expected demand, load and operational pressures.

Security Testing

For identifying security and operational risks early, helping protect service integrity and user trust.

User Acceptance Testing (UAT)

For supporting confident business sign-off by validating readiness against agreed acceptance expectations.

End-to-End (E2E) Testing

For confirming that complete business journeys work seamlessly across integrated systems.

Managed Testing Services

For maintaining ongoing testing support under clear governance while delivery teams stay focused on outcomes.