



G-CLOUD 15 SERVICE DEFINITION

Assurance & Functional Testing

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



98% Client Satisfaction



88% KT retention



Service Overview



Independent Assurance

This service provides independent functional testing and assurance to support informed business acceptance, release and go-live decisions for cloud-hosted digital services. It focuses on providing objective assurance that functional behaviour aligns with defined business requirements, acceptance criteria and risk tolerances.



Governance & Control

Assurance activity is positioned as a governance control. We ensure residual risks are visible and understood at critical decision points, maintaining a clear separation of duties.



Decision Confidence

The service is designed to improve decision confidence for business and technical stakeholders by providing evidence-based functional assurance across complex delivery environments.



Objective Validation

We focus on objective validation of functional behaviour, ensuring that digital services meet the rigorous standards required for public sector deployment and operation.



| When Buyers Need This Service



Pre-Acceptance & Go-Live Assurance

Where assurance independence from delivery teams is mandated for objective validation prior to business acceptance, release, or go-live of cloud-hosted digital services requiring functional validation.



Multi-Supplier Environments

Complex delivery contexts requiring separation of duties across multiple suppliers to ensure unbiased quality assessment and integration integrity.



Governance & Audit Support

Supporting governance, audit, or senior decision forums with objective assurance evidence. Controlled release decisions requiring clear functional risk visibility and residual risk assessment.



Regulated Public Sector

Complex or regulated public-sector delivery contexts with stringent compliance requirements where independent validation is critical for meeting regulatory standards.



| Service Scope

- Independent validation of functional behaviour against agreed business requirements and acceptance criteria.
- Review and execution of agreed functional test scenarios aligned to business requirements.
- Regression-focused functional assurance for changed or high-risk areas within scope.
- Identification, classification and communication of functional defects and quality risks.

- Assessment of functional readiness to support acceptance and release decision points.
- Production of structured functional assurance evidence suitable for governance and audit use.

Assurance Focus

Includes hands-on functional testing activity, performed independently sufficient to support defined business-critical decision points.



| What's Included and What's Not

✓ Included

- ✓ Risk-based functional assurance focused on business-critical behaviour
- ✓ Requirements-to-test traceability at functional assurance level
- ✓ Evidence-based readiness assessment for acceptance decisions
- ✓ Clear articulation of outcomes, risks and dependencies
- ✓ Structured reporting for senior stakeholders, governance and audit
- ✓ Defect triage support and retest assurance within agreed scope

✗ Not Included

- ✗ Functional or technical delivery of system under test
- ✗ Remediation, defect fixing, or delivery management
- ✗ Ongoing operational support or live service ownership
- ✗ Test environment provisioning or test data ownership



Assurance Techniques and Typical Outputs

Risk-Based Functional Assurance

Prioritising business-critical behaviour and high-impact scenarios

→ Functional assurance summaries and outcome statements

Independent Review & Challenge

Objective assessment of functional coverage and outcomes

→ Requirements-to-functional coverage views

Coverage-Based Assurance

Visibility of functional completeness supporting decision-making

→ Functional readiness assessments highlighting residual risks

Witnessed Testing

Assurance control for high-risk & critical scenarios

→ Coverage and confidence views for governance forums

Defect & Risk Classification

Structured classification supporting informed decision-making

→ Decision-support inputs for governance and audit



| Responsibilities, Security & Entry-Exit



Buyer Responsibilities

- Decision-making and acceptance authority retained by buyer
- Nomination of business or assurance representatives
- Formal sign-off at agreed decision points
- Ownership of business risk and risk tolerance
- No additional operational or execution responsibilities placed on buyer

Training & Knowledge Transfer

- Supports knowledge transfer to Buyer representatives.



Security & Data Handling

Security Controls

- Operates within buyer-approved security, data protection and access controls

Data Protection

- Aligned to buyer policies and UK data protection requirements

Compliance

- Full adherence to applicable UK regulations and standards



Service Entry & Exit

Entry

- May be engaged at any delivery lifecycle stage (early assurance, in-flight review, pre-acceptance)

Exit

- Concludes on completion of agreed assurance activities and delivery of final outputs
- No ongoing obligation beyond agreed scope

Service Constraints: Outcomes depend on clarity of requirements. Service provides evidence, not acceptance decisions.

| 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 deliver secure, high-quality and independent IT assurance services that enable public sector organisations to design, deliver and operate inclusive, accessible and reliable digital services.

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**
ACCESSIBILITY COMPLIANCE



| 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 outcomes

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)

G-Cloud Marketplace Process

1 Search the Marketplace

Locate the Spectrum IT Hub – Assurance & Functional Testing Offering.

2 Statement of Work

Define scope, objectives, environments and delivery timelines.

3 Contract & Delivery

Commence service delivery under agreed terms.

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

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.

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



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.

QA Governance

For establishing control, visibility and consistency across testing activities and multiple suppliers.

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.