



G-CLOUD 15 SERVICE DEFINITION

User Acceptance Testing (UAT) Assurance

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 UAT Assurance

Supporting informed business acceptance and go-live decisions for cloud-hosted digital services.



Requirements Validation

Validates delivered functionality against defined business requirements and acceptance criteria.



Assurance Control Positioning

Positions UAT as an assurance control, not delivery ownership or operational management.



Stakeholder Clarity

Reduces ambiguity for business stakeholders through independent, business-facing assurance.



Confident Decision-Making

Enables confident, evidence-based acceptance decisions in complex delivery environments.



When Buyers Need This Service



UAT Scope Definition

Business teams require support to shape, refine or validate UAT scope and acceptance criteria ahead of formal acceptance.



Independent Assurance

Objective UAT assurance evidence needed independently of delivery teams for business confidence.



Multi-Supplier Environments

Multiple suppliers contribute to delivery and assurance separation is required to maintain objectivity.



Governance & Audit Support

Governance, audit or senior decision forums require structured UAT evidence for informed decision-making.



Requirements Traceability

Business stakeholders need traceable validation against agreed requirements for accountability.



Complex Public Sector Delivery

UAT assurance required within complex, multi-supplier or regulated public-sector environments to support confident business decision-making.



Service Scope & Capabilities

Comprehensive UAT Coverage

- Validation of business requirements against implemented functionality
- Review and execution of agreed UAT scenarios and acceptance criteria
- Identification and classification of business-facing defects and risks
- Assessment of readiness for business acceptance and release decision points
- Production of structured UAT evidence suitable for governance and audit use
- Business-facing UAT assurance and witnessing to support confidence in outcomes

The service supports business users throughout the UAT lifecycle by providing independent assurance input and witnessing.

This helps clarify scope, outcomes and readiness for decision-making, while retaining Buyer ownership of requirements, acceptance and final use decisions.

The service operates independently of delivery execution and does not replace Buyer acceptance authority.



What's Included & Excluded

Included

- Independent UAT assurance aligned to Buyer-defined scope
- Requirements-to-scenario traceability at business level
- Evidence-based assessment of acceptance readiness
- Clear articulation of UAT outcomes, residual risks and dependencies
- Structured reporting suitable for senior stakeholder consumption
- Assurance-led support to help business stakeholders understand UAT outcomes
- Independent assurance insight ensuring sufficient confidence and clarity
- Provide support for OAT/ORT

Excluded

- Functional or technical delivery of the system under test
- Ownership of business acceptance or release decisions
- Remediation, defect fixing or delivery management
- Ongoing operational support or live service ownership
- Test environment provisioning or data ownership



Assurance Outputs & Governance



UAT Assurance Summaries

Business-level summaries providing clear overview of UAT outcomes for accountability.



Traceability Views

Requirements-to-acceptance traceability.



Outcome Statements

UAT outcome statements highlighting pass/fail confidence levels.



Risk Identification

Identification of residual business risks and dependencies.



Decision Support

Decision-support inputs suitable for governance, audit or release forums.



Multi-Supplier Ready

Evidence suitable for use across multi-supplier delivery environments.

Outputs are provided as assurance evidence to support Buyer decision-making and do not constitute delivery sign-off or acceptance authority. They are tailored to the Buyer's governance context and decision forums.



Knowledge Transfer, Security & Service Lifecycle

Training & Enablement

- Operates within Buyer-approved tools, environments and processes without mandating proprietary tooling
- Supports knowledge transfer to Buyer representatives to improve understanding of UAT assurance outputs, artefacts and decision evidence
- Enablement provided as part of assurance capability, not as managed training service or ongoing dependency

Security & Data Handling

- Service operates within Buyer-approved security, data protection and access controls
- Any handling of test data is aligned to Buyer policies and applicable UK data protection requirements
- Full compliance with GDPR and UK data protection legislation

Service Entry & Exit

Entry:

- Service may be engaged at any stage of the UAT lifecycle to support scope definition or provide independent assurance during execution

Exit:

- Service concludes on completion of agreed UAT assurance activities and delivery of final assurance outputs. No ongoing service obligation beyond agreed scope



Service Positioning & Buyer Responsibilities

Assurance Positioning

- UAT treated as formal assurance control, not procedural testing step
- Supports business acceptance decisions, governance reporting and audit requirements
- Assurance evidence produced in controlled format for comparability
- Suitable for stand-alone or multi-supplier programme engagements

Service Constraints & Assumptions

- Assurance outcomes are dependent on the completeness and clarity of Buyer-provided requirements
- The service provides evidence and assessment, not acceptance decisions
- UAT coverage is limited to the agreed scope and does not infer wider system certification

Marketplace Positioning Statement

This service provides buyers with independent UAT assurance capability, enabling confident business acceptance decisions within complex, multi-supplier delivery environments, without transferring delivery risk, operational ownership or governance accountability to the supplier.

Buyer Responsibilities

- Decision-making and acceptance authority
- Nomination of appropriate business or assurance representatives
- Formal sign-off at agreed decision points
- Ownership of business risk and risk tolerance

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	HEAD OFFICE	OFFSHORE ADDRESS
	13649954	3 Newbridge Square, Swindon, England, SN1 1HN	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

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 – User Acceptance Testing (UAT) Assurance 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

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Our Other Quality Assurance & Testing Services

Assurance and 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.

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.