

Service Definition Document

Managed Cloud Quality Assurance and Performance Testing

Rosebud Cloud Solutions

G-Cloud 15 – Lot 3: Cloud Support

1. Overview

Rosebud Cloud Solutions' *Managed Cloud Quality Assurance and Performance Testing* service ensures that cloud solutions are robust, scalable, and operationally ready for public sector use. Through automated testing, infrastructure validation, and performance analysis, the service identifies bottlenecks, validates capacity, and ensures accessibility and usability. It supports reliable, inclusive cloud environments aligned with assurance and capacity-planning best practices.

2. Service Summary

Service Name

Managed Cloud Quality Assurance and Performance Testing

Service Type

Lot 3 – Cloud Support

Service Description

Rosebud's Cloud Support: Quality Assurance and Performance Testing provides structured, automated, and scenario-based testing to validate cloud performance, scalability, accessibility, and operational readiness. The service includes load, stress, soak, volume, and capacity testing, alongside infrastructure validation and assurance framework design. It enables public sector teams to deliver reliable, compliant, and high-performing cloud services.

Service Categories

- Quality Assurance and Performance Testing
- Test Automation
- Development and Implementation
- Performance Testing
- Load Testing
- Stress Testing

- Volume Testing
- Soak Testing
- Scalability Testing
- Capacity Planning
- Assurance/Testing Design
- Infrastructure Performance Testing
- Operational Readiness Testing
- Accessibility Testing

3. Service Features and Benefits

3.1 Features

- Automated test design and execution
- Performance and load testing
- Stress and soak testing
- Volume and scalability testing
- Capacity planning analysis
- Infrastructure performance validation
- Operational readiness testing
- Accessibility and usability testing
- Custom assurance frameworks
- Continuous testing integration

3.2 Benefits

- Identifies performance bottlenecks early
- Validates system scalability and stability
- Ensures readiness for live deployment
- Improves user experience and accessibility
- Reduces post-launch failures
- Supports compliance with standards

- Optimises infrastructure usage
- Enhances service reliability
- Builds stakeholder confidence
- Enables faster, safer cloud delivery

4. Service Scope

4.1 Included

- Automated and manual test design
- Load, stress, soak, volume, and scalability testing
- Infrastructure and capacity validation
- Operational readiness assessments
- Accessibility and usability testing
- Custom assurance framework development
- Continuous testing integration (where applicable)
- Test reporting and recommendations
- Standard onboarding and documentation

4.2 Not Included

- Remediation or code fixes (available separately)
- Implementation of recommended tooling
- Onsite delivery (available at extra cost)
- Extended support packages (quoted separately)

5. Service Constraints

- Requires access to test environments, system documentation, and stakeholder input.
- Testing outcomes depend on availability of representative workloads and infrastructure.
- Does not include remediation or code fixes unless separately contracted.
- Accessibility testing may require additional tools or third-party validation.
- Timelines may be affected by system complexity or environment readiness.

6. Reselling Information

Supplier Type

Reseller providing additional features and support not available from the original supplier.

Original Supplier

Microsoft

7. User Support

7.1 Support Channels

- Email or online ticketing: **Yes, at extra cost**
- Phone support: **No**
- Web chat support: **No**
- Onsite support: **Yes, at extra cost**

7.2 Support Response Times

- 1-hour initial response
- 2-day fix target
- 12-hour weekend response time (unless otherwise agreed)

7.3 Support Levels

- Standard support level (cost provided at discovery/quote stage)
- Dedicated technical account manager (qualified cloud engineer)

7.4 Support for Third Parties

Yes – support available to authorised third-party partners or managed service providers.

7.5 Accessibility

Compliant with EN 301 549.

8. How Users Access the Service

- Web browser interface: **No**
- Application installation: **No**
- Mobile-optimised interface: **No**

- Service interface: **No**
- API availability: **No**
- Customisation: **No**

9. Pricing

Pricing is provided during discovery and quotation, based on:

- Testing scope and depth
- Number of environments and systems in scope
- Required testing types (load, stress, accessibility, etc.)
- Stakeholder engagement needs
- Optional onsite or extended support services

10. Onboarding and Offboarding

10.1 Onboarding

- Requirements and environment assessment
- Access and permissions setup
- Test planning and scenario definition
- Test environment validation
- Governance and reporting structure definition

10.2 Offboarding

- Delivery of test results and assurance reports
- Removal of temporary access (if applicable)
- Optional follow-up review
- Optional transition to Managed Cloud Support Services

11. Security and Compliance

- Delivered using secure, approved cloud environments
- Supports compliance with UK public sector assurance standards
- Reinforces secure-by-design and accessibility-by-design principles
- Ensures testing aligns with governance and risk management frameworks

12. Service Management

Rosebud provides structured service management for testing engagements, including:

- Test governance and reporting
- Risk and issue management
- Stakeholder engagement
- Change and communication management
- Continuous improvement of testing processes

13. Technical Roadmap

Rosebud continues to enhance the service through:

- Expanded automated testing capabilities
- Enhanced performance analytics and reporting
- Additional accessibility and usability testing modules
- Improved integration with CI/CD pipelines