

# **Service Definition**

## **Test Automation and CI/CD Quality Engineering**

*(G-Cloud 15 – Lot 3: Cloud Support)*

### **1. Service overview**

This service provides test automation and CI/CD quality engineering for cloud-hosted systems. We design, build and maintain automated test solutions that integrate directly into delivery pipelines, helping teams release software safely, consistently and with fast feedback.

Our engineers work alongside delivery teams to embed quality into day-to-day development rather than treating testing as a separate phase.

### **2. What the service includes**

The service can include the following activities, depending on client needs:

- Design and implementation of automated test frameworks
- Integration of automated tests into CI/CD pipelines
- Regression and smoke test automation
- API and service-level test automation
- Cross-browser and cross-device testing
- Test automation strategy and tooling selection
- Maintenance and optimisation of automated test suites
- Code quality and test coverage reviews
- Accessibility testing aligned to WCAG standards

Tooling may include Selenium, Playwright, Cypress, WebdriverIO, JMeter, k6, Gatling and client-preferred CI/CD platforms such as Azure DevOps or equivalent.

### **3. How the service is delivered**

- Delivery is primarily remote
- Hybrid or on-site working can be agreed where it adds value
- Services are delivered during UK business hours unless otherwise agreed
- Engineers work collaboratively with client teams using existing tools and processes

### **4. Service constraints**

- On-site support is subject to location, availability and prior agreement
- Out-of-hours support can be provided by agreement
- The service does not include the provision of hosting or production infrastructure

### **5. Security and data handling**

- Staff are screened prior to engagement
- Personnel can meet Baseline Personnel Security Standard (BPSS) where required
- Client data is accessed only as necessary to deliver the service
- All work is performed using client-approved tools and access controls

## **6. Support**

- Email or online ticketing support is provided
- Requests are acknowledged within one UK business day
- Response times are prioritised based on severity and service scope

## **7. Service management**

A named technical contact can be provided for continuity and escalation. Work is prioritised collaboratively with the client and aligned to delivery goals and agreed outcomes.