

IBM Consulting



G-Cloud 15

IBM – Quality Engineering - Digital Testing Services

Service Definition Document

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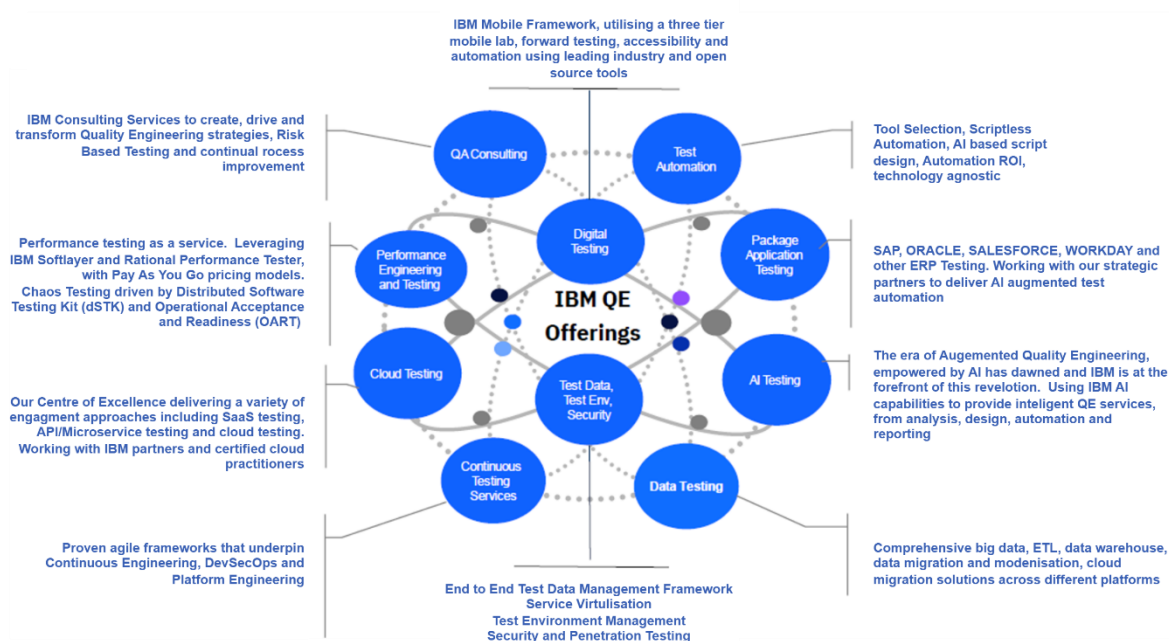
IBM - Quality Engineering – Digital Testing Services

Our offering Framework

The Digital Testing service is part of the IBM QE (Quality Engineering) suite of offerings.

IBM QE offerings cover the full breadth of testing needs.

The purpose of these services is to help you deliver quality government services at scale and to get increasingly complicated applications to market faster, with fewer defects and at a lower cost.



IBM's Digital Testing Services is a comprehensive suite of solutions designed to help businesses ensure the quality and performance of their digital assets. The services include functional, performance, security, and test automation. These services enable companies to validate that their digital products and services meet functional, performance and security requirements and are delivered on time and within budget. The services also help businesses optimise their testing processes, reduce costs and improve the overall quality of their digital assets.

IBM - Quality Engineering – Digital Testing Services

Service Overview

Features

- Quality Engineering, testing with End-to-End Automation
- Defect prevention and early defect removal
- Re-using assets to deliver cost-efficient solutions
- Full technology spectrum across channels
- Powered by IBM IGNITE Platform, a set of Accelerators
- Device agnostic/ support for multiple platforms
- Enable DevOps adoption and continuous testing processes
- On-site, Near-site, Near-shore and Off-site delivery enabled
- Mobile, web, native and hybrid digital applications
- Entire life-cycle coverage, with AI-Infused reporting and analytics.

Benefits

- Reduced costs
- Increased speed of delivery
- Enhanced security and compliance
- Reduced risk of outage
- Improved software quality
- Increased efficiency through increased automation adoption
- Improved Return on Investment
- Improved collaboration
- Support Continuous Delivery Pipelines, scalability.

Key Differentiators

- A team of over 28,000 dedicated quality and testing professionals
- IBM has extensive experience in various industries, enabling the company to provide tailored testing services to meet clients' specific needs
- Advanced Automation leveraging AI, machine learning and automation to provide efficient, accurate and rapid testing services
- Global Centre of Excellence for the delivery of Quality and Testing services
- We have operational clients in the UK Government as well as a wide breadth across all UK sectors.

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Addressing Business Needs

Digital technology is changing the world faster than ever, and government departments are making every effort to leverage its potential to the fullest.

Today's digital consumers expect all services to be available at the click of a button, and public sector and government departments are meeting their ever-growing demands.

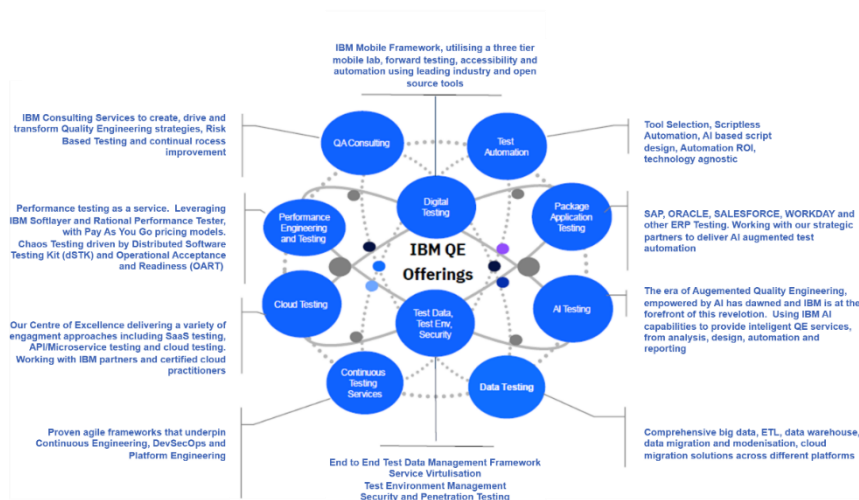
IBM can help you address your requirements for testing essential government digital services with rigour and depth. We can help you address your key business needs, including:

- Example Business Needs where Quality and Testing contribute
- **Ensuring software quality:** IBM's digital testing service helps businesses ensure that their software is of high quality and meets their requirements
- **Reducing costs:** IBM's digital testing service can help businesses reduce costs by identifying and fixing defects early in the development process
- **Accelerating time-to-market:** IBM's digital testing service can help businesses accelerate their time-to-market by reducing the time it takes to test and release software
- **Improving customer satisfaction:** IBM's digital testing service can help businesses improve customer satisfaction by ensuring that their software is reliable, secure and easy to use
- **Meeting regulatory requirements:** IBM's digital testing service can help businesses meet regulatory requirements by ensuring that their software is compliant with industry standards and regulations
- **Enhancing collaboration:** IBM's digital testing service can help businesses enhance cooperation between development and testing teams by providing a unified platform for testing and development
- **Providing insights:** IBM's digital testing service can provide businesses with insights into their testing processes, helping them identify areas for improvement and optimise their testing strategies.

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Service Definition

Digital technology is changing the world faster than ever. However, application quality plays a key role in the user experience, and even minor issues can damage reputation and cause business losses. IBM's Quality Engineering will help customers by delivering a set of fully managed Digital Quality and Testing services that provide insight into the quality of digital channels, such as mobile and web, and provide industry-standard tools, including IBM and Red Hat Accelerators.



The diagram above details all the IBM QE offerings.

Those offerings highlighted in BLUE are in scope for this Digital Testing Services and cover mobile and digital channel quality and testing, utilising the latest in automation techniques and implementing Continuous Testing into delivery.

Test Automation

Scriptless automation and CTD-based Test Design that radically improve automation ROI across Web, SoapUI, mainframe, and Blockchain capabilities.

Continuous Testing Services

Our Proven agile testing frameworks underpin DevSecOps & Continuous Engineering, utilising techniques such as Chaos Testing and Canary Testing.

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IBM Approach

The most critical systems that support government organisations demand quality outcomes. To achieve this, we take an asset-driven approach to delivery and bring extensive expertise in Quality and Testing methods.

We categorise our approach into six areas, each of which has a set of specific activities:

Governance

- Environmental governance
- Data governance
- Quality governance
- Control functions

Stakeholders

- Strategy & Digital Testing
- Product ownership
- Communications approach
- Stakeholder engagement

Inception

- Onboarding
- Coaching
- Training
- Location management

Team

- Team sizing and structure
- Quality standards
- Tooling and automation
- Metrics

Process Integration

- Demand
- Branching and merging
- Testing approach
- Path to live

Ways of Working

- Methods
- Empowering Team
- Transparency
- Continuous Improvement



**We have a
“Test Less, Test Right”
mantra and we believe
in accelerating testing
using AI to improve root
cause identification
and achieve faster
resolutions.**

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About IBM

Supporting Government

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner who can also offer deep industry expertise and a trusted relationship.

IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands. Every day, we support and manage complex delivery for government clients, with the impact of delivery reaching far beyond citizens and national services.

We bring industry experience, insight, and technology capability to deliver and operate secure, scalable, optimised, and available services for government.

We support you by bringing:

- **Industry expertise** – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- **Trust and security capabilities** – Protecting valuable data and insights and deploying innovations responsibly
- **Innovative technology** – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- **Experienced Services Professionals** - to support strategy, innovation and deliver transformation and change to processes, applications and cloud infrastructure
- Global alliances – valuable partnerships with the world's leading vendors.

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue Management



National Infrastructure



Social Care



Education

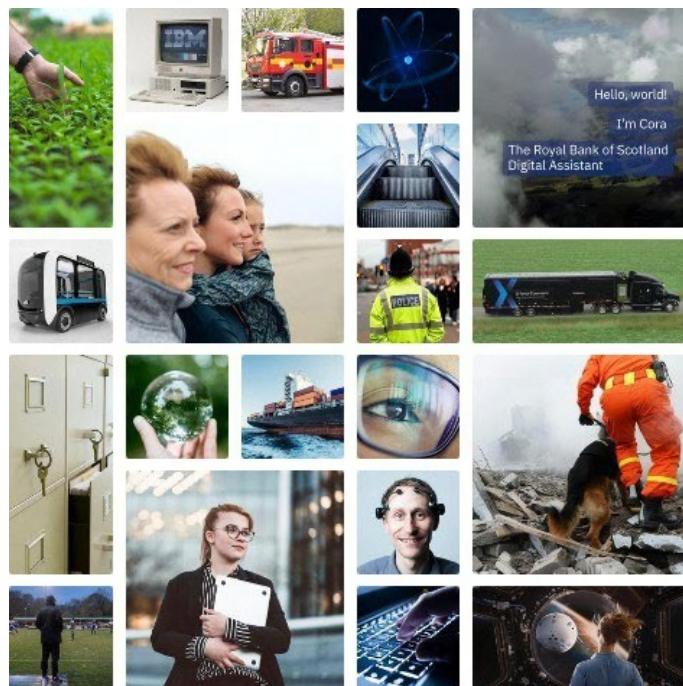


Works and Pensions

About IBM

This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



R&D

In the UK alone, IBM invests **£170 million in R&D** each year



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy



Artificial Intelligence

IBM develops **watsonx based generative AI solution** for the Austrian federal armed forces **to provide fact-based evaluation and classification** for the ability to remain capable of acting in the light of risk scenarios.



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Graduates

IBM is committed to developing future talent – we are **Target Jobs' Graduate Employer of the Year 2019**



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**

