



Test Assurance & Governance

Service Definition Document

G-Cloud 15

Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING
BEYOND
LIMITATIONS

We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing
people



13 consecutive
years of growth



40 years
of innovation



£382m revenue
(FY2024)



13 locations
globally



FTSE 250 listed
tech company



Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and
experience design



Workday services
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

Test Assurance & Governance

Kainos Quality Assurance specialists can provide a centralised Assurance & Governance service which designed to be an integral part of a project or large programme.

The Service will assure that all teams are performing QA activity to the standards defined for the programme and report directly to Senior stakeholders.

Features

1. Continuous monitoring of adherence to QA standards
2. Alignment with organisational goals
3. Metrics collation and reporting
4. AI driven analysis of metrics to drive process improvements
5. Collateral collation, review and approval
6. Provision of specialist services such as Release or Defect management
7. Measures the SDLC against industry best practice including AI adoption.
8. QA Centre of Excellence – advisory service for all teams
9. Promoting standardised frameworks and tools allowing faster time to production
10. Knowledge sharing & Peer review

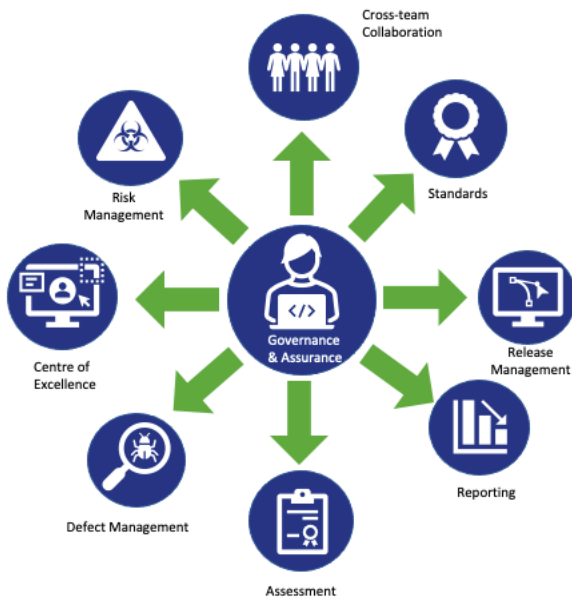
Benefits

1. An instant, independent view of the state of delivery quality
2. Improved risk identification and mitigation
3. Ensures projects are audit ready
4. Provides insight into process effectiveness and value for money
5. Tailored continuous improvement in line with organisational priorities
6. Ensures consistency across multi-team & multi-supplier environments
7. Teams incorporate Quality Best Practices & improve efficiency with AI
8. Defect prevention and quality standards at all development stages
9. Cost savings due to reducing duplicate activities and streamlining processes
10. Frequent review ensures processes are optimised, encourages collaboration & problem-solving.

Test Assurance & Governance

Kainos have a team of experienced Test practitioners who can provide QA thought leadership and advice across large programmes of work.

Our test governance professionals can provide a comprehensive Assurance and Governance framework to facilitate QA best practice across multiple development teams and multiple service suppliers. The Assurance and Governance service can provide a detailed and independent guarantee of the quality of work across the whole software lifecycle.



When delivering critical, public facing services adhering to standards both internal and external can bring challenges to delivery programmes.

From ensuring GDS standards compliance or ensuring that software is delivered with comprehensive automated regression test suites, assuring that development teams are following the standards set-out for a project can be difficult and time-consuming.

Standards bring consistency, reduce duplication and enhance overall project quality.

Risks can be better identified and managed, resources utilised with greater efficiency and decisions can be made and actioned effectively.

Test Assurance & Governance

Our dedicated Test Assurance and Governance professionals will ensure adherence to internal and external standards building strong, trusted relationships, and preparing the delivery for successful audits.

This service can be integrated or stand-alone and will be tailored to suit your approach. A data driven, AI augmented approach utilising test metrics and tailored reporting provides transparency to stakeholders.

Overheads are minimised as metrics collection is integrated into team ways of working and the Assurance and Governance specialists collate, analyse, report and recommend actions based on the quality data produced by each team.

Kainos Governance specialists can provide several services including comprehensive Release Management, Defect Management, form a QA Centre of Excellence and provide ongoing quality measurement and monitoring.

Key metrics are defined and agreed, data is recorded on an ongoing basis and regular reports are published to key stakeholders. In this way, transparency is maintained at all times and decisions can be made with the best available information to hand.

Continuous Quality improvement

Quality Governance drives cost reducing shift-left activities.

The prevention of defects with effective quality assurance process can save huge sums. Measuring key metrics and using the insights provided to drive improvement activities ensures that the right areas are improved and return on time and effort invested is maximised.

Unit test code coverage, assessment of user story quality, levels and coverage of automated tests are some of the key measures used to assess the quality and efficiency of service delivery. Kainos Governance professionals will continuously monitor delivery team output or provide snapshot assessments of QA process and highlight areas for improvement.

Our Governance and Assurance specialists carry the Kainos cultural values with them into every assignment and are well versed working in multi-supplier environments while maintaining a 'one team' ethos that encourages dialogue, collaboration and innovation. Kainos work hard to ensure our clients are enabled and set-up for success post project completion and are left with QA processes that are reliable, efficient and facilitate fast delivery.



Where we are

The Americas

Buenos Aires
Indianapolis
Nova Scotia
Toronto

UK and Ireland

London
Birmingham
Belfast
Derry
Dublin

Central Europe

Gdansk
Helsinki
Paris
Wommelgem



What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.



55 million UK citizens

positively impacted by
services we've delivered



**892
customers**



13 locations

And growing



99% of customers

rate our service as good,
great or excellent



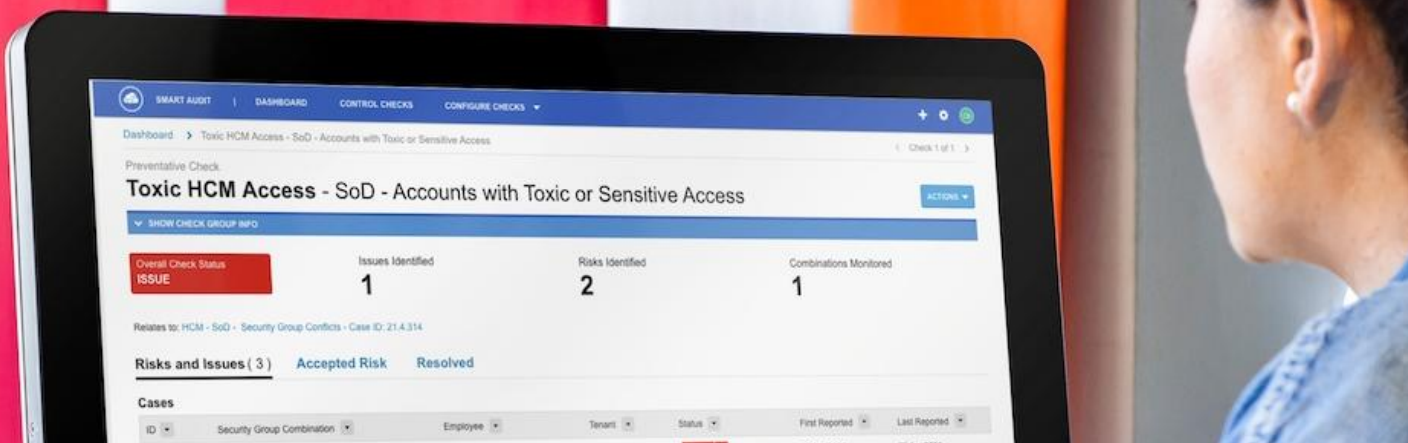
Key partners

Working closely with
Microsoft and AWS to
deliver results



Award-winning

90+ industry awards



Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



Workday Services

Full range provider from pre-deployment consulting, implementation and support.



650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.

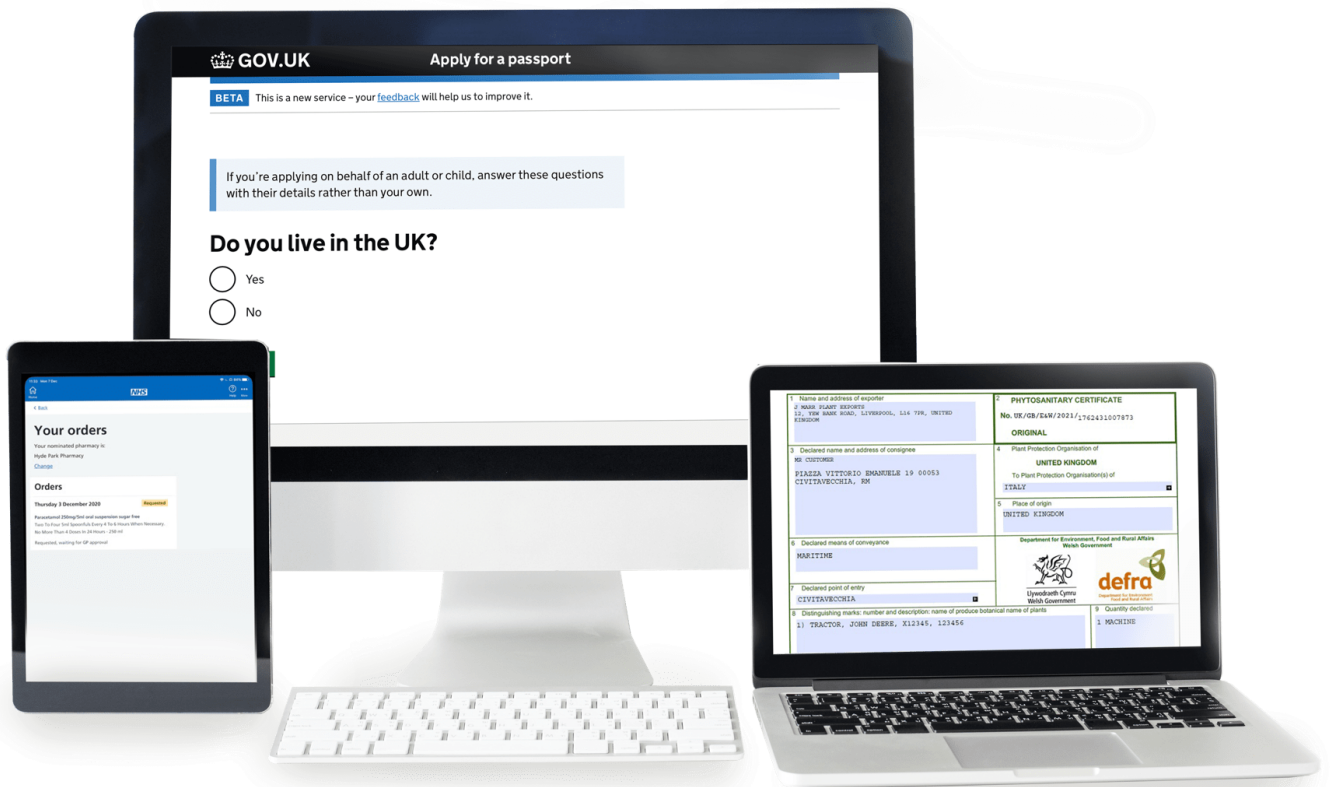


900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

65 million

citizens positively impacted
by services **built by Kainos**
for the UK Government



Every driver & every car on the road
Every piece of work to fix roads
Every court case & every prisoner
Every home helped with help-to-buy
Every passport & renewal application
Every COVID test sent out
Every COVID test result
Every user of the NHS App

Every voter registered
Every company opened & closed
Every UK civil servant trained
Every piece of produce grown in the UK
Every thing imported & exported to the EU
Every benefit fraud prevented
Every body's pension details

Our Social Values and commitment to HM Government strategy



Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

Innovation & Future Readiness

Driving continuous improvement through technology

Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



The Code of Ethics

We are guided by our 6 ethical principles.



Wellbeing

We protect the wellbeing of our staff, customers and communities.



Equality

We improve access and inclusion and minimise bias.



Transparency

Our decisions are traceable and accountable.



Integrity

We hold ourselves and others to ethical standards.



Environment

We act responsibly towards the Earth and its resources.



Initiative

We take initiative to deliver social value and positive impacts.

BCDR and Exit Plan

Business Continuity and Disaster Recovery (BCDR)

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

Exit Plan

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

Commercial Statement

Confidentiality and copyright

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Caveats

Kainos has used all reasonable endeavours to ensure that the contents of this document are accurate but is not responsible for any errors or omissions.

All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.