



Test Advisory and Assessment

G-Cloud 15 Service Definition Document

January 2026

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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, Google and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.

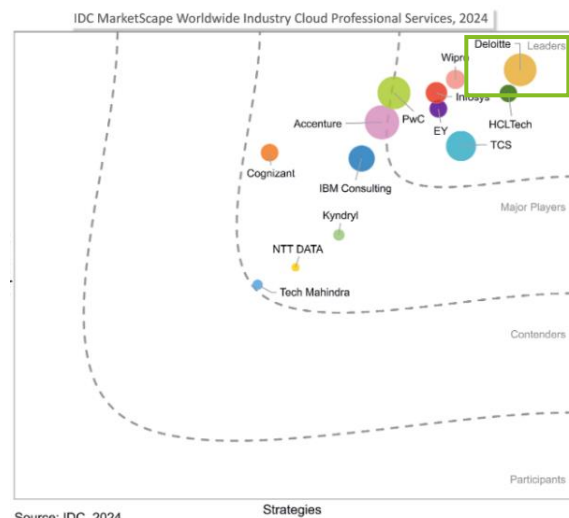


Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Introduction

The cost of software testing can now account for as much as 40% of the total development cost within a project. Despite this, the challenges of software testing are often either not fully understood or are well understood but there is little confidence in how effective current processes, techniques and tools are at addressing these challenges.

Furthermore, there is often little or no visibility of how effective (or otherwise) these testing activities are.

Deloitte's Test Advisory method provides a thorough and practical method for improving testing capability, realising cost savings and lowering risk.

Benefits

Understanding, then improving the quality of the testing process on a project or programme can deliver the following benefits:

- **Cost Savings** - Increases the likelihood of IT projects finishing on time and to budget. Reduces costs due to less failures of software in use by customers and staff
- **Reduced test phase duration** - Test phases deliver their stated objectives more rapidly
- **Risk reduction** - Lower risk of business and reputational damage caused by failures of software that impact customers and attract media attention

Overview of Our Test Assessment Approach

We recognise that there is no “one size fits all” approach to performing test reviews on client IT delivery programmes. We work closely with the client to understand the challenges and aims of the review – and tailor our approach and scope accordingly. Typically, we use an iterative process when performing a review, to deliver rapid insights and identify areas worthy of a “deeper dive”. This allows the focus of the review to be adjusted “in-flight” in response to initial findings.

We use a portfolio of methods to collate information to support each assessment “Sprint” and analyse our findings by comparison to a reference model of good testing practice: the Deloitte Test Assessment Framework. Using our analysis, we provide a comprehensive report which describes our observations, covering both tactical fixes – the “quick wins” - and strategic, high value but longer-term changes. This is accompanied by an outline “roadmap” for the timescales required to implement each change and the value it should bring.

When to Request a Test Assessment

Typical customers for Test Assessments are IT delivery programme sponsors, managers and test managers. A test assessment is recommended if any of these stakeholders have the following questions / concerns:

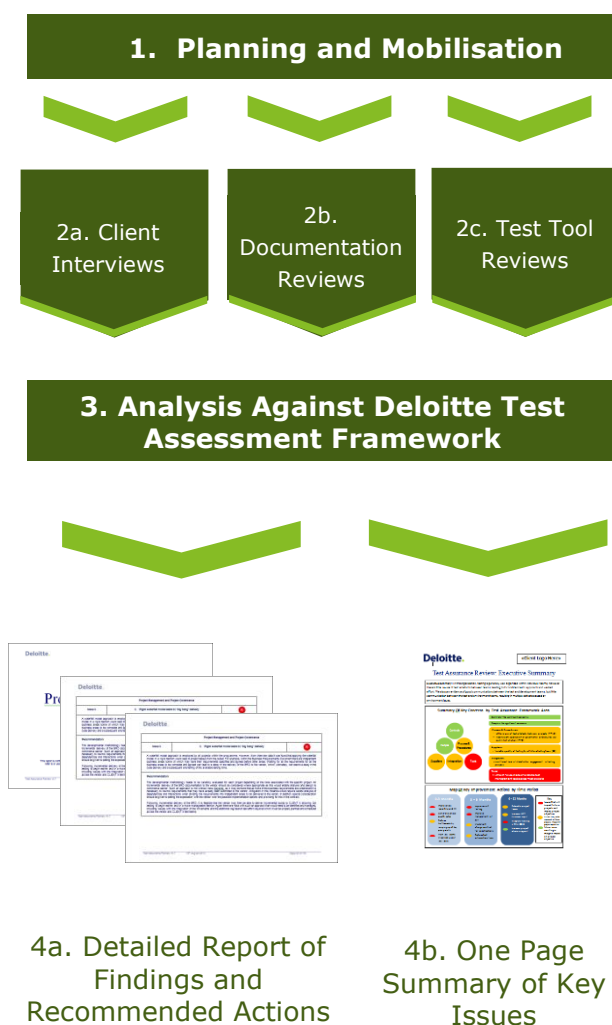
- *“Testing on my programme is making poor progress: it’s significantly behind schedule and costs are mounting up.”*
- *“I can’t get clarity on the progress of testing on my project”*
- *“I need an independent assessment review of my test / delivery project.”*
- *“Testing on programmes in my organisation frequently overruns time and budget. How can I reduce the Cost of Quality.”*

3 Detailed Service Description

The Deloitte Test Advisory method is underpinned by the Deloitte Test Assessment Framework and is augmented by our assessment methodology, models of good testing practice, our proprietary tools and templates and the expertise and experience of our practitioners.

A Deeper Dive into Our Approach

Our Test Assessment Approach consists of four phases:



1. Planning and Mobilisation: Onboarding the review team, creating the review activity plan, setting up interviews and requesting documentation. The scope of the review is refined during this phase, based on discussions with senior stakeholders to better understand which aspects of the software quality process – or which areas of functionality – are causing them greatest concern.

2. Data Gathering: Our main data gathering activities are reviewing test documentation and interviewing relevant personnel. Additionally (and subject to being granted access), we will review the test management tool.

Our documentation review will cover all documents that have a bearing on the quality of the delivered software. A typical documentation review scope therefore covers the programme test strategy, phase test plans, samples of test scripts, samples of defects, quality gate documents and test completion reports. It also usually includes related artefacts such as the programme plan, programme risks and issues logs and samples of requirements documents.

Similarly, we look to interview a range of stakeholders from across the programme, to understand how quality is being assured at each stage of the software delivery lifecycle. Hence, stakeholders interviewed typically include the programme test manager, test lead(s), defect manager and environments manager. Broadening our scope beyond the

Deloitte Test Assessment Methodology

Our tooling reviews can cover all of the popular test management tools, such as Jira (including its Testing Plugins such as X-Ray and Zephyr), ALM and ALM Octane. As required, we also cover technical testing tools in use on the programme such as automation tools and performance and load test tools.

3. Data Analysis: Information collected during the data analysis phase is analysed against our model of good testing practice: the Deloitte Test Assessment Framework. Through this analysis, we derive insights into which aspects of testing are working well and where there are opportunities to improve the efficacy of the quality and testing processes.

In addition to this qualitative evidence review, we perform a quantitative review of metrics derived from the test management tool. Metrics reviewed can include the proportion of requirements covered by tests, the proportion of tests not linked to requirements, average time taken to resolve defects, the proportion of defects not resolved first time, the distribution of defects across different areas of functionality (i.e. are defects “clustering” around a few functional areas) and the spread of defects by severity.

The results of the data analysis drive the creation of a draft list of observations, each complimented by recommended actions to address identified issues and seize opportunities.

4. Reporting and Workshops: In this final stage, workshops with client stakeholders to review and refine the draft set of observations and recommendations. The outputs of these workshops are used to create a final, detailed report of findings and recommended actions, typically including a suggested roadmap for implementing the recommended changes.

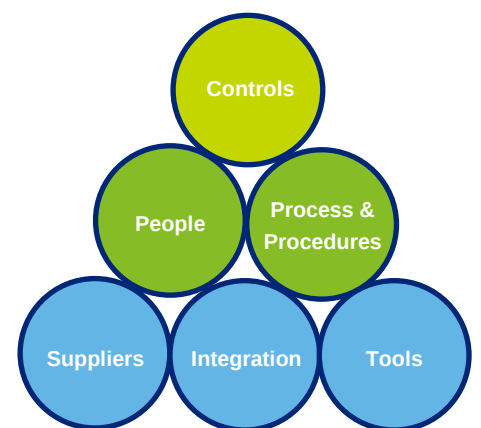
Collateral Underpinning Our Approach

To accelerate time to value, each phase of our Test Assessment approach is underpinned by a set of tools and templates. These range from documentation and stakeholder trackers, through interview templates and observation log templates, to reporting templates.

These tools and templates are complemented by the Deloitte Test Assessment Framework, which is comprised of six dimensions covering all aspects of test design, delivery and governance.

The Deloitte Test Assurance Framework is based on our models of good testing practice, describing in detail what methods, tools and processes underpin successful activity in each aspect of the quality lifecycle. These are in turn derived from industry good practice, combined with our experience of delivering and facilitating the delivery of thousands of technology transformation projects.

To ensure consistently high quality in our test assessments, assessment team members are put through our proprietary Test Assessments learning prior to conducting an assessment. This classroom-based, interactive learning familiarises them with our test assessment approach, covering methodology, framework, tools and templates.



Deloitte Test Assessment Dimensions

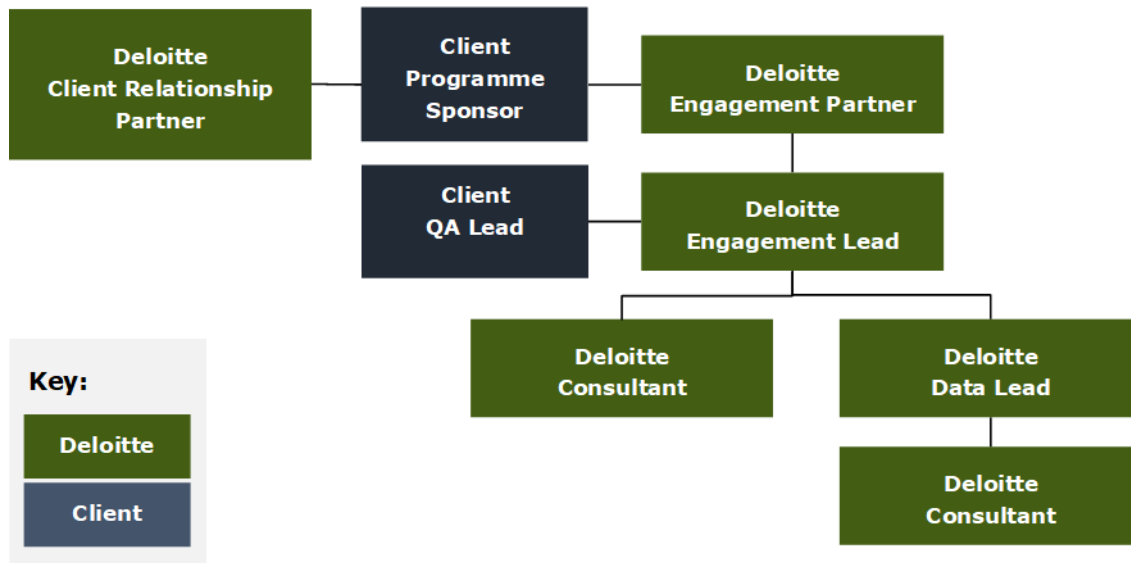
Critical Success Factors – What We Need From the Client

Engagement from client stakeholders throughout a Test Assessment is critical to the success of the assessment. We typically require the following commitments from the client:

- Agreement on the objectives and the scope of the test assessment
- Assistance with identifying relevant stakeholders, documents and data sources
- Timely access to requested data sources – typically testing and quality documentation and tooling. (Or, if access to tooling cannot be granted, a commitment to provide tool walkthroughs with testing personnel)
- Timely access to requested stakeholders for interviews and workshops – noting that some stakeholders may need to be interviewed more than once.

A Typical Deloitte Team

The size and structure of the team is dependent upon the size of the test assessment: an example team structure is below.



All teams are composed of highly experienced test professionals with many years of experience of test delivery between them. With over 350 people in Deloitte's UK testing practice, our industry experience spans Financial Services, the Public Sector, the Private Sector and the voluntary sector. Our technical expertise spans platform-based (SAP, Oracle, Workday etc.) testing, functional and non-functional testing, test automation and data migration testing - to name but a few.

We know that many of the issues that impact testing originate elsewhere in the Software Delivery Lifecycle, so in addition to our Quality and Test Engineering Practice, we can call upon the expertise of 600 practitioners from the wider Systems Delivery and Modernisation practice to deliver targeted insights in areas as diverse as technology delivery programme management and governance, business analysis, build, cutover and service transition.

Case Studies

- A multinational retail franchise operator, covering several leading high street brands. Deloitte were asked to come in to provide support to a Loyalty Programme, which had the objective of delivering a loyalty platform by Q1 of 2022, which was critical to their new digital strategy. Deloitte performed an independent assessment of the product being developed, programmatic and delivery & test approach.
- Deloitte partnered with a luxury car manufacturer as part of Customer Centricity programme to transform their customer experience. As part of process improvements, Deloitte performed an independent assessment of Testing Maturity and provided recommendations to make software testing activities more mature and up to date with industry standards applied.
- An international bank worked to create a single store of finance data across the bank. In so doing, it aimed to improve data quality whilst reducing the costs and risks of data duplication and the effort required to produce data required for applications. Deloitte performed a 2 week review of the programme's test approach, delivering a number of key insights and suggestions for improvement.
- A communications company initiated a project to create a single source of truth with quality data, enable use of KPIs to answer business questions and to improve their existing data analytics framework. Deloitte performed a 2 week review of the programme's test approach, delivering several key insights and suggestions for improvement.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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