



Public Sector

Dec.2025

Cloud Services and Solution Testing Assurance

Service Definition

V1.0





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Document Creation date

12-2025

Business Area/C.o.E./Area

Public Sector

Country

United Kingdom

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1 Service Overview

Cloud solutions can support SIAM-tower based IT service delivery models and they can create shared service solutions and technology platforms that enable several organisations to operate more efficiently.

BIP reviews the current ICT landscape and designs new flexible solutions using cloud technologies to deliver a cost-effective IT service model.

We can review your current situation including process and ICT systems and specify cloud-based solutions that enable cost savings and improved efficiencies.

We support each stage of the evaluation, specification, selection, procurement, testing and deployment of cloud solutions to support shared services.

We have experience of supporting procurement across Cloud-based and traditional procurements, especially via government frameworks.

The services we offer include:

- Test Strategy & Governance
- Test strategy and plan aligned to delivery approach (agile/iterative or phased).
- Definition of test levels, entry/exit criteria, roles and responsibilities (RACI).
- Quality gates, assurance checkpoints, and defect triage/route-to-green model.
- Requirements Quality & Traceability
- Requirements quality review (clarity, testability, prioritisation).
- Traceability from requirements to test scenarios to test cases to defects to acceptance.
- Acceptance criteria design for product increments and service go-live.
- Functional Testing
- End-to-end business process testing across integrated cloud and legacy services.
- Configuration and rules validation for SaaS/PaaS/IaaS-hosted components.
- Integration/API testing (positive/negative, contract and backward compatibility).
- Non-Functional Testing (NFT)
- Performance & scalability: baseline, load, stress, endurance and capacity tests.
- Resilience & availability: failover/failback tests, chaos/DR scenarios; RTO/RPO validation.
- Operability: monitoring/alerting checks, logging/observability verification, backup/restore drills.
- Usability & accessibility: UX heuristics and WCAG-aligned checks for key user journeys.
- Security & Privacy Assurance
- Security test planning (shared-responsibility alignment for cloud services).
- Secure configuration reviews (identity, roles, MFA, keys/secrets, encryption at rest/in transit).
- Vulnerability assessment support and remediation assurance; privacy impact checks.
- Data & Migration Validation

- Data mapping and transformation verification; reconciliation and sampling approach.
- Trial migrations and cutover rehearsals; data integrity, quality and retention controls.
- Rollback readiness and reversibility checks for critical datasets.
- Test Automation & Tooling Enablement
- Risk-based automation strategy (what to automate, where, and when).
- CI/CD integration for regression packs; test data and environment management.
- Knowledge transfer so buyer teams can maintain automation suites.
- User Acceptance Testing (UAT) & Business Readiness
- UAT facilitation: scripts, scenarios, playbacks and evidence capture.
- Service acceptance criteria, early-life support thresholds, and go/no-go recommendations.
- Business readiness assessments (people, process, comms, training).
- Service Transition Assurance
- Runbook and support model validation (SLAs/OLAs, escalation, capacity).
- Operational risk and resilience review; continuity and DR playbook testing.
- Handover to BAU with known-error database
- Benefits, Cost & Sustainability Considerations
- Assuring that performance/capacity choices align to cost guardrails (FinOps levers).
- Evidence-based recommendations for rightsizing, scheduling and decommissioning.
- Post-implementation review and benefits realisation tracking.

2 Track Record

The types of testing and assurance related assignments we have undertaken include:

- Responsible for reviewing and agreeing the testing approach and test activities proposed by the service provider for the last Census service. Following agreement of the test approach, we took on responsibility for the planning and management of the operational readiness test of the integrated solution, prior to implementation
- Piloting of police custody systems using virtualised infrastructure
- Technical assurance for national policing systems, covering review and acceptance of proposals, architectures and designs from suppliers including as part of stage gates
- Assurance of the delivery of the FCO's and UKBA's Immigration Case Work system
- Assurance of the delivery of systems for the FCO's Corporate Services programme
- The set up of a pre-production test environment for Network Rail
- The deployment of a SharePoint application for Defra to support staff resourcing
- Managed the testing of the Rapid Analysis and Detection of Animal-related Risks (RADAR) system for Defra

- Performing a review of the outsourced pre-production test environment service at the MoJ that supports testing of infrastructure and application project changes
- Managing a rehearsal of live operations in a pre-production environment for NEST (National Employment Savings Trust), including end-to-end testing across organisational and system boundaries

3 Contacts

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4 About us

Who We Are

BIP is a fast growing global management consultancy (backed by CVC Capital Partners), employing over 6,000 professionals across 27 offices in 12 countries.

We operate across Europe, the Americas, and the Middle East; including here in the UK, Italy, France, Germany, Spain, Portugal, Switzerland, Austria, Brazil, Chile, Colombia, the UAE, and the US.

We help organisations tackle complex challenges, outpace their competitors, and build a sustainable future through strategic insight, operational excellence, and technology innovation.

In the UK, BIP has been recognised by *The Times* and trusted by FTSE 100 companies, government departments, and industry leaders, establishing itself as one to watch in the consulting landscape.

Our Philosophy: Value, People and Technology

At the heart of everything we do lies a powerful combination: **value, people and technology**. These three pillars enable us to deliver meaningful, scalable, and lasting outcomes for our clients.

We are value creators and business integrators, combining strategic insight with implementation excellence to help organisations move the dial at pace.

Our work is powered by deep expertise in digital transformation, AI, cloud, and technology-led change, ensuring every solution drives sustainable progress *and* measurable impact.

Our Approach: Design to Deliver

We are doers and makers, NOT just PowerPoint writers.

Everything we do is designed to deliver real, measurable change within defined timelines. We ideate, test, and learn, working closely with clients and partners in an open, collaborative way to ensure every solution is built to last.

Our goal is not only to deliver outcomes, but to transfer knowledge, and empower clients to continue their transformation independently.

This partnership model offers long-term value and enables us to focus on where we can make the next biggest impact.

Our Expertise

With deep sector experience across:

- Financial Services
- Government & Public Sector
- Defence & Industries
- Energy, Utilities & Resources
- Telecoms & Media
- Retail & Services
- Life Sciences
- Commercial Real Estate

We bring sharp insight, proven delivery experience, and technological edge to every engagement.

The recent integration of Verco and Riskcare into BIP UK further strengthens our offering, adding market-leading expertise in net zero strategy, sustainability advisory, and financial risk technology.

Here to Dare

“Here to dare” is more than a motto, it is our mindset.

We dare to think and act differently, to explore beyond limits, and to create opportunities through bold innovation and collaboration.

We believe in shared journeys, celebrating results, milestones, and even challenges, because true responsibility means growing together.

We imagine a future where business thrives through the synergy of technology, humanity, and sustainability.

The BIP World

BIP is a world of innovators, designers, data engineers, change managers, producers, and marketers, all working together, contaminating each other with ideas, energy, and passion.

We want to leave a mark with what we do and share a journey with every company we work with.

We're 6000 people, 47 nationalities, 12 countries, united by a drive to empower organisations through technology and passion.

Our people, the BIPers, are the heart of our success. They thrive in an environment that encourages self-expression, growth, and balance, inspiring them to engage clients with the values they live by.

5 Other Information

The scope of our G-Cloud Service

The scope of our G-Cloud service is defined in this document and the associated features and benefits. It covers the supply of professional services to support the evaluation, selection and deployment of cloud solutions and services for a range of public sector organisations.

Are we a reseller?

BIP is not a reseller and it is totally independent of all product vendors and solution providers.

Support provided to buyers

When buyers have shortlisted one or more of our services, they may ask clarification questions prior to purchase. This helps them understand, in more detail, if we are the best supplier for them and how they can benefit from our service. We then use our knowledge of the cloud solution marketplace to advise and guide clients through the specification, selection and deployment process.

How users work with this G-Cloud service

Users can use this service to obtain professional advisory support for their GenAI needs. This can be on a short term, long term or ad-hoc basis using either selected specialists or a team approach.

Service onboarding and off-boarding process

When a client buys us using one of our G-cloud services, we typically undertake an initiation process at the start of the service to ensure the client's requirements are fully understood and that they are clear about what we will do, how we will do it and what we will deliver. We will also discuss and agree how any issues will be raised and managed from either side during the service operation.

At the end of the service, we will typically undertake a review with the client to ensure they are happy with what has been delivered and that their expectations have been met. We can also discuss and future support if this is appropriate.

Pricing

We provide services and our day rates are shown in the SFIA rate card for this service.

Service definition and how it will be delivered

The services defined in this document and the associated features and benefits will be delivered by one or more of our consultants with full management support and quality assurance from our public sector portfolio leadership. The service will be delivered from our office, working remotely or at the client's offices, depending on which is most appropriate.

Our security certifications and standards

BIP has the Cyber Essentials Plus Certificate of Assurance which is renewed each year.

Our approach to personnel security

BIP's personnel checking process for new employees includes all components of the employment processes described on Gov.uk, including validating their right to work in the UK.

We cover checking original versions of the necessary documents with the new joiner and making and retaining copies of these documents.

The identity documents and other information gathered are sufficient to enable Government Security checks to be undertaken. BIP maintains an extensive pool of appropriately security cleared consultants.