

Integrated Test, Evaluation and Acceptance

Service Category: Quality Assurance and Performance Testing,
Cloud Support Services

About Our Service

Frazer-Nash produces Integrated Test, Evaluation and Acceptance (ITEA) strategies, plans and schedules to provide assurance that cloud-based systems and services are delivered to the required specification. Our service provides confidence to customers that new digital capabilities will meet user needs fully, within the required timescales.



Service Features

Produces the Requirements and Acceptance Management Strategy (RAMS)

Develops Integrated Test, Evaluation and Acceptance Plan and Schedule

Defines verification and validation criteria to inform URD and SRD

Develops acceptance case with appropriate SMEs and extensive stakeholder review

Plans, manages and coordinates acceptance activities

Defines roles and responsibilities, policy, process and expectations at acceptance

Defines the Verification and Validation Requirements Matrix (VVRM) criteria

Defines Test and Evaluation Matrix

Evidence management including scope and content of evidence gathering opportunities

Establishes framework for identification and management of risks and issues

Service Benefits

Increased confidence in cloud system/system meeting user needs

Earlier assurance that a system/service conforms to agreed design

Stakeholder buy-in obtained earlier in the transformation lifecycle

Agreement for approach obtained earlier from stakeholders

Risks associated with implementing change reduced

Risk appetite recognised, and risks and issues understood

Auditable trail of verification and acceptance decisions

Significantly improves likelihood of user acceptance

Improved in-house capability from sustainable transfer of skills and knowledge

Detailed Service Definition

Frazer-Nash's ITEA services will determine the verification and validation (V&V) criteria, to inform the user and system requirements, and for performance testing, prior to acceptance when transitioning to new digital systems and services.

When introducing technically complex or novel cloud services and software, we implement progressive V&V activities, according to specific requirements. This will help reduce technical implementation risk and provide vastly improved stakeholder confidence. Changes can be made earlier in the process, reducing later and more costly rework.

Detailed Service Definition (continued)

Frazer-Nash will develop the requirements and acceptance strategy, define the V&V criteria and manage the testing schedule, gathering performance evidence against each user and system requirement, through to formal acceptance.

A collaborative approach and strong focus on knowledge transfer is fundamental to the service we provide. It enables us to maximise the value we provide to our customers, by equipping your existing team with the skills and experience to operate more efficiently and sustainably after our support ends.

Why Frazer-Nash Consultancy?

Frazer-Nash Consultancy is an independent engineering and technology consultancy with over 35 years' experience delivering high-quality digital and cloud-enabled solutions. We support organisations operating in complex and regulated environments through our collaborative approach and deep expertise in digital engineering, software development and systems integration.

We are **solution and technology-agnostic**. We assess our clients' requirements and provide impartial advice and design solutions based solely on their needs. This independence enables us to select the most appropriate cloud technologies and architectures to deliver secure, resilient and value-for-money outcomes.

Our cloud solutions are informed by experience gained across multiple platforms, sectors and use cases. We combine proven engineering discipline with a strong understanding of integration and whole-system design to support and enable cloud adoption while managing risk and ensuring long-term sustainability.

Our Commitment to Quality

Frazer-Nash is committed to delivering consistently high-quality services and outputs that **often exceed customer expectations**. Quality is embedded throughout our ways of working, from engagement and communication through to delivery and assurance.

We actively monitor progress using our robust, proportionate controls, ensuring key decisions are subject to appropriate challenge. Each project is allocated a dedicated Project Manager, a Project Supervisor who independently reviews and approves monthly reports, and a Project Auditor for ongoing quality assurance.

We ensure accuracy and suitability for purpose of all deliverables, with independent verification by two reviewers. Our Quality Management System is certified to **ISO 9001 and TickITplus** (for software development), providing customers with confidence that our quality standards are externally assured and continuously maintained.

Our Security

Frazer-Nash operates robust security processes and controls suitable for handling sensitive and classified information **above OFFICIAL** up to and including **Top Secret**. Security is embedded across our people, processes and systems, ensuring information is protected throughout delivery.

We support sensitive and critical programmes across government and national infrastructure by applying strict information-segregation controls, including team separation to address security, or conflict-of-interest considerations

All 1500 staff hold **BPSS clearance as a minimum**, with the majority cleared to **SC** and over 225 consultants holding **DV clearance**.

Our IT systems are certified to **ISO 27001 and Cyber Essentials Plus**, providing assurance that information security risks are proactively managed in line with recognised industry standards.

Our Approach to Subcontracting

Frazer-Nash primarily delivers services through our large base of permanent staff, supplementing this capability where required with trusted partner organisations to provide additional flexibility, specialist expertise and scale while retaining full delivery control.

We are experienced in engaging and managing subcontractors across the full project lifecycle, ranging from sole traders to large multinational organisations. Our structured approach ensures the right supplier is selected for each requirement and integrated effectively into the delivery team.

Our subcontracting processes focus on robust supplier identification and assessment, clear definition of scope, appropriate flow-down of contractual terms and conditions, and proactive risk management. All subcontractors are subject to proportionate commercial and technical due diligence to ensure they meet our standards for security, quality and delivery, enabling us to deliver outcomes on time, within budget and to the required quality.



Resourcing

Frazer-Nash employs over **1,500 technical specialists** across all grades, from **Follow to Set Strategy**, providing depth, continuity and scalability across a wide range of disciplines, backgrounds and experience levels.

To support agile and flexible delivery, our people are organised into defined **technical delivery areas** (including Information Systems, Cyber, Modelling and Software), which are deployed across multiple sectors such as central and local government, policing, health and energy. This structure, combined with strong portfolio, programme and project management (P3M), enables us to actively monitor demand and adapt resourcing throughout the project lifecycle.

We deliver complex requirements efficiently, consistently and at pace by forming tailored, multi-disciplinary teams led by a single accountable Project Manager.

Our consultants regularly work across different sectors, enabling us to cross-pollinate ideas, tools and best practice between domains. Drawing on in-house expertise, such as information security and human factors, we ensure effective and responsive delivery for every client.



Our Commercial Approach

Frazer-Nash adopts a flexible and transparent commercial approach to ensure best value and a model that aligns to each client's specific requirements. We collaborate with customers to clearly define the scope of services and agree a commercial structure that is predictable, proportionate and aligned to your required outcomes and effective delivery.

Depending on the requirement, this may include a **fixed-price model for clearly defined scopes**, or **time and materials using agreed day rates** where flexibility is required to accommodate evolving needs.

For longer-term or ongoing service requirements, and where we have control over resource flexibility, we can also offer a **single blended day rate** covering a range of grades. This provides simplicity, transparency and ease of management while maintaining access to the appropriate skills at the right time.

Next Steps

To discuss your requirements in more detail or request an order for services, please contact ccs@fnc.co.uk

