GENERAL GUIDANCE ON G-CLOUD SERVICE DEFINITIONS

1 Preamble

This Document provides an overview service definition for Panlogic's best practice quality assurance and performance testing services included within G-Cloud. This document should be read in conjunction with the pricing, and/or terms and conditions and/or service level information for the specific service, or services required.

2 Who we are

Panlogic provides public, private and hybrid cloud hosting, support and implementation. We are a Public Sector and Public Sector Solution Provider partner helping the public sector embrace the cloud as part of their digital transformation strategies and deploy Digital First public services in line with Government strategy.

Our teams of certified Solution Architects, DevOps Engineers, SysOps Administrators, Certified Developers and Cloud Practitioners work with customers to find the optimum balance of availability, security and affordability for AWS, Azure and other cloud hosted applications.

Our expertise in AWS and Azure and other cloud hosting, along with associated pricing and service models underpins our ability to make recommendations ranging from strategic advice to tactical delivery that both improve performance and improve efficiency whilst saving cost. Whether you are looking to begin your cloud journey or take it to the next level our unrivalled insight and experience will help you innovate and evolve cloud hosting delivery and support.

3 Portfolio

Our portfolio of Cloud Security services includes:

- Test automation across both development and implementation
- Performance testing
    - Load Testing
    - Stress Testing
    - Volume Testing
    - Soak Testing
    - Scalability Testing
    - Capacity Planning
- Assurance/testing design
- Infrastructure performance testing
- Operational readiness testing
- Accessibility testing

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- Other Professional Services as required

4 Service definitions

Panlogic offers a comprehensive suite of quality assurance and performance testing services designed to ensure your cloud applications are robust, reliable, and ready for your users.

4.1 Assurance and Testing Design

- Panlogic develops bespoke testing strategies by understanding your requirements, system architecture, and business objectives. We define the scope, test cases, and success criteria to create a comprehensive test plan, ensuring all critical aspects of the application are validated before deployment.

4.2 Test Automation

- We cover the full spectrum of test automation for both development and implementation phases. Our approach involves creating robust, reusable, and maintainable automated test scripts that integrate seamlessly into CI/CD pipelines. This accelerates the testing process, improves accuracy, and enables continuous testing throughout the software development lifecycle, reducing manual effort and speeding up time-to-market.

4.3 Performance Testing

Panlogic offers a suite of performance testing services to ensure your applications are responsive, reliable, and can scale to meet user demand. Our services include:

- Load Testing: We simulate expected user loads to verify system performance under normal and peak conditions, identifying potential bottlenecks before they impact users.
- Stress Testing: We push the system beyond its operational limits to identify its breaking point and assess its recovery capabilities, ensuring resilience in extreme conditions.
- Volume Testing: Our team evaluates the system's performance with large volumes of data to check for issues related to data processing, storage, and retrieval.
- Soak Testing: We assess the system's stability and performance over an extended period to detect long-term issues such as memory leaks or performance degradation.
- Scalability Testing: This testing determines the application’s ability to handle an increase in user load, helping you plan for future growth.
- Capacity Planning: We assist in determining the optimal hardware and software resources required to meet current and future performance objectives, preventing over-provisioning and reducing costs.

4.4 Infrastructure Performance Testing

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- We assess the performance of the underlying cloud infrastructure, including servers, databases, and network configurations, to identify and resolve bottlenecks. This ensures your infrastructure is fully optimised to support your application's performance requirements.

4.5 Operational Readiness Testing

- Before going live, we conduct operational readiness tests to validate that the system is prepared for the production environment. This includes verifying monitoring, alerting, backup, and recovery processes to ensure a smooth, successful, and risk-free launch.

4.6 Accessibility Testing

- We are committed to ensuring that digital services are accessible to all users, including those with disabilities. Our experts test your applications against the latest Web Content Accessibility Guidelines (WCAG 2.2) at AA and AAA levels. We provide detailed reports and remediation guidance to help your organisation meet its legal and ethical obligations while improving the user experience for everyone.

4.7 Service Features

Our quality assurance and performance testing services includes the following key features:

- **Comprehensive QA:** Ensuring robust cloud solution reliability
- **Performance Testing:** Validating speed, stability, and scalability
- **Test Automation:** Efficient, repeatable testing for development
- **Assurance Design:** Tailored strategies for quality outcomes
- **Infrastructure Testing:** Verifying cloud environment performance
- **Operational Readiness:** Preparing systems for live deployment
- **Accessibility Testing:** Ensuring inclusive user experiences
- **Continuous Testing:** Integrating quality throughout development
- **Defect Management:** Efficient identification and resolution
- **Reporting & Analytics:** Clear insights into test outcomes

4.8 Service Benefits

Panlogic's quality assurance and performance testing services delivers the following benefits:

- Accelerates time-to-market for cloud applications
- Reduces operational costs through early defect detection
- Enhances user satisfaction with reliable, accessible systems
- Minimises business risk by ensuring system stability
- Improves development efficiency with automated testing
- Ensures compliance with accessibility standards
- Boosts confidence in cloud deployment decisions
- Optimises resource utilisation through performance insights

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- Streamlines release cycles with continuous quality assurance
- Fosters a culture of quality across development teams

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