

# Service Definition: Test Assurance

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## Description:

Sogeti offers an independent Test Assurance Service that provides organisations with an independent assessment and feedback on the status of testing activities in line with in scope standards and best practices. With more and more IT projects being fully outsourced to suppliers, customers often lack in-house testing skills and relevant experience to support customer side test assurance activities.

### Sogeti's Test Assurance Teams Are:

**Independent:** Not connected to anyone in the development or testing process. Test assurance teams must have no hidden agendas; otherwise comments and recommendations will be challenged or dismissed.

**Experienced:** Our test assurance professionals have expertise in performing test assurance tasks and have a broad range of testing skills gained from working in supplier delivery roles as well as customer side assurance roles.

**Flexible:** Our teams of professional test assessors are flexible and provide assurance services across multiple projects.

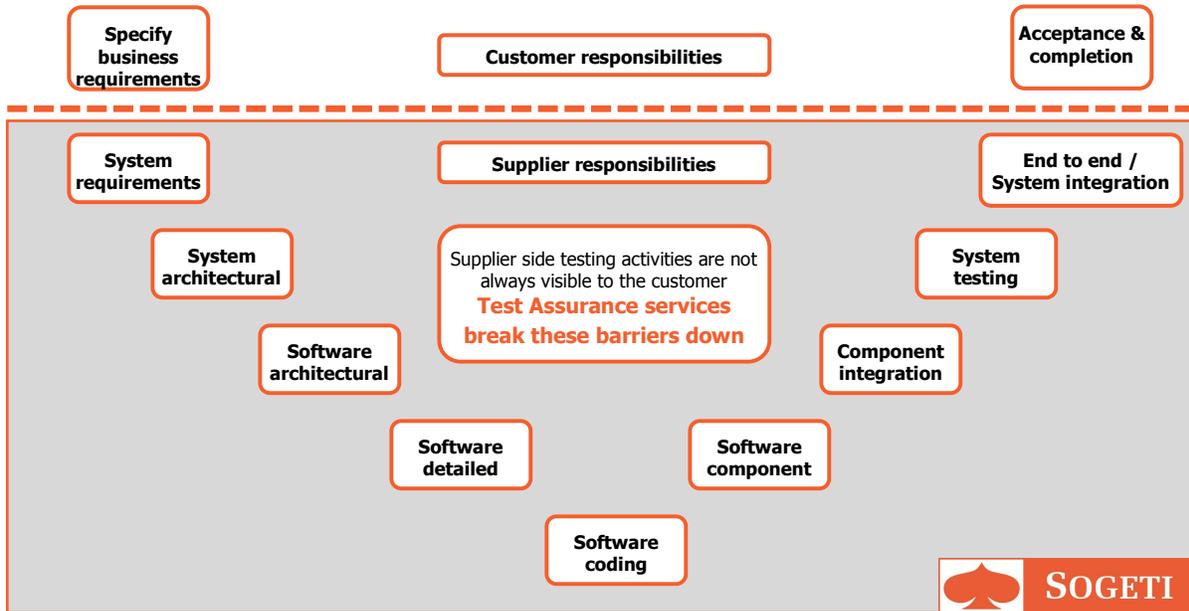
The team can flex in size to meet the demands of any project that requires assurance.

**Collaborative:** Our teams act as your representative in order to help your suppliers align with your business needs. Test assurance activities are carried out in a collaborative way to ensure that suppliers and your organisation work together to achieve project success.

### Why Use This Service:

Test assurance services should be considered where:

- ✦ Your organisation has outsourced IT projects to one or more third party suppliers
- ✦ There are multiple suppliers delivering on a programme
- ✦ User Acceptance Testing (UAT) cycles in the past have identified defects or issues that should have been trapped by upstream supplier side testing activities
- ✦ The complexity and scale of the project is too great to have UAT as the only client side test activity
- ✦ The supplier delivering the project has a history of delivering a high number of defects into UAT



**Benefits:**

Sogeti Test Assurance Services provide direct and indirect benefits to both your organisation and your suppliers:

**Customer:**

- ✦ More likely to get a system that is “fit for purpose”
- ✦ Reduced number of defects in UAT and Live
- ✦ Early awareness of risks by providing visibility and insight on supplier side testing activities
- ✦ Improved supplier relationship
- ✦ Reduced modification and enhancement costs

**Supplier:**

- ✦ More likely to get system accepted faster, leading to faster milestone payoffs
- ✦ System is easier to maintain
- ✦ Customer relationship improved through early collaboration
- ✦ Reduced rework costs
- ✦ Improved development and testing processes
- ✦ More professional development and testing staff more likely to be considered for repeat business

**Procedure:**

Our procedure for conducting Test Assurance activities is summarised below:

**Define:** Sogeti works with your programme teams to define terms of reference for the Test Assurance Service agreeing a detailed scope and objectives.

**Mobilise:** Assemble the team, prepare and agree assurance strategy and plan.

**Assurance Activities:** Test Assurance activities typically consist of Audit, Witnessing and Review activities that focus on the past, present and future.

**Audit:** This looks at what testing has been done in the project to date, and comments are made about what was not done as defined by the constraining documents. We also give recommendations about how to improve future testing.

**Witnessing:** Here we watch the task being done and then comment on observations AFTER the task is completed. Since we cannot witness every test, it is important that any tests we do witness are representative of how testing is generally done.

**Review:** This process is forward looking. We make recommendations on what will happen if the document we are reviewing is used as the basis for testing in the future. It is a subtle distinction between being a Test Assurance and a Test Advisor. In Test Assurance we are checking, monitoring, and mentoring the supplier who is tasked with carrying out testing.



**Reporting:**

- ✦ Summary of what was done
- ✦ Incomplete activities
- ✦ Graded list of observations and findings
- ✦ Summary and interpretation of findings
- ✦ Recommendations
- ✦ Type and timing for any follow-up activity

**Initial Requirements (Inputs):**

Access to project documents including (but not limited to):

- ✦ Development outsourced contract
- ✦ Test policy
- ✦ Test strategy
- ✦ Master or project test plan
- ✦ Phase level test plans
- ✦ Test condition specifications
- ✦ Test case specifications
- ✦ Test procedures
- ✦ Test environment definitions
- ✦ Test environment data

**Deliverables (Outputs):**

Deliverables will include:

- ✦ Test Assurance strategy
- ✦ Test Assurance plan
- ✦ Test Assurance weekly reports
- ✦ Test Assurance report
- ✦ Approval of supplier side testing deliverables

**Acceptance Criteria:**

Approvals of:

- ✦ Test Assurance strategy
- ✦ Test Assurance plan
- ✦ Test Assurance report

**Price:**

See SFIA rate card.

**Ordering and Invoicing:**

Please contact the G-Cloud account team by email on [gcloud.uk@sogeti.com](mailto:gcloud.uk@sogeti.com) or call 020 7014 8900 and ask for George Georghiou or Paul Collins.

Please see Sogeti UK standard terms and conditions section 5 for invoicing and payment terms.

**Termination Terms:**

By consumers (i.e. consumption):  
For service durations over a month Sogeti will require one (1) months' written notice and for services under a months' duration Sogeti will require one (1) weeks' notice.

By the Supplier (removal of the G-Cloud Service): Not applicable.

## About Sogeti

Sogeti is a leading provider of professional technology services, specialising in Testing, Application Management, Infrastructure Management and Engineering. Working closely with its clients, Sogeti enables them to leverage technological innovation and achieve maximum results.

Sogeti has clients in a broad range of industries and can design, develop and implement flexible solutions that address the unique needs of a client's business. Sogeti has built up a wealth of expertise in key industry sectors, including Government and Agencies, working for clients in Central/Federal government departments, as well as Local and Regional/State government departments. Sogeti brings together more than 20,000 professionals in 15 countries and has a strong local presence in over 100 locations in Europe, USA and India.

[www.sogeti.com](http://www.sogeti.com)

For more information about how Sogeti's Testing Services can help public sector organisations achieve their testing and QA goals, please contact us via the contact details listed here:

Sogeti, London Head Office  
85 London Wall, 3rd Floor  
London EC2M 7AD  
Tel: +44 (0)20 7014 8900  
E: [gcloud.uk@sogeti.com](mailto:gcloud.uk@sogeti.com)  
<http://www.uk.sogeti.com/gcloud>

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