

Service Definition for Test Improvement Review / QA Health Check Service

1. Service Description

With a Test Process Review, otherwise known as a QA Health Check, it's our experience that organisations want to achieve one or more of the following objectives:

- Reduce lifecycle times.
- Improve quality.
- Reduce risk.
- Grow confidence and visibility.
- Create a better customer experience.
- Reduce costs.
- Transition into Agile / DevOps methodology

Test Improvement Review

Our Test Process Review / QA Health Check can be applied to an individual project, programme or across the organisation to help to achieve one or all of these objectives.

We recommend a three-phased approach:

Phase 1 – Test Process Review / QA Health Check

The purpose of the review is to identify both the strengths and weaknesses of your current QA and test strategy and also your development processes.

Phase 2 – Implement the Quick Wins

We recommend that you implement the quick wins that we have identified. This provides immediate Return on Investment and benefit to your business.

Phase 3 - Implement Medium and Longer-Term Improvements

The recommendations from Test Process review and roadmap will be delivered in such a way that you can implement the medium and longer term, or strategic, recommendations in-house. If you do not have the available internal resources, we would be pleased to help.

2. Other Criteria

Details of the level of backup/restore and disaster recovery that will be provided

Not applicable for this service.

On-boarding and Off-boarding processes/scope etc.

Not applicable for this service.

Service management details

In all instances an account manager will be assigned throughout the life of your project. Additional technical staff will be involved in the scoping and costing of projects where necessary, reporting to the account manager.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

Not applicable for this service.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

Not applicable for this service.

Financial recompense model for not meeting service levels

Not applicable for this service.

Training

Not applicable for this service.

Ordering and invoicing process

Ordering

1. Please contact steve.green@testpartners.co.uk or your Test Partners account manager when you wish to place an order.
2. Test Partners will prepare a written proposal containing the scope of work and pricing.
3. Return the signed proposal and raise a purchase order. If you do not use purchase orders we will accept email acceptance from a suitably authorised person.
4. Your accounts department should contact accounts@testpartners.co.uk if they require any information for their vendor approval process.

5. Our accounts department will contact you to obtain the information we need for invoicing and credit control purposes.

Invoicing

1. For projects with a duration of less than 4 weeks we will submit invoices when the work is complete.
2. For projects with a duration of more than 4 weeks, interim invoices will be submitted at the end of each calendar month or test phase for the work conducted to date. The final invoice will be submitted when all work is complete.
3. V.A.T will be charged at prevailing rates.
4. Payment terms are 30 days net.
5. Invoices will be submitted in accordance with the procedure specified by your accounts department.

Termination terms

These are specified in our Terms & Conditions document.

The termination period is usually 1 week except in the case of a breach of contract.

Data restoration / service migration

Not applicable for this service.

Customer responsibilities

These depend on the project but usually include:

- Purchase order number (please advise if you do not use them).
- A faxed or emailed copy of the last page of the proposal, signed by an authorised signatory.
- Access to the site under test
- Final versions of the functional specification and other design documentation.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

We do not impose any technical requirements apart from access to the system under test.

Details of any trial service available

Proof of concept available if required