



G Cloud 12 (Cloud Support)

Service Definition QA Testing Service

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1) General Information

Introduction to IdentityE2E

IdentityE2E is a specialist SME, with a high calibre, delivery focussed team providing an end-to-end consultancy support service to public sector clients that are planning to deliver new Cloud IT solutions or migrate existing solutions to the Cloud.

“IdentityE2E is proud to be working in partnership with the public sector, to identify and deliver real efficiencies and operational savings and benefits for frontline services transitioning to cloud solutions”

The IdentityE2E team have a proven track record of QA delivery via the Digital MarketPlace. We are currently supporting the development and migration of a number of legacy IT systems and contracts to the Cloud including:

- Home Office EBSA Cloud Platform (AWS)
- Home Office Biometrics (HOB) Programme
- IABS (Immigration and Asylum Biometric System)
- IDENT1 (UK National Police Fingerprint Database)
- TDCS QAT Services (Home Office Test Service)
- Digital Services at the Border (DSAB)
- Digital Prisons (HMPPS)
- Future Borders Programme

IdentityE2E have extensive QA experience, spanning three decades, in QA, automation and integration of large-scale systems, platforms and cloud-based solutions. Our approach to delivering the services are based on the following key principles:

- High Quality – We pride ourselves on delivering the highest quality services we possibly can using the latest technological innovations available to the market. We have a proven track record for delivering on our commitments to a high standard, in a timely manner within budget. We work with clients and cloud providers to ensure we are constantly reviewing emerging solutions, services and best practice
- Delivering Value – We always seek to deliver exceptional value and believe our services offerings are highly competitive for the level of experience and expertise we provide. We will seek to reduce costs by using technology to automate and innovate wherever possible and use lean processes to reduce waste.
- Continuously Improve – We believe firmly in the agile manifesto principles of continued attention to technical excellence, measuring performance and adjusting to improve. We will commit to using these principles in how we manage our services to enable increased efficiency and reduced costs.
- Collaboration – We understand the criticality of working in a highly collaborative way to ensure maximum outcome efficiency.

For further details on our company and clients please see our website:

www.identityE2E.com

G-Cloud Cloud Support Services provided by IdentityE2E

Our teams consist of QA and DevOps professionals with many years' experience in successful projects, both agile and waterfall.

IdentityE2E is already engaged in providing consultancy support services via G-Cloud, including working on transition of existing systems to new hosting and software Cloud-based solutions.

Please note that we provide detailed, domain specific and delivery focussed support capabilities through our G-Cloud consultancy support services, delivered by a team with an enviable reputation and many years delivery experience.

For G-Cloud 12, our capabilities are organised into distinct services areas. The full range of services provided can be accessed on the Digital Marketplace.

Scope of this Service Definition document

The Service Definition on the following pages provide details of a specific Cloud related consultancy service that IdentityE2E is providing for G-Cloud 12 Cloud Support. Other Service Definition documentation is available via Digital Marketplace to describe alternative IdentityE2E G Cloud Cloud Support services.

2) QA Testing Service

Service Overview

IdentityE2E can provide you with a fully managed, cost effective and experienced QA team to meet your cloud requirements or provide tailored testing consultancy to support the testing of your services.

IdentityE2E is a keen advocate of agile methodologies and has extensive test experience in setting up open source automated tooling solutions and test frameworks to help our customers deliver business value using test and behaviour driven development techniques as well as exploring the exciting area of serverless technology to scale test capabilities.

Quality Assurance and Test Services

Identity E2E provides a range of testing consultancy services to support the integration of services onto Cloud-based solutions. In particular, Identity E2E provides specialist transition and data migration testing services and strategies to support moving from existing systems onto disaggregated Cloud-based solutions.

We are keen supporters of the push towards open source tooling and technologies based on Cloud virtualisation and have specialist test skills in Continuous Automation and Delivery using agile methodologies.

Testing support services include:

- Test Policy and Test Strategies;
- Test Frameworks and Tooling;
- BDD/TDD/ATD Test Automation;
- Contract Based Testing;
- Serverless Test Frameworks
- Service and System Integration Testing;
- Compatibility / Accessibility testing;
- Data Migration Testing;
- User Acceptance Testing;
- Exploratory Testing;
- Performance Testing;
- Operational Acceptance Testing;
- Transition Testing;
- Pilot testing.

4) Other information

On-boarding arrangements

Ahead of finalising a call off order through G-Cloud for our services, we will engage with the Customer to discuss on-boarding arrangements, including:

- Measurable deliverables and milestones
- Defined outcomes
- Ownership, risks and consequences related to delivery
- Quality criteria
- Security clearance
- IdentityE2E governance, and management of our delivery team including escalation

Pricing

The pricing for this consultancy service is set out in our Pricing Document and SFIA rate card, as an attachment to our G-Cloud service listing. Please note that the day rate will vary according to the SFIA level of the service required. As such the agreed rate may vary from the example SFIA level rate shown as the price on the Digital MarketPlace website page for our service listing.

AWS Partner

IdentityE2E are a registered AWS Select Partner with extensive experience of delivering and testing cloud-based services for the public sector.

Subcontractor details

IdentityE2E has a number of strategic partnerships with trusted associates that we work with on a regular basis in order to provide us with increased flexibility and further strengthen the service we can offer to customers. In some cases, we may subcontract some work described in the service description above to one of these partners. However, for the avoidance of doubt, IdentityE2E will at all times remain the prime contractor and manage the work and relationship with the customer.

5) Contact details

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