

**OFFICIAL**

**PSN CONNECTIVITY**

**APPENDIX 9**

**1 TESTING PROCEDURES INTRODUCTION**

- 1.1 The objective of the Test Success Criteria shall be to ensure all testing undertaken by the Contractor is of consistently high quality.
- 1.2 The Tests conducted must ensure the Policies, Procedures, Processes (including in relation to Work Instructions, Equipment and ICT Environment) that the Agency Manager is developing on behalf of the Customer Authority during the Term can be successfully tested to allow the Services to be delivered.

**2 TEST SUCCESS CRITERIA**

- 2.1 In accordance with Paragraph 6 of Schedule 4.2 (Testing Procedures) of the Call-Off Terms, the following Test Success Criteria shall apply:
  - 2.1.1 clearly identifies the Test phases that were undertaken (e.g. unit testing, integration testing, system testing, user acceptance testing, operational acceptance testing, performance testing or security and penetration testing);
  - 2.1.2 provides evidence that Testing was mapped to either a single or a group of requirements or Service Levels thereby reducing the risk of incomplete Testing coverage (see example provided below);
  - 2.1.3 provides evidence where feasible, that Tests conducted were aligned to a risk captured in the risk register, and that the successful Test conducted reduces the probability of the risk occurring;
  - 2.1.4 provides evidence of documented and repeatable Testing Procedures and models include pre-agreed Test artefacts and templates;
  - 2.1.5 provides evidence that Test environments were reflective of the needs of the respective Test phase including adequate test data;
  - 2.1.6 provides evidence that the Test environments used were representative of the existing ICT Environment, including evidence to determine the baseline performance levels of existing ICT Environment during both average and peak usage times;
  - 2.1.7 provides evidence that Testing also addressed the validation and accuracy of relevant documentation, (e.g. operating and/or

**OFFICIAL**

administration guides, user guides, online help, training materials, etc.);

2.1.8 provides evidence that Testing conducted was scripted and where feasible and productive to do, that Testing was also automated;

2.1.9 provides evidence of clearly defined Test Success Criteria (see example below):

**Non-Binding Example** (for illustration purposes only)

Example of invalid Test Success Criteria:

The ICT Environment should respond to user input within 10 seconds.

Example of valid Test Success Criteria:

For Test Ref: ABC123 the ICT Environment will respond to a valid user entry within 5 seconds for a median load of 250 active users and 2000 logged in users 95% of the time; or within 10 seconds for a peak load of 500 active users and 4000 logged in users 90% of the time.

2.1.10 provides details of previous Test Issues where applicable, including details of the number and type of Test Issues and changes that need to be made in order to ensure a successful Test; and

2.1.11 provides evidence that the relevant Test Success Criteria was satisfied without any Test Issues.

2.2 The Customer Authority may, from time to time, notify the Contractor of any additional Test Success Criteria to be agreed with the Contractor and applied at any time including in any project PID, test plan or service readiness activity.

**3 TEST ISSUES**

3.1 In accordance with Paragraph 9.1 of Schedule 4.2 (Testing Procedures) of the Call-Off Terms, the following Test Issue criteria shall apply:

- **Severity 1** – Test had not met the functional or Test Success Criteria - ATP will not be granted
- **Severity 2** – Test Success Criteria has been partially met – ATP may be granted subject to the Contractor implementing a rectification plan
- **Severity 3** – A small element of the Test Success Criteria was not met – ATP could be granted subject to the Contractor implementing a rectification plan
- **Severity 4** – A minor element of the Test Success Criteria was not met and an accepted Workaround or waiver on the relevant Test is agreed

**OFFICIAL**

3.2 For the purposes of the definition of Material Test Issue set out in Schedule 1 (Definitions) of the Call-Off Terms, the severity levels are:

- **Severity 1** – Test had not met the functional criteria or the Test Success Criteria - ATP will not be granted
- **Severity 2** – Test Success Criteria has been partially met – ATP may be granted subject to the Contractor implementing a rectification plan
- **Severity 3** – A small element of the Test Success Criteria was not met – ATP could be granted, subject to the Contractor implementing a rectification plan
- **Severity 4** – A minor element of the Test Success Criteria was not met and an accepted Workaround or waiver on the relevant Test is agreed