

CAPITA

Governance, assurance
and test consulting



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Capita provides specialist governance, assurance and test consulting solutions which help our clients to deliver high quality projects and programmes on time and at reduced cost while minimising risk. In today's economy each market sector faces different challenges but all strive to drive out innovation and increased transformation and value from their change programmes.

Regulation is not negotiable and it is increasingly proving to be a major programme stream that has to be delivered across group structures and on top of other commercial programmes which are also required to remain competitive. These complex scenarios stretch an organisation's capabilities to the maximum as many are unused to the scale, level and impact of the changes that are required. In parallel there is still an emphasis on increased efficiency, risk management and improved time to market whilst all the while managing costs down.

As a major supplier of business process outsourcing to both the public and private sectors, including financial services, Capita has experience of working in a regulated environment and our track record of making processes more efficient is leveraged to deliver real benefits for our clients. It is not just about saving money, it is also about extracting increased value from development suppliers to make a real difference to the quality and timeliness of deliverables.





How we work with our clients

We believe in developing a strong partnership with our clients, helping them to overcome complex issues when delivering IT and business change. We not only advise our clients but also implement best practice in delivery. We present clear and practical reports and provide managers with the information to facilitate their decision making.

We can be a catalyst for change to support senior management teams. Many of our consultants have held senior posts in the industry as well as in consulting and they bring this practical experience to bear for our clients. We help organisations to drive through a closer alignment of IT delivery with the requirements of the business to obtain necessary and tangible business outcomes. We apply our expertise and knowledge across a wide range of situations to bring real, practical and measurable benefits and embed lasting change through knowledge transfer and mentoring of staff.

Our consultancy services

Right the way through from early programme set-up to ongoing quality assurance, our consultancy services help our clients to deliver the best possible results for their business. Our approach is built on practical experience using our proven frameworks and models to provide an early warning mechanism. We reduce the overall cost of delivery by implementing quality early in the lifecycle and ensuring that third parties deliver high quality outputs throughout the implementation using appropriate quality gates.



Programme set-up services

Getting the structure and governance model for programmes correct right from the start of the process is key to ensuring effective and efficient programme delivery. Too often they can start in unfocused way or at speed which means they can be badly structured. We draw on our experience of large, complex programmes, what went well and what could have gone better, to help you make the best possible start. We can advise on best practice organisational structures and set up a clear QA framework. We ensure that the requirements and acceptance criteria are clearly linked to business goals. If these are articulated in the right way the organisation can measure and articulate the benefits achieved.

Governance and assurance

We work with organisations to independently assure projects and programmes in order to highlight strengths and weaknesses so that the strengths can be explored and exploited, and the weaknesses addressed to get the best results for the business. IT delivery needs to be truly aligned with the business objectives for the programme and this has to be constantly monitored all the way through. We help organisations to plan, estimate and track their programmes using a consistent framework which helps them to achieve the best possible outcomes.

Assurance for regulatory programmes

Increasingly regulation is not just about the outcome of change but how changes are undertaken and proven to be taken. Independent assurance is often required, both to know that organisations are doing the right things in the right way, but also to demonstrate to key stakeholders and the regulator that delivery is on track and being undertaken in the correct manner. Capita has considerable experience in the financial services sector which is facing the challenge of undergoing these complex programmes on top of business as usual.

Test strategy and planning

Testing is our business. From choosing the right approach to testing to the detail of your test model, we can help to direct and complete reviews of your testing function and processes as well as develop test strategies and detailed plans. We can also advise and help you to implement risk-based test delivery, test automation and both functional and non-functional testing.

Infrastructure and methods

These are often overlooked but the infrastructure and methods used have a considerable impact in both delivering change and maintaining service. We work at a scale and across levels of complexity in a range of technologies and also apply automation and performance testing to maximise coverage and improve quality.



Capita is the UK's leading business process outsourcing and professional services company. Our systems assurance and testing arm operates across both the public and private sectors with around half of our revenue coming from the financial services sector.

We enable organisations to maximise the business value from systems quality assurance and testing through:

- Transformational managed testing services
- Governance, assurance and test consulting
- Contract and permanent test recruitment

For further information about our services please contact:

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Further information on the Capita Group can be found at:
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