

1.1.1 Quality Assurance (QA) and Testing

Our QA goal is to identify and correct performance deficiencies before they reach a level of stakeholder detectability or program performance impact. In the event QA auditors, process owners, users, or other interested parties identify potential quality discrepancies. We will work to resolve inadequacies by performing a root cause analysis, corrective action implementation, and monitoring. We will track issues from inception to closeout and verify resolution.

XXX has woven in Quality Control (QC) as a standard operating procedure in the delivery of all client solutions. XXX uses the techniques identified in the QC Reviews table below to verify that work complies with PWS performance indicators and to identify noncompliant items prior to submission to the Government.

Table 1: QC Reviews

Review Techniques	Description
Deliverable Reviews	XXX will put all project deliverables through a formal QC review process prior to submission. The metrics on the results of all reviews to identify potential weaknesses and opportunities for improvement will be maintained for analysis.
Peer Reviews	A staff member independently performs peer reviews with the assistance of the product author to maintain independence.
Leadership Inspection	Most deliverables will move from the peer review stage to the leadership inspection stage. Following the peer review, the author sends the document to the Program Manager to verify compliance with the overarching guidelines and requirements.
SME Reviews	A designated SME will conduct these reviews for products that require specific subject matter expertise to ensure compliance with industry-leading practices and lessons learned, and to contain the requisite level of thought leadership.
Structured Walkthroughs	Walkthroughs are an effective quality review technique for complex deliverables. Examples of this technique include software coding revisions or changes to a workflow. Structured walkthroughs are face-to-face meetings conducted by the author with one or more staff members, including the program manager and one SME. The walkthrough proceeds in sequential steps, highlighting the rationale for approaches, providing historical context, and voicing major questions and discussion topics. Modifications are documented, and the author incorporates these items. Following a walkthrough, a deliverable will often undergo a peer review, followed by a leadership inspection.

XXX Group provides a wide range of application and service testing, specifically in supporting the development and implementation of iterative testing frameworks. We have a highly competent testing team who is focused on the use of testing methodologies in the development process to ensure that the product can successfully operate in multiple environments and across different platforms.

Our testing team conducts application testing by examining the application against the business requirements and incorporates all functional tests designed to guarantee each module of a product behaves as expected. Using test cases provided by the design team and business analysts. Our robust

application testing methods focus on the operational aspects of the product. Verification of each function of the product operates under the requirement specification. We conduct these testing methods in order, which include: unit testing, integration testing, system testing, and acceptance testing. Our testing team is also prolific in conducting service testing in which our team checks non-functional aspects of the product like performance, usability, flexibility, reusability and reliability. While conducting service testing, our team checks the readiness of a system as per non-functional parameters that focus on the operational aspects of the product. These include: performance testing, security testing, usability testing, compatibility testing.

1.1.2 Risk Management

XXX Group relies on a Risk Management Framework that focuses on building security capabilities into information systems by applying state-of-the-art management, operational, and technical security controls, and the use of enhanced monitoring processes. Our methodology is used iteratively throughout the entire system lifecycle. XXX will implement a well-defined, proactive risk management process that is integrated into our Project Management Framework. All project team members take part in this mature and rigorous, integrated risk management process depicted in the Figure below.

Figure 1: Risk Management Workflow

