

Transforming IT Quality Management with ***IT-TRAC***®



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The Formation of a Framework for Modern Risk and Quality Assurance

The TAL Capability Statement 2025

Delivering Confidence in Business Technology

At Test Assurance Ltd (TAL), we provide independent quality and risk assurance consultancy and management services that enable organisations to deliver technology initiatives with confidence and control. Our work establishes the governance, oversight, and quality foundations necessary to assure successful outcomes.

Founded in 2013 to provide specialist Test Management and Assurance solutions, TAL has developed a matrix of standardised practices, processes, controls, and outputs to support technology initiatives of any scale or complexity. Our expertise ensures consistent, high-quality outcomes from portfolio transformation to targeted project delivery.

Our proprietary framework — **IT-TRAC**[®] — (Information Technology Test and Risk Assurance Capabilities) integrates governance, oversight, delivery and exceptions management into a single operational model, reducing risk, accelerating time-to-market, and optimising cost.

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About Us

Test Assurance Ltd (TAL) was constituted on the principle that technology quality and risk assurance require more than simple process execution. They also depend on thought leadership, methodological rigour, and the type of innovation that can only be born out of practical experience.

From the outset, TAL recognised that organisations were grappling with fragmented test practices, inconsistent quality oversight, and misaligned assurance activities. These challenges were compounded by increasing delivery complexity, accelerated change cycles, and heightened stakeholder expectations for measurable outcomes.

Experience

Evolved through Practice

TAL was formed in response to these industry-wide pain points. We began taking an approach to IT delivery that harnessed real-world delivery experience in an effort to refine test management and QA capabilities and extend the scope of these capabilities to form a Quality & Test Function.

As such — and as a ‘Function’ — testing and QA realised a greater organisational presence and an increased surface with which to communicate. This enabled organic socialisation and improved propagation of concepts, practices, processes and controls. As a result, a continuous source of valuable feedback became available, allowing the enterprises to more firmly integrate quality and test governance, oversight, test delivery and exceptions management as a strategic capability, not simply as an afterthought.

Over time, our team of seasoned practitioners and associates distilled these experiences into a unified framework: **IT-TRAC®**.

This framework represents the culmination of:

- Alignment with International Standards (e.g., ISO/IEC/IEEE 29119-2 and ISO/IEC 25010).
- Tangible lessons learned from delivering and assuring complex technology initiatives.
- Refinement of methods through continuous practice, audit, and oversight.
- Contemplation and revision on the core drivers of quality risk management and the systemic gaps in existing delivery models.

It serves as both a reference model and a practical, modular, and scalable means of mobilising and directing resources to engage in effective and efficient Quality & Test activities. It enables ease of deployment and can integrate its beneficial industry best practices across Agile, Waterfall, and Hybrid delivery models.



Vision & Mission

“

The strength of any organisation's approach to Quality and Testing lies in its ability to operate across multiple dimensions — addressing the immediate demands of projects while facilitating long-term strategic objectives.

— Test Assurance Ltd

Our Vision

To lead the transformation of technology quality, empowering organisations to deliver business and operational technologies with absolute confidence.

It is the belief of Test Assurance Ltd that quality and risk assurance must be integral to every stage of technology delivery. We aim to shape a future where quality and test management are not simply operational safeguards but strategic enablers that drive innovation, resilience, and measurable business value.

Our Mission

- Deliver world-class Quality & Test services that empower our clients to achieve their technology goals.
- Provide actionable insights and assurance that drive informed decision-making and measurable business value.
- Continually monitor, evolve and enhance our **IT-TRAC®** framework to meet emerging challenges in business and operational technology risk and quality management.
- Build enduring partnerships based on transparency, accountability, and a commitment to excellence.





Our Values

At Test Assurance Ltd, our Values are more than ideals – they are practical, non-negotiable principles that shape how we deliver Quality and Risk Assurance through the **IT-TRAC**® framework.

Each of the TAL Values – Adaptability, Transparency, Collaboration, and Accountability – is embedded in the management capabilities and practices that define the **IT-TRAC**® framework. They drive consistency, clarity, and control across every engagement, ensuring our clients achieve measurable outcomes and lasting confidence in technology delivery.

Through **IT-TRAC**®, our Values translate into structured practices, enabling organisations to manage risk proactively, maintain delivery discipline, and realise a maximised return on their technology investments. Upholding these Values in every engagement backs up our commitment to protecting our clients' interests.



ADAPTABILITY



TRANSPARENCY



COLLABORATION



ACCOUNTABILITY

The Challenges

Critical delivery risks are often hidden in plain sight – systemic yet subtle failures in Test and QA that undermine technology solution outcomes.

In today's complex technology landscape, organisations face increased pressure to create transformative value at speed while maintaining quality and managing risk. Yet, all too often, underlying issues with the quality and test practices will contribute to a compromised delivery.

There are common obstacles. Shortfalls in the testing capability, fragmented approaches, and a lack of insight into the coverage and quality status of solutions in delivery are a few of them. Such deficiencies not only threaten the outcomes of individual projects but also expose the enterprise to broader strategic and operational risks.

Fundamental challenges can be categorised as follows:

- **Shortfalls in Test Maturity:**
Inconsistent and unformalised practices lead to unpredictable quality and increased delivery risk.
- **Decoupled Testing and Delivery Processes:**
Testing is siloed from solution delivery, resulting in missed and late defect and failure discovery.
- **Resourcing and Scalability Issues:**
Skill shortages and underused automation limit testing scalability for complex delivery demands.
- **Weak Supplier Assurance:**
Lack of supplier onus and oversight elevates the risk of poor quality testing and missed coverage.
- **Low Visibility of Quality & Test MI:**
Poor access to reliable quality data obscures transparency, decision-making, and confidence.

Addressing Common Challenges

Encountering these types of issues during IT projects is almost inevitable and rarely isolated.

IT-TRAC[®] provides a strategic approach to addressing the issues. Structured quality governance and integrated assurance promote confidence and provide:

- Clear, risk-based quality oversight
- Integrated, non-disruptive assurance
- Resource efficiency and prioritisation
- Strong supplier accountability
- Transparent, actionable insight for leadership

IT-TRAC[®] empowers organisations to regain control, manage risk effectively, and deliver with confidence.



The Goals

In an era of accelerated digital growth, technology quality has become a board-level priority. Assurance activities can no longer focus solely on defect detection. Today, testing and QA are strategic enablers – delivering tangible business outcomes and protecting organisational value.

While defect detection remains essential, it is just one part of a broader, structured approach to testing, QA and risk assurance. TAL has found that organisations seeking predictable, risk-managed outcomes from technology portfolios consistently pursue five overarching goals. Such aims can be achieved through the structured governance, oversight, and assurance delivered by our **IT-TRAC**® framework.



1. RISK MITIGATION

Proactively identify, manage, and reduce quality and delivery risks across the entire technology lifecycle.



2. COST OPTIMISATION

Reduce unnecessary spending by focusing assurance efforts where they deliver the most significant value.




3. STRATEGIC ALIGNMENT

Ensure quality and risk assurance activities are fully aligned with business strategy, goals and objectives.



56%

More than half of organisations are actively aligning their quality engineering initiatives with business strategy. The latest World Quality Report 2023–24 finds 56% of companies are aligning QA activities with strategic business goals, products, and value streams.



“Quality experts must expand their skillsets beyond testing and engineering to encompass subject matter business expertise. This evolution reflects the growing need for QA professionals to play a more strategic role in ensuring quality throughout the software development lifecycle.”

*Software Testing – Market and Insights Report
Created by UK Research and Benchmarking
September 2024*



4. COMPETITIVE ADVANTAGE

Organisations that adopt a structured Quality & Test Management Capability Framework consistently outperform competitors. By accelerating time-to-market and ensuring predictable, high-quality delivery, they enhance customer satisfaction and build stakeholder trust.

IT-TRAC[®] enables delivery teams to operate with agility and assurance — creating a measurable competitive edge.



5. OPERATIONAL EXCELLENCE

IT-TRAC[®] embeds scalable, repeatable quality assurance practices that improve delivery efficiency and consistency. It drives process maturity and continuous improvement, reducing technical debt and optimising resources. This fosters long-term operational resilience and sustained quality performance.

Our Team



COLLABORATIVE, FLEXIBLE SQUADS

At Test Assurance Ltd, we deploy high-impact squads that combine deep assurance expertise with lived delivery experience. Our teams are collaborative by design and flexible by purpose — integrating seamlessly into client environments while adapting to delivery models, architectures, and programme dynamics.

Each squad operates as a focused unit of competence, combining Quality Governance, Test Oversight, and hands-on Test Delivery Management. This modular structure ensures our engagements remain scalable, responsive, and precisely aligned to need — from stabilising high-risk programmes to accelerating assurance in Agile and hybrid landscapes.

We don't simply provide human resources — we activate capabilities. Guided by the methods and disciplines of our **IT-TRAC**® framework, our squads instil stewardship and measurable value into portfolio delivery, enabling confident, risk-aware progress and decision-making from day one.

TAL LEADERSHIP



Paul Mansell

Founder & Company Director

Thirty years of architecting robust testing and QA frameworks, steering high-stakes IT deliveries to success.



Savan Shanthi Prasad

Chief Strategy Officer

Over seventeen years aligning testing with business goals, optimising frameworks, managing risk, compliance, and driving innovation.

Our Consultancy & Services



Quality & Test Governance

Our Quality & Test Governance provides the foundations for structured, risk-aware delivery across complex technology portfolios. We define capability ownership and accountability, aligned with policies, standards, and architectural design. Our services include forward-looking demand forecasting, budgeting, and supplier integration to ensure readiness and control. Governance is strengthened through quality risk oversight and performance measurement — enabling consistency, transparency, and strategic assurance throughout the delivery lifecycle.



Quality & Test Oversight

TAL Quality & Test Oversight activates risk-based assurance, embedding confidence throughout the delivery lifecycle. It is an auxiliary management layer, the capability oversight for the framework, ensuring practice and process compliance through targeted assessments, observation, reviews, and audits. We focus effort where it matters most, extending to supplier performance and delivery integrity. Through structured reporting and actionable MI, we enable informed governance, while the support of test delivery ensures assurance is practical at a dynamic level.

TAL Consultancy

TAL Consultancy brings a rare balance of strategic clarity and delivery practicality.

While we operate as trusted advisors, enabling clients to navigate complex delivery landscapes, we also embed management capability. Our consultants align governance and oversight with business priorities, scaling assurance practices to suit delivery challenges, supplier models, and organisational maturity. Every engagement is shaped by structured frameworks, clear accountability, and measurable outcomes.

Thus, our approach is tailored, adaptive, and grounded in lived delivery experience — ensuring our frameworks are effective — not just in theory but also in practice.



TAL Services

TAL Services embed structured capability within live delivery environments — bringing discipline, control, and responsiveness to the heart of technology execution.

Where consultancy defines strategy, governance, risk, and compliance management, our services operate on the ground — driving delivery quality, managing risk, and ensuring real-time assurance across fast-moving projects. Designed for flexibility, TAL Services adapt to diverse delivery models while maintaining integrity, traceability, and measurable outcomes.



Test Delivery Management

Our **Test Delivery Management** service provides structured leadership, coordination, and control across the test lifecycle. We develop strategy, manage planning, design, execution, reporting, and defect resolution across delivery workstreams — ensuring traceability to business objectives and requirements and aligning with delivery methods. Our *Essential Test Mechanism* is modelled for agile, hybrid, and waterfall environments, maintaining delivery pace without compromising assurance.



Test Exceptions Management

TAL Test Exceptions Management governs the escalation and treatment of risks, nonconformances, and deviations across the delivery lifecycle. This service provides consistent steps and workflows for handling breaches of process, quality, readiness or acceptance criteria. Defect management and controls for approval processes, including the definition and evaluation of contingencies and concessions, are applied to ensure accountability and traceable decision-making.

Practitioners in Technology Quality Risk Management



Further Resources

Take in some of our views:

Testing to Temper

THE COUNTERBALANCING OF TECHNOLOGY HYPE

<https://testassurance.co.uk/testing-to-temper/>

AI and the Future of Technology Testing

A GAME-CHANGER WITH A TWIST

<https://testassurance.co.uk/ai-and-the-future-of-technology-testing/>

Quality Assurance vs. Testing – Part 5

TOWARD A COMPREHENSIVE QUALITY FRAMEWORK

<https://testassurance.co.uk/quality-assurance-vs-testing-part-5/>

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Take the TAL Survey

