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Cloud Based Performance Testing Service Definition

GCloud15

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Introduction

We discover Performance problems in IT systems and software applications - web, mobile and desktop.

Through a structured testing approach and appropriate performance testing tools selection, we will reduce the risks of performance failure for new or enhanced applications.

Performance Testing includes:

Load/stress

Scalability/volume

Endurance/soak

Spike

Fail-over/resilience.

The Challenges of Performance Testing Applications

Government Applications

Increasingly, clients of government services are expected to use web based and mobile applications to access services. Massive peak workloads can lead to slow response times, outages and frustration.

Internal government users also use varying internal web or mobile based applications. Peak workloads can cause slow response times and outages that lower productivity.

How to ensure quality?

By performance testing web and mobile applications, IT departments can ensure that during peak periods, applications that are critical for normal day to day activities are fit for purpose.

Quickly detect, isolate and resolve the root cause of performance problems with integrated diagnostics and trending reports.

Gain confidence in your applications from realistic user scenarios prior to launch to ensure that your application is performant.

The Solution

- **Testing Hardware**
  Load generators do not need to be set-up and maintained internally. Cloud based Load Generators send traffic across the network simulating real users accessing your applications.
- **Expensive Licenses**
  A choice of open source software with JMeter or MicroFocus (Borland) Silk Performer located and managed on the Cloud.
- **Real World Testing**

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With virtual users located on the Cloud, generated workload is realistic, coming from the internet through your firewalls, routers and onto the application backend, correctly testing all parts of your infrastructure.

Key Benefits

- **No need to manage and maintain load generators.**
- **Extra load generators can be easily spun up if required.**
- **Choice of an open source tool in JMeter or a market leading tool in Borland's Silk Performer.**
- **Multi-protocol support**
- **Capture memory and CPU usage information across your backend (Requires access through your firewall).**
- **Test the impact of Networks with the ability to add Cloud servers outside of Europe.**

Return on Investment

- Reduced R&D costs. Minimize test and fix cycles and make better use of expensive resources.
- Improved ROI. Provide greater access to test creation and execution for more team members and support a higher number of virtual users per box.
- Leverage current investments. Reduce your investment in multiple tools and training, exploit new technologies and maintain business confidence even as technologies change.
- Accurately assess application performance, scalability and reliability characteristics before deployment.
- Create realistic, reproducible load test scenarios to cover all critical use cases and requirements.
- Isolate and resolve the root cause of performance problems in cross-platform systems quickly and easily.
- Lower IT infrastructure costs through tuning and accurate capacity planning before deployment.

Approach

The following actions are available with the cloud based performance testing tool.

1. **Build Performance Tests**

   All scripting and preparation activities take place with the performance testing tool installed on users desktops so that all scripts and scenarios are built locally.

2. **Execute Performance Tests.**

   Scripts are uploaded to the Cloud and Performance tests are executed using cloud based load generators.

3. **Access and manage Cloud Load Generators**

   Access to servers for administrators is available via remote desktop if configuration or additional components are required for performance testing.

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Training

Training is available and will take approximately 3 days. Strong technical testing skills are required.

Support

Support is available from 08:00 to 18:00 on working days in England. 1st

Line Support

1st line support will be available between the hours of 09:00 – 17:00 via the following channels;

- Web
- Phone
- email

2nd line support which will operate between the hours of 09:00 – 17:00.

Definition of SLA's (Will provide list)

- 0 – Critical – Within 1 Hour – Call back
- 1 – Severe – Within 2 Hours – Call back
- 2- High – 24 hours
- 3 – Medium – 48 hours
- 4 – Cosmetic – 72 hours