



Performance Testing Services

FOR IBM TIVOLI PROCESS AUTOMATION ENGINE (TPAE) BASED SYSTEMS

- Maximo Asset Management
- Tivoli Service Request Manager
- Tivoli Asset Management for IT

Do you find yourself nervous:

- Planning for a brand new deployment?
- Applying patches and/or upgrading from a previous version?
- Implementing a new configuration release (e.g., application changes and/or adding major functionality)?
- Adding or moving to a new hardware or software platform (e.g., Sun to Windows, Oracle to DB2, Dedicated to Virtual)?
- Adding more transactional load due to increased utilization from users and/or interfaces?
- Understanding how your end-to-end supporting infrastructure will perform (e.g., servers, firewall, load balancer, switches, routers, transport, end-points)?

It's only natural, as events like these can pose tremendous risk when it comes to meeting stakeholder expectations around performance and availability of your enterprise system. Simply put, mitigating risk head-on in a pre-production environment prior to going live with significant changes to the system is the smart thing to do.

Organizations that fail to address this risk through a proven mitigation strategy are often left with a system that might functionally deliver, but comes up short on acceptable performance and availability. Without adequate performance and availability, utilization of the system typically decreases, along with a confidence in the departments that were responsible for the deployment and sustainability of that system. This could lead to costly measures to address those issues, and result in a restart, or, worse, a failed program.

Gartner research has estimated that 80% of applications put into production have no quality or performance testing, resulting in end-users reporting issues 40% of the time and projects being rolled back by as much as 50%. Carnegie-Mellon research estimates that issues found in

production (as opposed to pre-production) are up to 7 times more expensive to address.

TRM has years of proven experience in consulting, planning, and executing Performance Testing Services. TRM Systems Engineers have a thorough knowledge on performance testing tools, as well as a tremendous amount of TPAE system configuration experience, which is essential in successfully executing Performance Testing services.

Are you at risk?

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Our clients include the U.S. Navy; New York Power Authority; Dominion Power; U.S. Department of Interior; Kellogg, Brown and Root; Colorado Springs Utilities; Albuquerque Bernalillo County Water Utility Authority; Eastern Municipal Water District; U.S. Mint; and Western Area Power Administration.

TRM combines our system performance testing expertise (TRM Systems Engineering Consulting Services) with market-leading testing software tools.

TRM's approach to Performance Testing Services includes these steps:

- We begin by working closely with your team to thoroughly understand the application system configuration and architecture, as well as your expectations around performance service level objectives and agreements.
- With input from the team, we define and develop an application "workload model" that consists of business processes (e.g., Work Order, Purchase Order, Reporting, Inventory, etc.) with transactions that represent anticipated transactional load and behavior
- The workload model is used to develop load test scripts and scenarios. The load test scenarios are defined and aligned with the load test objectives (e.g., need to scale up to 100 concurrent users, followed by a stress test to see where the system peaks.)
- TRM SE Consultants arrange an onsite visit to execute the agreed-upon load test scenarios.
- We then review and validate the load testing results, recommend any system tuning (if necessary), and rerun the load test to validate the recommendations for marked improvements.

What's included

- TRM resources include an assigned Project Manager along with up to three Senior Systems Engineers highly skilled in the TPAE system configuration and architecture. These skills include deep knowledge of the supported TPAE platforms, including the Operating System (Windows/Sun/AIX/RHEL); J2EE (WebSphere/WebLogic); DBMS (DB2/Oracle/SQL); Reporting (BIRT, Cognos); and Integration (Integration Framework, Integration Composer). They also have deep infrastructure knowledge, including Servers; Network (switches, routers, firewall, load balancers, transport); Storage (DAS, NAS, SAN); and Hypervisor Support (VMWare).

- Travel typically includes one week-long site visit by a TRM engineer to work with you to define the application "workload model" and one week-long site visit by a TRM engineer to execute the load test scenarios with other TRM engineers, providing "reach-back" support as required.
- The workload model will generally consist of six business processes, each containing roughly 10 transactions, and, if necessary, SQL scripts to emulate interface transactional load.
- Load test scenarios will generally consist of calibration runs and up to three official load tests (local system validation and/or remote infrastructure validation).
- Load test debrief and detailed report.

About TRM

Total Resource Management (TRM) is focused on improving the asset and operational performance of organizations through the effective use of information technologies. TRM is an IBM Premier Business Partner with over fifteen years; experience delivering asset and service management solutions based upon IBM Maximo. TRM supports clients across a wide range of industries, including government, defense, cities, facilities, energy, utilities, transportation and life sciences. TRM is based in Alexandria, Virginia and has business centers across the U.S. For more information, visit www.trmnet.com or call 703-548-4285.