



HP Center Management for Performance Center

Data sheet



HP Center Management for Performance Center is out-of-the-box software that helps you run a performance testing Center of Excellence.

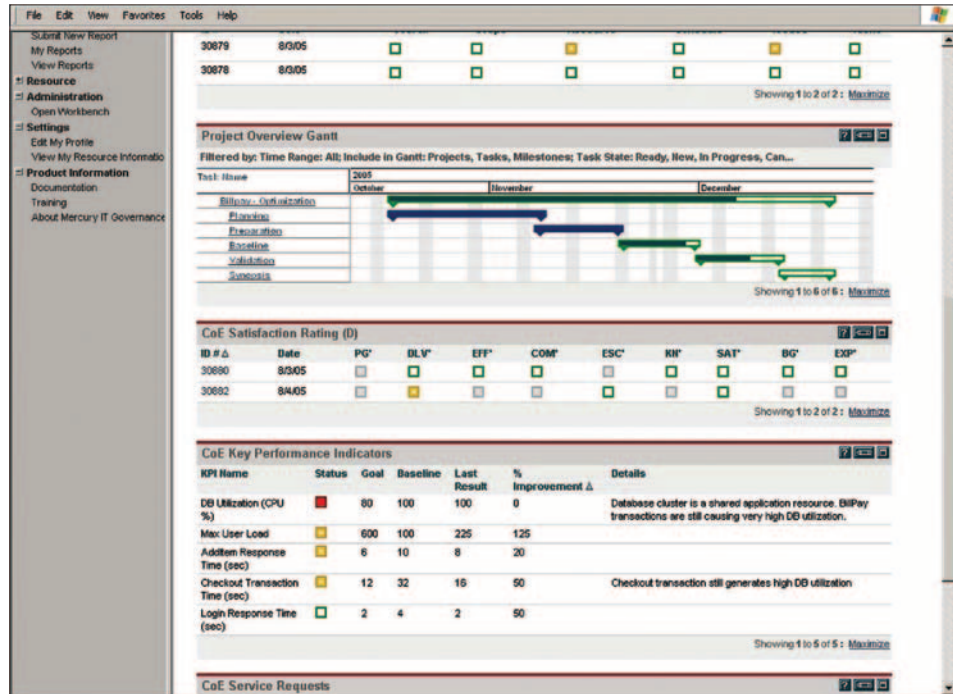
Businesses are taking a more strategic approach to application performance testing by centralizing resources into a performance testing Center of Excellence (CoE)—a team using common solutions and methodologies to deliver services across the enterprise. The mission of a performance CoE is much broader than performance testing alone. Interacting and collaborating extensively with line-of-business (LOB) customers for performance test requests, a CoE assigns resources to each project, creates and maintains project plans, gathers project requirements and updates customers on project progress in a timely manner.

Once you have a CoE in place, there are still many challenges. You must consistently handle incoming demand and make sure customers are happy with the services they receive. You need to make intelligent staffing and training decisions, and manage personnel so they are focused on the right tasks and have the right skill sets. You must be able to explain to executives and customers the true business value and risk mitigation a CoE delivers to the organization.

HP Center Management for Performance Center software, built on the HP Project and Portfolio Management (PPM) Center software platform, provides you with an out-of-the-box demand, project and resource management solution for running a performance testing CoE. It offers consistency, control and visibility across all performance testing operations. In addition, it's pre-configured with templates for performance-testing project management and execution, and a set of digitized processes to consistently manage the work. These templates and processes provide you with best practices to more quickly develop your CoE.

Out-of-the-box solution

HP Center Management for Performance Center verifies that current project status, health and deliverables are available to all, in real time and without extra effort.



Because HP Center Management for Performance Center is part of the HP business technology optimization (BTO) software suite, and is tightly integrated with HP PPM Center, your performance testing CoE becomes part of a larger IT strategy. HP PPM Center offers visibility and control over the demands being made of IT, the portfolio of IT projects, and the deployment of application changes at the enterprise level. It offers transparency into IT proposals, priorities, projects and investments to optimize the business value delivered by IT.

Communicate with lines of business

A load-testing project begins when the LOB requests a service. Using a web-based form, the LOB manager submits all relevant project information—such as goals, priority, risk and application business processes—to the CoE. After the CoE accepts the project, the LOB can track project progress through all phases of the load-testing cycle via a customized dashboard. Updated in real-time, the LOB dashboard places project status, tasks lists, and any risks or red flags that exist at the manager's fingertips.

Manage projects and deliverables

HP Center Management for Performance Center provides an automatic workflow that routes project requests into your CoE's project management team. Automatic notifications, via e-mail or dashboard, alert the project manager that a new request has come in. The project manager can request more information from the LOB manager, triage the timelines and assign resources without ever picking up the phone. It is simple to initiate LOB satisfaction surveys and review them at any point during the project lifecycle.

Tasks assigned to performance engineers automatically appear on each engineer's dashboard. Each time performance engineers run performance tests and surface bottlenecks, they can update their task status locally. These updates are automatically rolled-up through the project hierarchy so project managers and stakeholders see current project status in real-time.

HP Center Management for Performance Center reduces time spent preparing status reports and updating project portals. It enables you to view current project status, health and deliverables in real-time, without extra effort.



Run your CoE like a business

CoE managers oversee an engineering team that delivers specific performance testing services. They need to execute the right projects, follow the right processes to deliver a quality service, and offer the right skill sets to meet upcoming demand. Managers make the tough sourcing or partnering decisions for staff augmentation, and defend the value of the service team to management.

HP Center Management for Performance Center rolls up all project, demand and resource information into a single view to enable a manager to run a performance testing CoE like a business. The Delivery Center view is a summary of all projects in flight—their status, owner and flagged risks. Customer-satisfaction data is rolled up from the customer surveys in real-time, so the manager can engage if a project or customer satisfaction is at risk. The Resource Center provides a window into skill set demand versus availability to enable intelligent hiring, training and partnering decisions.

Apply best practices and project templates

In addition to providing workflows and dashboards to improve communication between the performance testing CoE and LOBs, HP Center Management for Performance Center provides a concrete set of best practices to help you run and manage the load testing process. While you can modify these best practices to reflect your organization's internal processes, they are based on a set of essential steps for an effective load testing process. These steps include load test design, system baselining and system optimization. These best practices also provide guidelines on how to manage and track performance objectives, project deliverables and LOB expectations.

How it works

LOB customers can make a service request using a standard web browser. Each request type—such as performance testing project, scripting assistance or training—has a workflow that specifies the process for reviewing, evaluating, prioritizing, scheduling and resolving the request. The CoE project manager can assign the request to the right performance engineer with the right skill set and availability for scheduling and delivery. The project manager can activate notifications at any step in the process to indicate that work should be done, hasn't been done or is being escalated. At every step in the process, personalized dashboards deliver status, task and project information to everyone involved in the performance testing project.

HP Services

Get the most from your software investment

HP provides high-quality software services that address all aspects of your software application lifecycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with global services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

For an overview of HP software services, visit www.managementsoftware.hp.com/service.

To access technical interactive support, visit Software Support Online at www.hp.com/managementsoftware/services.

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit www.hp.com/go/swcustomerconnection.

Features and benefits

- Provides a complete demand, project and resource management solution for a performance testing CoE
- Drives productivity by providing one interface between the line of business and CoE
- Applies and enforces a consistent process across all performance testing projects to improve quality
- Contains prepackaged workflows and project management templates based on years of best practices
- Delivers project updates in real-time, dramatically reducing the amount of time spent in the reporting process

Contact information

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4AA1-4943ENW, August 2007

