

HP Software-as-a-Service for Performance Validation Service

Service description



HP Software-as-a-Service for Performance Validation Service gives you the confidence that applications are performing well before they go into production. This hosted and managed load testing service helps you reduce risk and improve the performance of new applications.

Service overview

HP Software-as-a-Service (SaaS) for Performance Validation Service is a comprehensive, hosted and managed load-testing service to measure application performance and reduce the risk of an application performing poorly in production. This service uses the industry-leading HP Performance Center software and HP SaaS.

Through a series of iterative steps, HP SaaS creates automated test scripts based on customer-defined business processes or test cases, executes performance tests and provides a summary of the run results. These results can help you determine whether the application is ready for production or requires further configuration and fine-tuning. HP SaaS delivers validation services remotely for Internet-accessible applications.

Deliverables

Performance engagement kickoff meeting

HP Performance Validation Service begins with a planning meeting between you and HP SaaS. HP SaaS works with your performance testing team and application owner to review engagement milestones, outline the application's performance objectives, determine the test cases, understand the load model and discuss time frames and required resources.

Performance test preparation

HP SaaS leverages its pre-deployed and highly available installation of HP Performance Center software to generate load, originating from the Internet.

HP performance engineers create automated test scripts from your defined test cases and data. These automated test scripts reflect the application's most critical business processes, as assessed by you. HP helps you define the data requirements; however, we rely on you to create the data needed to run the tests unless other arrangements have been made.

Prior to executing each test run, a performance engineer conducts a short verification run to confirm that the scripts and load farms are working properly for the scheduled performance test.

Performance test execution

When the performance test is executing, the HP performance engineer guides the test execution and works with you to increment load. We recommend that the project manager, application architect, system administrator, network administrator and database administrator be present to diagnose problems as they occur.

HP Performance Validation Service includes multiple test runs, each approximately three hours in duration. The number of test runs is specified in the purchase order. This iterative process may expose performance bottlenecks. The results from the first run set the initial baseline and act as a benchmark. Subsequent run results are compared against this benchmark to determine whether the system configuration changes and enhancements are improving the system performance. HP will advise your team on how to refresh the test data and environment as necessary for subsequent performance test executions.

Performance test reporting

HP SaaS provides a summary of each test run and test results within approximately two business days after the performance test is executed. The test summary includes a description of the load model and test cases, as well as key performance indicators (KPIs), which are reflective of an end user's experience with the application under load conditions.

KPIs include, but are not necessarily limited to, maximum number of concurrent users, transactions (page views) per second, average transaction response times, transaction failure percentage, total throughput for the duration of the performance test, total hits and, when monitoring is selected, CPU and memory metrics of the application's servers.

In addition, you can access electronic copies of the test results, graphs and the HP Performance Center analysis tool, which lets you correlate load with response times.

Phase	Deliverables
Engagement kickoff	Planning session
Test preparation	Test scripts Injector deployment for internal applications
Test execution	Test runs
Reporting and analysis	Run summary Access to online results data and analysis/reporting tool

Customer requirements

Performance test team participants

You are responsible for checking that your project manager, application architect, system administrator, network administrator and database administrator are available for the kickoff meeting, test execution and subsequent analysis. HP best practices indicate that incident isolation and problem resolution are more effective when administrators see the problems as they occur under load. Functional support may also be required to resolve issues that can prevent successful script development or execution.

Performance test preparation requirements

Prior to the kickoff meeting, you must complete a technical questionnaire that captures your environment to be tested and documents your business processes. You must supply all transactional data required during the load test, and you are also responsible for refreshing the data, if the services team decides this is needed.

Stability of application under test

You should determine that your business processes are functioning properly prior to performance testing. In addition, all functional testing should be complete by this time, and the application's code should be frozen for the duration of the performance test engagement.

HP requirements

Performance engagement duration

An HP Performance Validation Service engagement is performed over the course of three months.

Performance test case preparation

The number of business processes included in the service is specified in the purchase order. Typically, three to five business processes are identified, and each does not exceed ten steps.

Performance test execution

Performance testing begins upon completion of the performance test preparation phase. Any cancellations or delays of more than two hours require 24-hour notice.

Turnaround times

Request	Approximate turnaround time
Scheduling load runs	
Test is Monday – Friday 8 a.m. to 6 p.m.	2 business days
Test is Monday – Friday 6 p.m. to 8 a.m.	5 business days
Test is scheduled for the weekend	10 business days

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