

# End User Applications Performance Analysis

Meeting the target service levels (user experience and availability) for the new application services rolled out

## Business Challenge

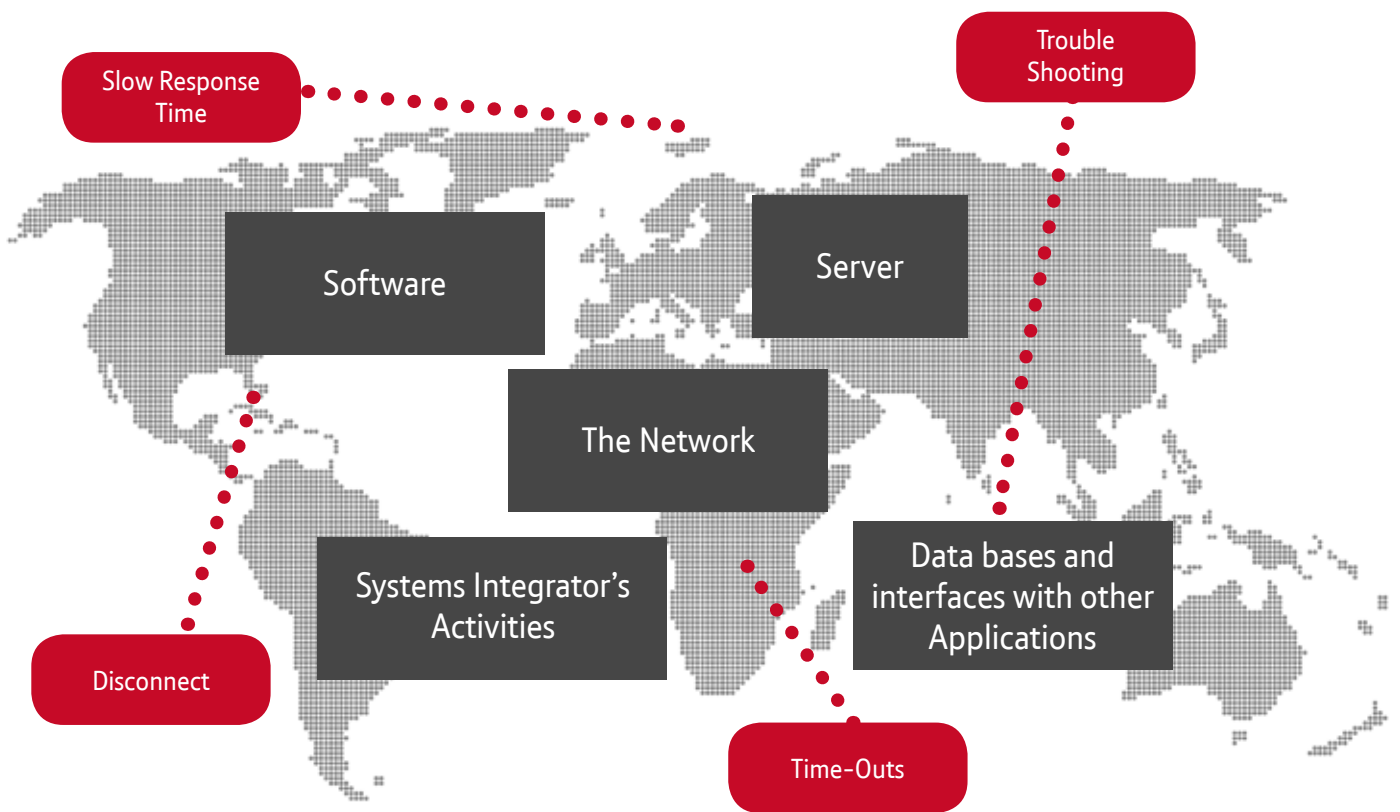
Assuring the user experiences for applications services delivered over the LAN/WAN production is very challenging and requires a great deal of knowledge and experience in dealing with issues related to performance, availability, capacity, security and operations management.

- Some of the key challenges are:
- Poor performance of the application could delay the use of that launched application services and indefinitely lead to missed revenue and defame.
- Over provisioning increases the total cost and under sizing becomes a key bottleneck for performance issues.
- Newly launched Web services are a key target for intruders who exploit known vulnerabilities
- Deployment of new services often brings new set of technologies, which demands a whole range of skill sets to manage them.
- All application services are delivered with a stack of different technologies (Client, Networks, Applications, servers, Database and storage subsystems) from different vendors and service providers hence to identify the root-cause any of performance or availability is always a challenge as it always leads to blame-storm with in customer organisation or outside the organisation from the different technology vendors and service providers.



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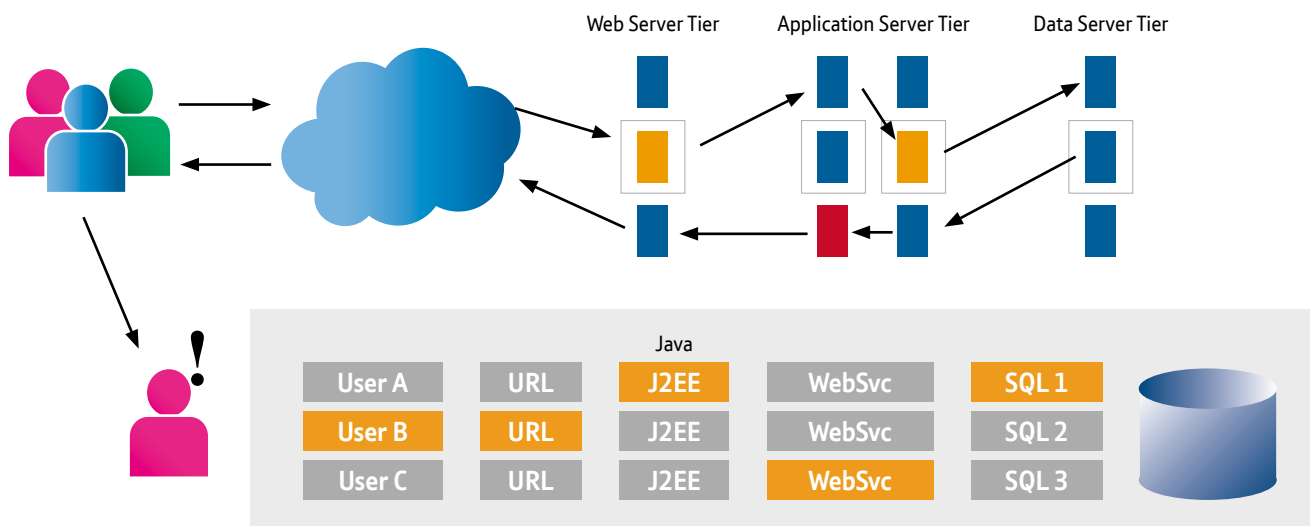
## User Dissatisfaction



## Our Services Offerings

This services offering is to identify the root-cause of the user experience of the application performance and availability and propose suitable resolution to resolve the identified root-cause of the problem.

BT Australia offers these services by proving the customer with complete best-of-breed software tools, guidance, goals, recommendations, advice, resolutions, scripts and best practices with a comprehensive methodology.



## Key Highlights

Clear demarcation of the problem and cause of the problem across the different domains (Client, Networks, Applications, Servers, Storage, Database) using our best of bred tools and approach in resolving the problem.

A tried and tested method of managing performance issues is outlined with a simple approach called 'Plan, Load/Install, Monitor, Detect/ Diagnose and Tune/Resolve. This method encompasses all of the steps that are required in finding a problem, pinpointing the source of that problem, and resolving the problem

## Activities and Deliverables

### Phase 1: Service Initiation

BTA will meet with the Customer to review conditions and prerequisites for the Service delivery. Additionally, BT will conduct a project kick-off meeting with key Customer's contacts to finalize the project approach, discuss roles, responsibilities, and the work schedule.

Under this phase detailed of as-if architecture and build specification of the Applications and related ICT infrastructure supporting the applications will be reviewed.

In this phase, BT will begin executing the core technical tasks, including creation of scripts and transactions, analysis and reporting activities.

### Phase 2: End-to-End Monitoring

- Installation and configuration of necessary tools for collecting the performance data.
- Monitoring of the Customer Applications environment including all the ICT infrastructure components for a period of 5 -7 days where metrics like CPU load, free memory, network resources with most traffic, disk usage and top processes for the server kernel are captured.
- (optional) Generation of emulator scripts for the Identified slower transactions and customizing it to capture the response times for the transactions.
- Identifying the periods of high utilization from the profiled data to arrive at the sampling hours to run the emulated transactions.

- Execution of the transactions from the client using a new user, and recording the response times for the transaction, network times from the devices and resource utilization at the client and the server for that period .

### Phase 2: Analysis

- Based on the data collected from the monitoring data collected from the tools implemented for the identified user transactions , Root –cause analysis report will be generated and presented to customer

#### Deliverables

- Performance Analysis Report for the application(s), highlighting the user experience root-cause and related availability of the applications to the users
- Recommend the solutions necessary to resolve the findings in the form of a Rectification Recommendation Plan.

### Phase 3: Service Closure

BTA will conduct a formal meeting with Customer to:

- Review the tasks and deliverables identified are provided to Customer
- Review any applicable support arrangements to provide this Engagement on-going basis as managed services

BT Frontline Pte Ltd  
750 Chai Chee Road  
#02-01/02/03 The Oasis  
Technopark@Chai Chee  
Singapore 469000  
Tel (65) 6773 7227  
Fax (65) 6779 4455  
[www.btfrontline.com.sg](http://www.btfrontline.com.sg)

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