

5. Applications Production Assurance

Assists you to meet your service level for new application roll-out

Business Challenges

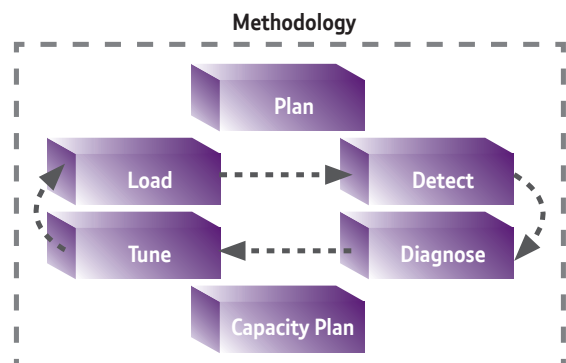
Assuring the readiness of applications for production is very challenging and requires a great deal of knowledge and experience in dealing with issues related to performance, capacity, security and operations management. Some of the key challenges are:

- Poor performance of application and its services could delay the “go-live” forever and could lead to missed revenue and defame.
- Newly launched Web services are a key target for intruders who exploit the known vulnerabilities.
- Over provisioning increases the total cost and under sizing becomes a key bottleneck for performance issues.
- Deployment of the new services often brings new set of technologies, which demands a whole range of skill sets to manage them.

Our Solution Offerings:

When it comes to assuring your success in production deployment of applications, BT Frontline offers complete best-of-breed software and services that will help to provide guidance, goals, recommendations, advice, resolutions, scripts and best practices with a comprehensive methodology. From implementation planning to production support, BT Frontline will provide the expertise and assurance that you need to feel confident as you deploy your systems into production environment.

- **Capacity Planning**
Use capacity planning to create the best architecture in the production environment — by optimising across cost, performance, and utilization requirements.
- **Security Hardening**
Hardening the operating systems and Web server to plug the vulnerabilities in order to greatly improve the security of the systems against intrusion, etc.
- **Interim Operations**
The interim operations offering is designed to be a short-term engagement that provides a turnkey solution of discrete infrastructure management which enables more efficient operation of your technology over a relatively short period of time.
- **Project kickoff meeting to establish the goals, schedules for the implementation**
- **Performance Testing**
Performance test enables you to test the system under peak load conditions prior to rolling them out to production and uncovers the performance issues.
- **Diagnosis and Tuning**
Diagnose and resolve performance problems. The various tasks that would be involved are:
 - Operating System Performance Tuning
 - Application Performance Analysis
 - Application Server Performance Tuning
 - Web Server Performance Tuning
 - Database Server Performance Analysis & Tuning



Key Highlights

- Mitigates the risk of services downtime (availability, response time) in production
- Avoids the delay in “go-live”
- Ensure adequate capacity provisioned for applications

Key Features

Implementation services

A tried and tested method of managing performance issues is outlined with a simple approach called ‘Load, Detect, Diagnose and Tune’. 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

- **Performance Testing**

Activities for a performance test include planning the test to accomplish your load testing objectives, creating the scripts, creating, running and monitoring the scenario, analysing and reporting test results in the form of a load test report that captures tests, scenario and results.

- **Operating System Performance Tuning**

Monitor system performance & identify performance problems using the OS monitoring tools.

- **Application Performance Analysis**

Objective of this package is to assist the customer to achieve the following for their J2EE application to minimize memory leaks, study thread behaviour and resolve thread starvation for a resource and resolve excessive locking.

- **Application Server Performance Tuning**

To prepare the J2EE application server for production that is proposed for tuning and adopting best practices in implementation of application server.

- **Web Server Performance Tuning**

To prepare the Web server for production that is proposed for tuning and adopting best practices in implementation of Web server.

- **Database Performance Analysis & Tuning**

It is a complete database management solution that can help to discover and quickly analyse critical performance problems in Oracle database. It also provides expert recommendations of performance problems and help to resolve the problems quickly.

We provide expert advice on how to change the resource-intensive SQL statement and recommendations on how to change your database to increase performance of the selected statements.

- **Capacity Planning**

To scientifically analyse current server capacity and accurately plan for the future needs of the servers in infrastructure that is proposed for capacity planning services using modelling software.

- **Interim Operations**

Provides services not only on short-term solution but also additional expertise or skills in a specific technology.

Augmenting your staff with experts so that your internal IT staff eventually gains the skills necessary to operate the infrastructure efficiently in-house.

For more information, please contact our sales hotline at **(65) 6490 4884** or email, sales.frontline@bt.com.

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