

Trends in Quality and Performance Management

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HP SOFTWARE

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“The criticality of software to the business, the increasing complexity of software applications and systems, and the relentless business pressures for quality, productivity, and faster time to market have all been positive drivers in the past and will continue to be...”

IDC, 2006



Application failures put business outcomes at risk

San Francisco Chronicle

BART'S BLUNDER
 35,000 evening commuters left in lurch as system takes blame for software snafu

Simone Sebastian, Carl T. Hall, Cicero A. Estrella, Chronicle Staff Writers
 Thursday, March 30, 2006

Embarrassed BART officials are

Wal-Mart's Site Stalls On Black Friday

(AP) NEW YORK High traffic disrupted Wal-Mart Stores Inc.'s Web site for much of Friday, one of the year's busiest shopping days.

The troubles came a day after Amazon.com Inc.'s site had brief disruptions because of a Thanksgiving Day sale on Microsoft Corp.'s Xbox 360 video game machines.

For much of Friday morning, attempts to open Walmart.com resulted in blank pages, delays or other problems. By early afternoon, visitors were simply told to come back later.

Walmart.com spokeswoman Amy Colella blamed a "higher than anticipated traffic surge."

Forbes.com

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AFX News Limited

ROUNDUP - Tokyo Stock Exchange suffers worst-ever system crash

11.01.2005, 03:08 AM

TOKYO (AFX) - The Tokyo Stock Exchange was forced to suspend trading in all shares today in its worst-ever computer system glitch.

TSE managing director Tomio Amano blamed the glitch on a software upgrade or processing data from securities companies which was introduced in October

Amazon suffers site outage

By Greg Sandoval
 Staff Writer, CNET News.com
 Published: August 21, 2006, 3:34 PM PDT

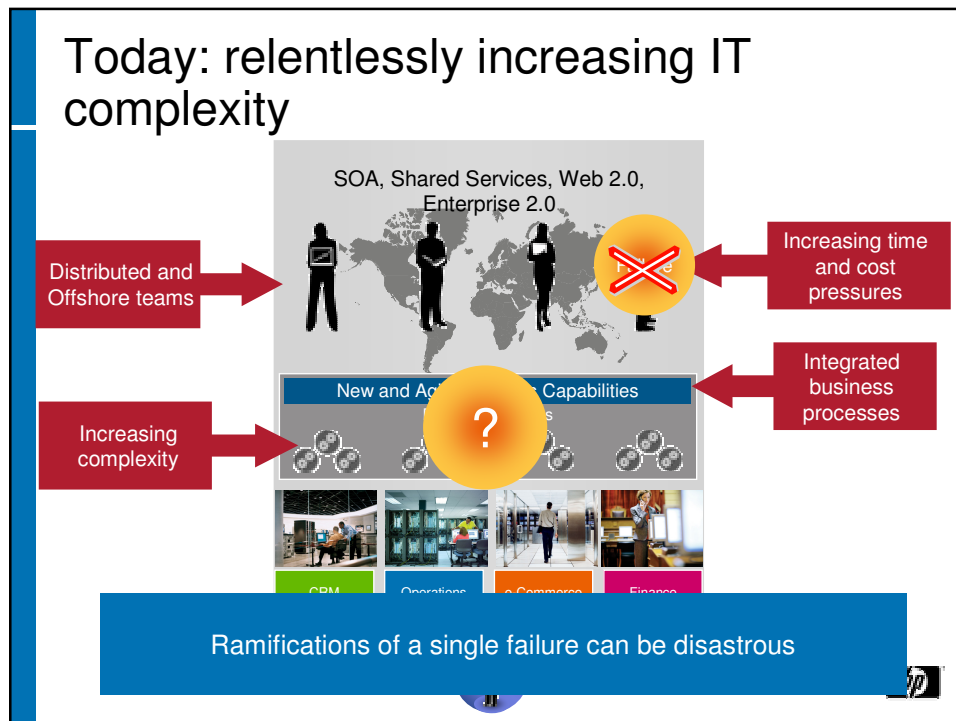
TalkBack | E-mail | Print | del.icio.us | Digg this

The Amazon.com Web site was inaccessible to most visitors for more than an hour on Monday morning. According to data provided by Ipwalk.com, a site that tracks Web site performance, Amazon was inoperative for 1 hour and 25 minutes.

Yesterday's business applications



- Failures limited to a smaller set of applications
- Risks were limited, consequences of failure finite



Driver 1: Quick High Quality Change



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Market and Category Drivers

- Software Apps need quick and frequent changes to enable Business need to dynamic and responsive
 - Major changes can no longer wait for years or months
 - Changes have to be Perfect the First time Every-time
- Emergence of New App Technologies
 - SOA, Web Services, Web 2.0, Multi-channel & multi-device apps, Virtualization



Trend: Integration of QA Efforts

- Silo'ed QA process and Stakeholders
 - Large gaps in work processes of various stakeholders (End customer, Business Analyst, Test Engineers)
 - Result: Long change cycle time and Customer expectations finally not fulfilled
- Attempt to involve all stakeholders
 - Single & continuous process
 - Common platform
 - Common language and repository



Trend: Integrated View of Quality

- Silo'ed view of Quality
 - Separate teams/projects to address Functional, Performance, Security, Usability etc
 - Teams do not talk to each other
 - Result: No single window view of overall Quality; Customer expectations not fulfilled
- Attempt to integrate all aspects of Quality
 - Quality process includes integrated Functional, Performance, Security etc
 - Core team trained across all aspects of Quality

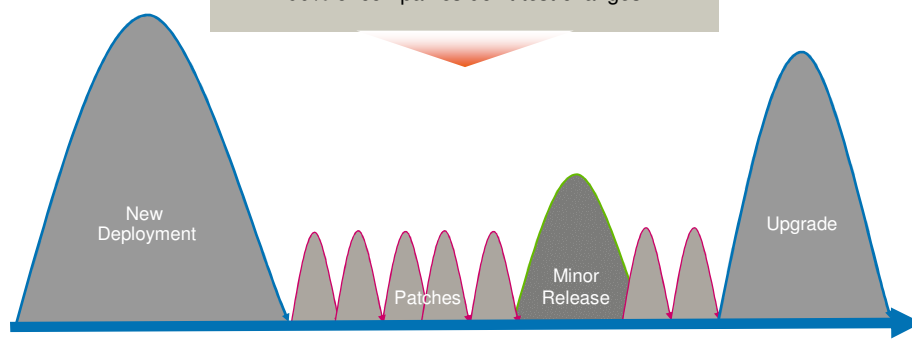


Trend: Application Lifecycle is Important

Testing schedules are tight and resources are limited

Most companies invest in some form of testing for deployments and upgrades but basic challenges remain

90% of companies don't test changes



Trend: Test What Matters

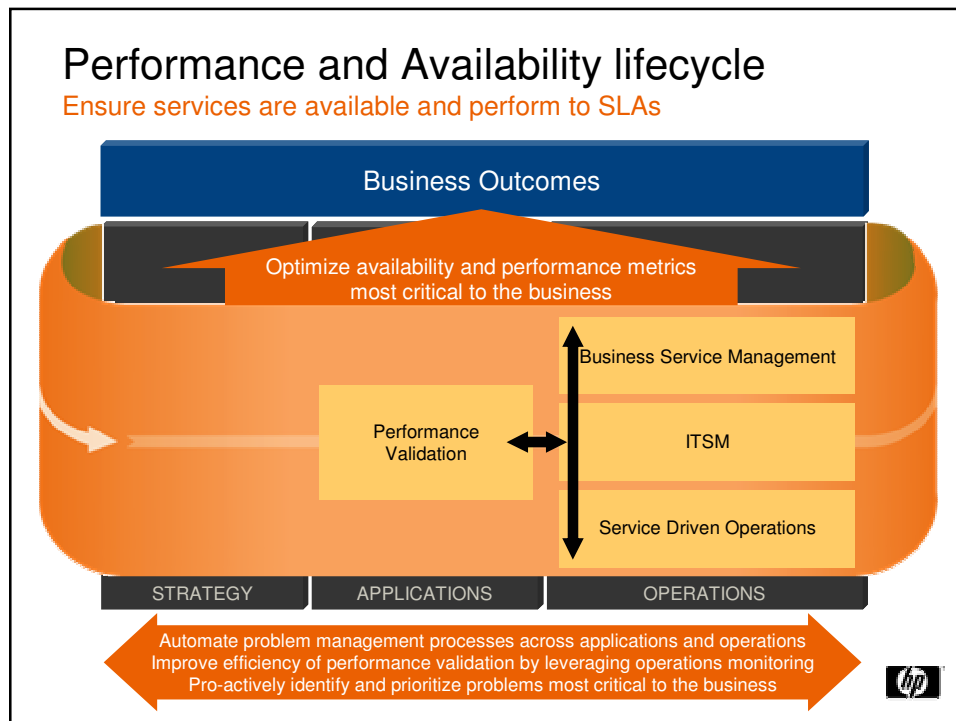
- Change Impact Testing
 - Focus efforts on what really matters
 - Relate to Business and Technical Risk, Priority, and Business Impact



Trend: Performance and Availability As a Lifecycle

- Performance and Availability DOES NOT end with Testing
 - Sharing of Test results with Operations Teams and System Architects
 - Real Life Usage Scenario and Deployment architecture of Production system to improve testing





Driver 2: Emergence of New App Technologies



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Expanded Scope of Quality

- Traditional Quality = Functional Quality + Little bit of Load testing
- Quality Now = Functional + Performance + Security + Interoperability + Usability
- Upcoming Demands by SOA/Web 2.0/AJAX
 - Business Process Testing/ Composite App Testing
 - Solution Architecture Testing
 - Business and Technical Service Policies



Collaboration with Development teams

- QA can no longer afford to keep arms length distance from Dev
 - Technical Services “Business Critical” with SOA/Web Services
 - New Touch-points such as Services Registry
 - New Language to learn (XML, WSDL, SOAP)



Drivers and Summary of trends

- Driver 1:
- Integrated view of Quality
- Performance and Availability as a Lifecycle
- Testing what matters

Driver 2:

- Extended Scope of Quality
- Collaboration with Development teams



Thank you

