



# Building A Performance Center of Excellence

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# Overview

- What is it?
- Building a Center of Excellence
- Process
- Deliverables
- Results
- Summary

# What is it?

- Central Resource
- Repeatable Methodology and Approach
- Documented Process
- Draws interest outside immediate area
- Adds Recognizable Value

# Building A CoE

- Start with the right resource
- Solve an immediate need
- Show value on key initiatives
- Implement a standardized process

# Building A CoE

- Document the process
- Make the process repeatable
- Standardize Deliverables
- Become “draw” instead of “push”

# Building A CoE

- Allow Manager to Market as CoE
- Act as trusted advisor
- Move service outside local group
- “Infect” others

# Skills and Experience

- Systems Engineer Skills
  - Networks, TCP/IP, Routers, Ports, etc...
  - Setting up servers (WEB, Domains, etc)
- SQL/Database Knowledge
- General programming concepts
- Software Lifecycle Experience
- Quality Assurance Basics

# Creating a Process

- Performance Services
  - Survey/Questionnaire
  - Time Management/Billing
  - Entrance criteria and resource scheduling
  - Centralized on a product for testing
- Became known outside the organization
- Began expansion throughout SDLC

# Deliverables

- Pre-test checklist and approvals
- Analysis
- Recommendations
- Certification vs Assessment Report
- Key Feedback Areas

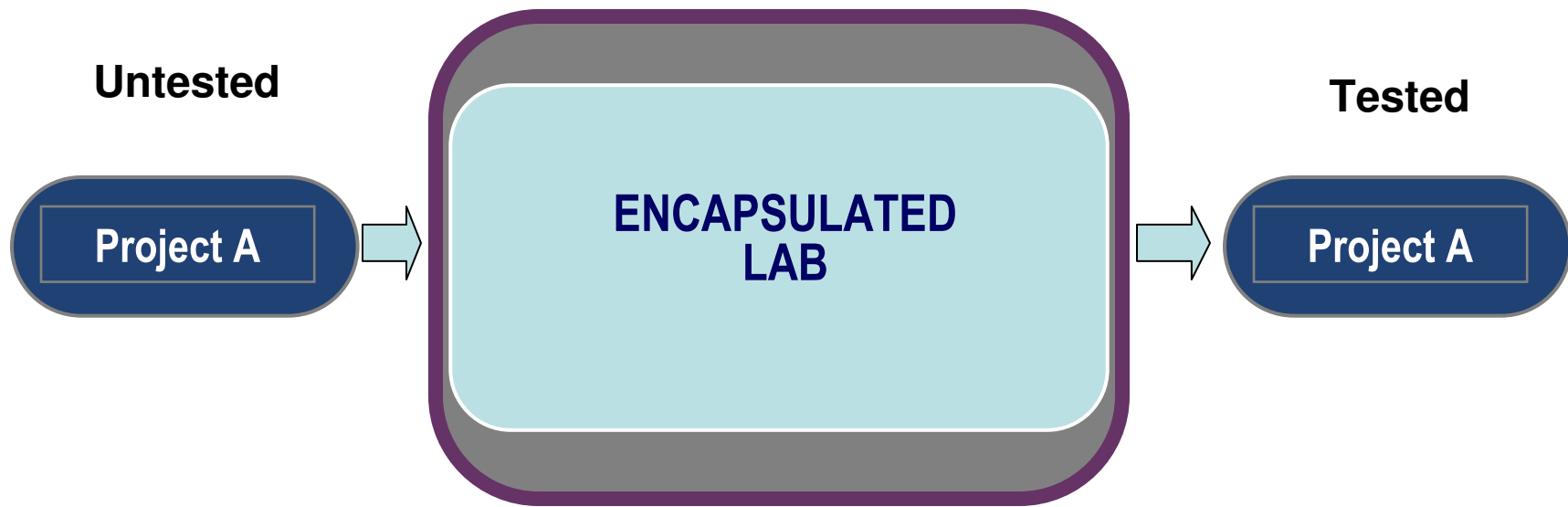
# Client Example: Deloitte

- **Deloitte.com** – Right sized infrastructure to support public facing Internet loads for the Firm.
- **US Firm Portal** – Improved internal web portal for employee services supporting 36,000 people by 500%.
- **RACK** – Improved Deloitte's Sarbanes-Oxley solution for auditing (representing over \$1 billion in revenue) by over 1000% through performance tuning.

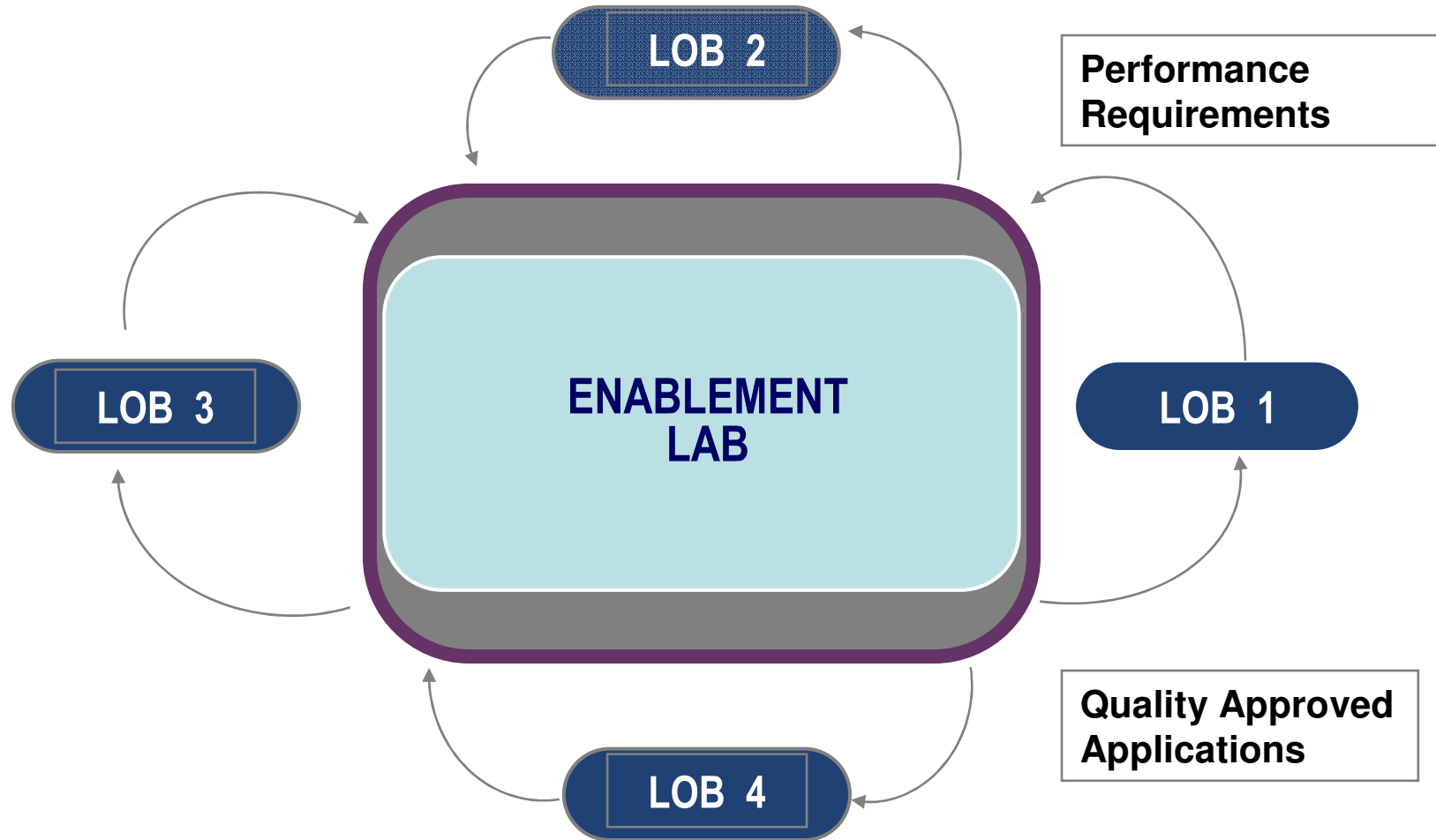
# Client Example Results

- 67% ROI in QA
- 98% ROI in Performance Services
- Lower Risks
- Lower Cost
- Less Defects
- Faster Applications

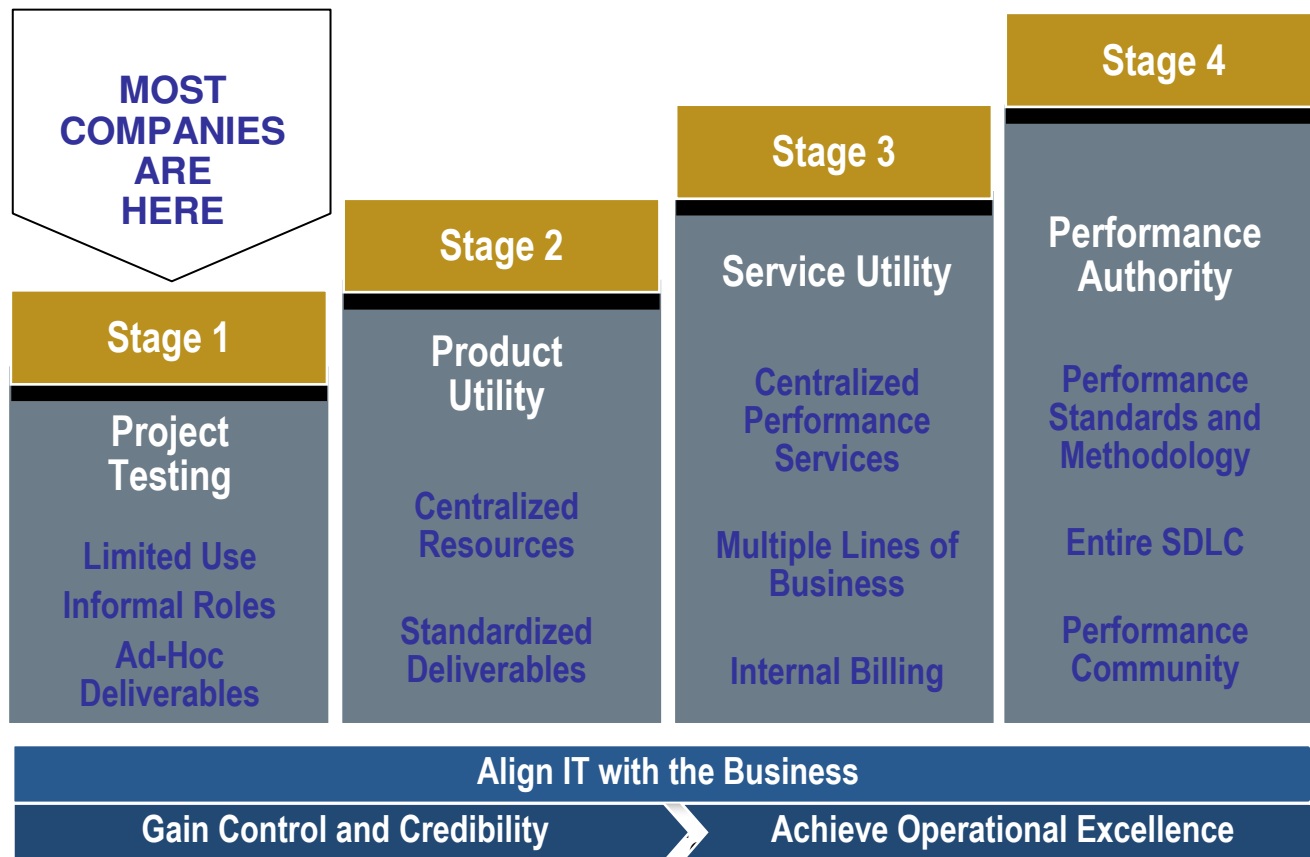
# Lab Approaches



# Lab Approaches



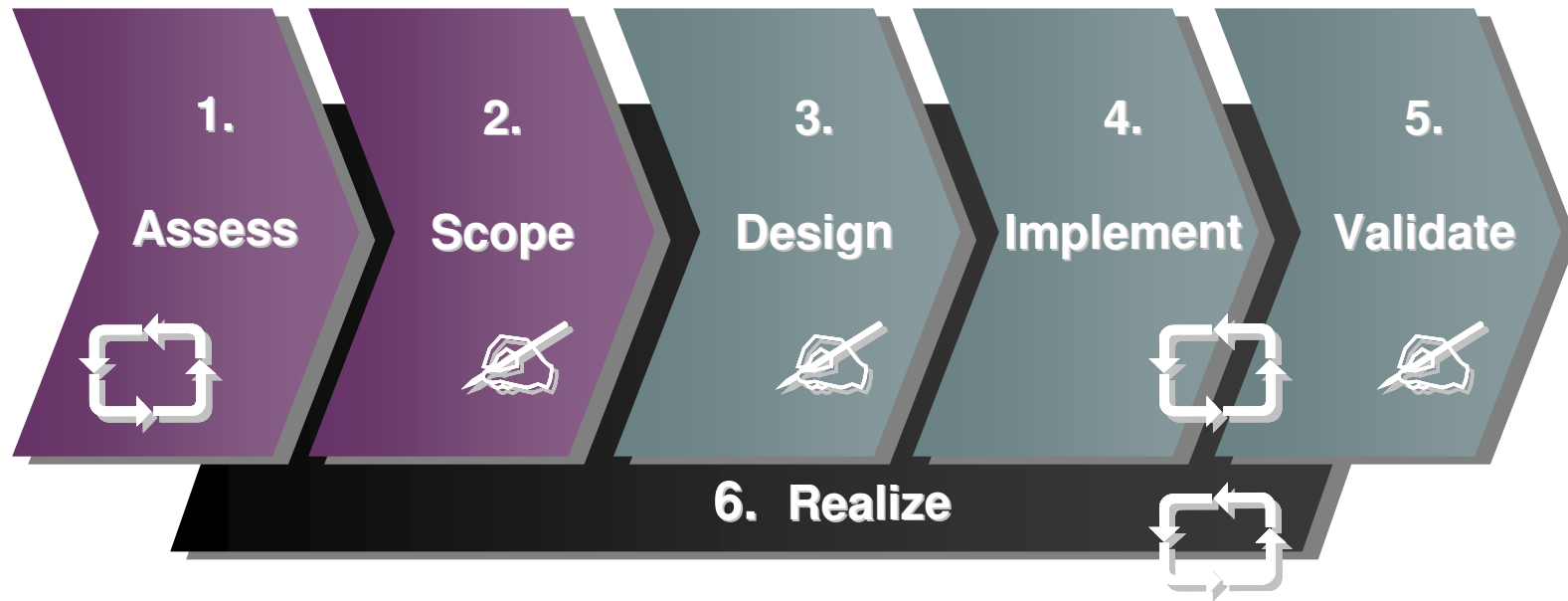
# Performance COE Stages



# Testing Cycle

Analyze

Build



Iterative Cycle



Sign-off

# Things to Avoid

- Setting Project Priorities
- Political/Departmental Battles
- Staffing Issues
- Project Contention
  - Multiple tests on same infrastructure
  - Shared database servers
- Testing on production environment

# Final Thoughts

- The Consultant Mindset
- Keep A Product Focus
- The Right Tools
- Document Your ROI

# Performance Center The Mercury CoE Solution

- Maximizes testing availability, capacity, & productivity
  - Integrates Performance testing into the Enterprise.
  - Multiple tests from anywhere, anytime.
- Enables the CoE vision
  - Standardization through best practices.
  - Scalable through all maturity levels.
- Minimizes costs
  - Centralizes Resources.
  - Centralizes Processes.

# Questions



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