

Performance Troubleshooting Solution Package

Objectives

The Performance Troubleshooting solution has been designed for crisis situations where an application is performing so badly it's losing you business. If the application is in production then your customers are being turned away. If the application is for delivery to a client then you may be in breach of contract. In this situation time is of the essence and the objective is to identify and fix the really critical performance faults as rapidly as possible.

Troubleshooting is carried out while working side by side with the application's operational support staff and the application developers. Once this package has been completed, and the critical performance problems fixed, it may be advisable to carry out a full Performance Evaluation.

Procedures

This solution involves Transflow consultants in the following steps:

- Working side by side with the operations staff to install monitoring software into the application.
- Collecting performance data while monitoring the application in real time to identify critical performance blocks.
- When a major performance bottleneck is identified discussing it with the application developers and applying an agreed fix.
- Continuing to apply fixes incrementally until the performance crisis is over i.e. the application is performing within acceptable limits
- Configure the monitoring software to automatically issue alerts if application performance degrades in the future.
- Publishing a report of the performance bottlenecks identified, the fixes applied and the alerts configured.

keeping transactions flowing

Logistics

Transflow sends a consultant on-site with the Tivoli monitoring software as soon as the customer is ready for them.

The Performance Troubleshooting solution generally lasts 5 days. If during that time Transflow ascertain that the application's performance cannot be improved sufficiently without longer term remedial action being taken, they will immediately inform the customer.