



# Checklist



## Performance focus

- ☐ Establish that the responsibility to deliver a performant solution on the SaaS platform is shared by the cloud service provider and the implementor who is customizing and extending the out-of-the-box application.
- ☐ Design, develop, and test for performance in accordance with the service boundaries.
- ☐ Include performance as part of the requirement conversation and ensure it is reflected in the design and the development of the solution, with specific documented goals that are tracked through future change requests.
- ☐ Establish development, user experience, and Information Architecture guidelines that create a positive perception of performance, prioritizing application responsiveness and user experience.
- ☐ Understand that the end-user performance is accumulative of several factors, including the network latency, device performance, browser add-ins used, firewalls, and proxies. Establish the performance baseline in the context of the actual user environment and location.
- ☐ Ensure the performance testing considers realistic loads and actual usage scenarios.