# Orasi Performance Testing Pre-Engagement Assessment

# Pre-Engagement Questionnaire

## Purpose of questionnaire

This questionnaire helps us gather information around your current Performance Testing practices, in preparation for our Performance Testing Services engagement. The questions outlined below will provide us with a general picture on your organization, and also highlight areas that may need more attention.

Please fill out the questionnaire to the best of your ability. Due to the nature of this engagement, these questions will require more than a simple “yes” or “no” answer. They will need some time and thought as they are more open-ended in an effort to help us understand more about you and your organization.

| Question | Response |
| --- | --- |
| **Backlog** | |
| How are Performance Testing requests stored and gathered? (Email, Excel, Issue Tracking, PPM Tool, etc) |  |
| How are Performance Testing requests prioritized? Who is involved in the prioritization process? |  |
| Does the team work from a single, prioritized backlog of work? Are development and the testing phase’s backlogs separate or combined? |  |
| How is stakeholder feedback solicited and maintained? |  |
| **Schedule and Team** | |
| What is the makeup of testing teams? Are teams aligned by test phase, by project or by application? |  |
| Do you have full time professional performance testers on staff? If so how many? |  |
| When is Performance Testing performed in the SDLC? (Example only before/after/during UAT, every build, after functional, etc) |  |
| Who are the database administrators for the test database? |  |
| How is work scheduled? Are there structured, fixed iterations? If so, what is the length of iterations? |  |
| Who is in charge of the servers and storage that house the current test databases? |  |
| How is in-progress work tracked and visualized? |  |
| Is there a definitive and explicit [definition of done](https://www.scrumalliance.org/community/articles/2008/september/definition-of-done-a-reference) for all phases of work? |  |
| **Technical Debt** | |
| Is [technical debt](http://en.wikipedia.org/wiki/Technical_debt) (lack of data automation, shared test databases, shared environments with functional testing, smaller than production sized test environments, lacking 3rd party integrations or simulation in performance environment, missing load balancers, etc.) identified and a system to reduce it in place? |  |
| How do you create and manage test data for performance testing? |  |
| How is are test ID’s managed? Do you use integrated security such as LDAP? If so do you have a test LDAP sever or other authentication mechanism? |  |
| What is the system for managing database changes? How are communicated to the Performance Testing Team? |  |
| Do you have a way to reset the data in the Performance Environment? If so how long does a reset take once requested? |  |
| Is monitoring for performance environment identical to production? What are high level differences if not? |  |
| What is a successful performance test? |  |
| **Flow** | |
| How is the performance environment refreshed? What triggers this process? |  |
| How do you communicate responsibilities that relate to performance testing? (Who owns data generation, environment creation, network impact, etc) |  |
| Do you have a model to simulate production defined? |  |
| How do you estimate size and effort of the Performance test? |  |
| Do you have transactional throughput numbers for your low loads, average loads, and busiest days down to the minute or hour? |  |
| During execution of performance tests, who is involved during execution? After? |  |
| Do you have a communication channel with the business and specifically marketing to understand new programs and how they may impact user’s behavior when using applications? (For instance marketing is running an event that could 5X traffic next quarter which is 2X higher than your busiest day ever) |  |
| How do you understand users flow through your application? Can we get access to this data during the assessment? (Google Analytics, Web Trends, Web Logs, Citrix Logs, etc.) |  |
| How often is data deployed to the various environments? |  |
| What is the current data creation process (synthetic, subset, masked) used? What technology is in place to do this tasks? |  |
| When can performance tests be executed? (Day, Night, Weekends) |  |
| Does your site use a Content Delivery Network (CDN)? Does it just host resources such as images or do they do all front end hosting of the application? |  |
| **Evidence** | |
| What system is used to record, triage, and prioritize customer-reported defects or suggestions? |  |
| How are performance defects logged, triaged, and prioritized for action? |  |
| How is the impact of the performance measured at the customer level? |  |
| Who is the end user of your application? (Call Center, Customer, B2B, Employees) |  |
| How do you determine performance is acceptable before release? |  |
| How do end users provide feedback or performance complaints? |  |
| What is the estimated revenue impact if the system degrades by 20% in performance? (If multiple systems you can select target system or in general.) Most systems are driven by type. For instance if CRM system then impact could be increased wage costs, versus if selling items on Internet then could be lost revenues. |  |
| **Coverage** | |
| Are there goals for coverage and quality? |  |
| Do you have a tool that isolates performance problems in code? If so what tool(s)? |  |
| How is testing coverage performed today? |  |
| How are incidents and defects related to data used to improve the test process? |  |
| How is data coverage reported, per build or release? |  |
| How are the current deployment environments configured? How closely do the testing and staging environments mimic the production environment? |  |