**Performance & Environment Services**

Program/Project Name: ODA Retail

Program/Project Number:

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| --- | --- | --- | --- |
| Document ID | Version | Nature of Changes | Release Date |
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# Document Purpose

This document contains details of:

* Executive Summary of the Performance Test Technical Impact Assessment.
* The outcomes of the Performance Test Technical Impact Assessment.
* Conclusions of the Performance Test Technical Impact Assessment.
* Risk Level of the Performance Impact to reviewed systems
* Approval of Performance Testing Exemption for assessed systems.

## Document Audience

Any interested party wishing to understand what the Performance Test Technical Impact Assessment results were and the risk level of the changes.

# Executive Summary

ODA Retail is enhancing the current ODA Platform to cater for Retail channels.

Signup for SODA takes too long in the store. ODA Retail change proposes moving the SOS steps of provisioning a dummy MSN and a VoIP number from being done in the retail store (while the customer waits) to being done by a back office team after the customer leaves the store.

## PT Exemption Scope

The scope of this exemption request is only for ODA Retail project and does not cover any future releases. Future releases will need to be assessed independently if PT Exemption is required.

## Impact Assessment Details

|  |  |
| --- | --- |
| **Project Name** | ODA Retail |
| **Project Code** | TC525 |
| **Application** | ODA Retail |
| **IT Portfolio** | ODM Platform |
| **IT Portfolio Manager** | Sanjib Biswas |
| **Technical Assignee(s)** | PES PT Lead – Rupesh Shetty  E2E application solution designer- Shan Chong |
| **Area of Change** | Soda, iProcess, WAM, IDW, |
| **Risk Level** | Low |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Details of Change** | **Performance Analysis Impacts** | **Detailed Comments** | **Technical Risk Level** | **IT Portfolio Risk Level** |
| * **SODA** enhanced to cater for Retail:      * Soda Order Retail page form change   Includes  - introduction of new additional text field like SOS account reference number, Dealer code, Sales ID  -introduction of Mandatory field   * Inclusion of Address validation call to ESB on Customer and Business detail pages   - Ignore address validation checkbox  -Change Address from 2 to 1   * Change to Order Confirmation page * Check Box”” Signed CAF introduced * Print CAF button | * Data from additional text field from front end is updating database with same query with additional parameter expected to have minimal impact on performance. * Mandatory fields are validated through Java script which is client (Browser) side activity that doesn’t have any performance impact. * New call to ESB is introduced to carryout address validation. Current Peak order volumes of ODA is 18 per hour, this is not expected to have any performance impact on the existing ESB address validation service in production which is also used by other applications .   Considering the one portal 1600 per hour average volume of address validation in production, ODA retail only constitute additional 1.2% load which is 18 transactions per hour putting negligible load as compared to other applications.   * Change address field 2 to 1 is just a graphical change, Which has no impact on performance * Checkbox field for CAF is validated through Java script which is client (Browser) side activity that doesn’t have any performance impact. | * No additional query is introduced due to newly added text at front end, existing query is modified for additional parameters. * Soda is using existing service of address validation from ESB which is already in use with applications like One Portal and Generic services with huge volumes than ODA. * Time out for address lookup is 4 sec. After 4 sec it populates message to Check Ignore address validation saving call to ESB address validation * Mandatory CAF Check box is validated before submitting page. | Low |  |
| * **iProcess** enhanced to cater for Retail:   - New fields are added, Changes made to the Field Preference ( Mandatory / Optional) to existing set of fields  - Create a new queue "ABC" - Name to TBD  - Ability to retrieve the SOS Order using either the SOS a/c number or Minimal SOS reference number | * Changes introduced to iProcess is not going to impact front end user experience therefore changes done has minimal business impact | * Asynchronous processing of order in IProcess is a manual task, which is not going to impact end user customer experience. | Low |  |
| * **WAM** accessenhancement to cater for Retail:   To identify the SOS user as telesales or retail | * Authentication process is same as ODA, Only small piece of code with logic if is added to check header of the WAM response for IDM role which is considered to have minimal average handle time for expected page. | * IDM role parameter is retrieved from header response of WAM to identify user. | Low |  |
| * **IDW** enhanced to cater for Retail:   - Data load to have new data fields from SODA to IDW | * Minimal impact on nightly job performed due to same data load | * Data load is similar to ODA and additional fields has minimal impact on nightly job performed | Low |  |

# Recommendations

Based on the Performance Impact analysis by Performance Team and Solution designer, we endorse exemption from Performance Testing for ODA Retail application.

# Appendix A. Document Control and Approval

* 1. *Reference Documents*

The following documents have been referenced in the preparation of this Exemption Request:

| **Reference Document** | **Version** | **Date** | **File Location** |
| --- | --- | --- | --- |
| E2E Solution Design |  |  |  |
| SLR |  |  |  |

* 1. *Responsibilities*

Responsibilities for this document have been assigned as follows:

| **Responsibility** | **Assigned to** | **Position** |
| --- | --- | --- |
| Overall responsibility for document accuracy and distribution list. | Brett Renike | Performance Test Manager |
| Prepare the document to the Document Owner's specification. | Rupesh Shetty | PES Test Lead |
| Version control and distribution to nominated document holders. | Rajesh Narendruni | PES TDM |
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I have reviewed this document and authorise it for issue.

| **Reviewed by** | **Title** | **Signature** | **Date** |
| --- | --- | --- | --- |
| Brett Renike | Performance Test Manager |  |  |
| Sanjib Biswas | Portfolio Manager |  |  |
| Craig Shears | Production Coordinator |  |  |
| Shan Chong | Application Solution Designer |  |  |
| Jim Rorris | IS&D infrastructure Solution Designer |  |  |
| Sanjib Biswas | AS&M production support |  |  |

* 1. *Approvals*

If this table does not contain the signatures of the nominated approvers, you have an unapproved copy. Contact the Document Controller for more information.

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| **Approved by** | **Title** | **Signature** | **Date** |
| --- | --- | --- | --- |
| Belinda Lofts  (Paul Knight delegate) | IT Ops & Data Centre Mgr, Service Operations |  |  |

***END OF DOCUMENT***