



## SHUNRA REPORT

Prepared for Business Unit on the REPORTING application Friday,  
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Shunra Software  
*Application Performance Intelligence*



REPORT INFORMATION

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## REPORTING LATENCY TEST RESULTS

### OVERVIEW

In preparation for the data center migration to the Main Data Center/Contingency Data Center the REPORTING application was tested. The test goal was to assess the performance of REPORTING transactions across latency conditions from Head Office to the Contingency Data Center and to the Main Data Center. The test was conducted by introducing a network emulator (Shunra VE) with 30 milliseconds (Contingency Data Center) and 2.5 milliseconds (Main Data Center) of latency between the REPORTING Client and the server that is hosting the REPORTING application.

15 transactions were tested comparing a baseline scenario (locally) with a Contingency Data Center scenario. A second run of tests focused on 9 of the problematic transactions in the Contingency Data Center and Main Data Center scenario.

### KEY FINDINGS

**Some of the key Reporting Transactions performed well both in the Main Data Center and the Contingency Data Center scenario.**

**8 Transactions exhibited severe degradation under latency conditions, however the user experience in the Main Data Center scenario (which is the most likely usage scenario) still seemed reasonable to bearable.**

**Some of the 8 problematic transactions were barely usable in the Contingency Data Center scenario.**



## SUPPORTING DATA

The following charts demonstrate the difference in response time between the local baseline and the WAN Contingency Data Center scenario for all the transactions. A 2<sup>nd</sup> chart compares Main Data Center and Contingency Data Center only for the problematic 8 transactions.

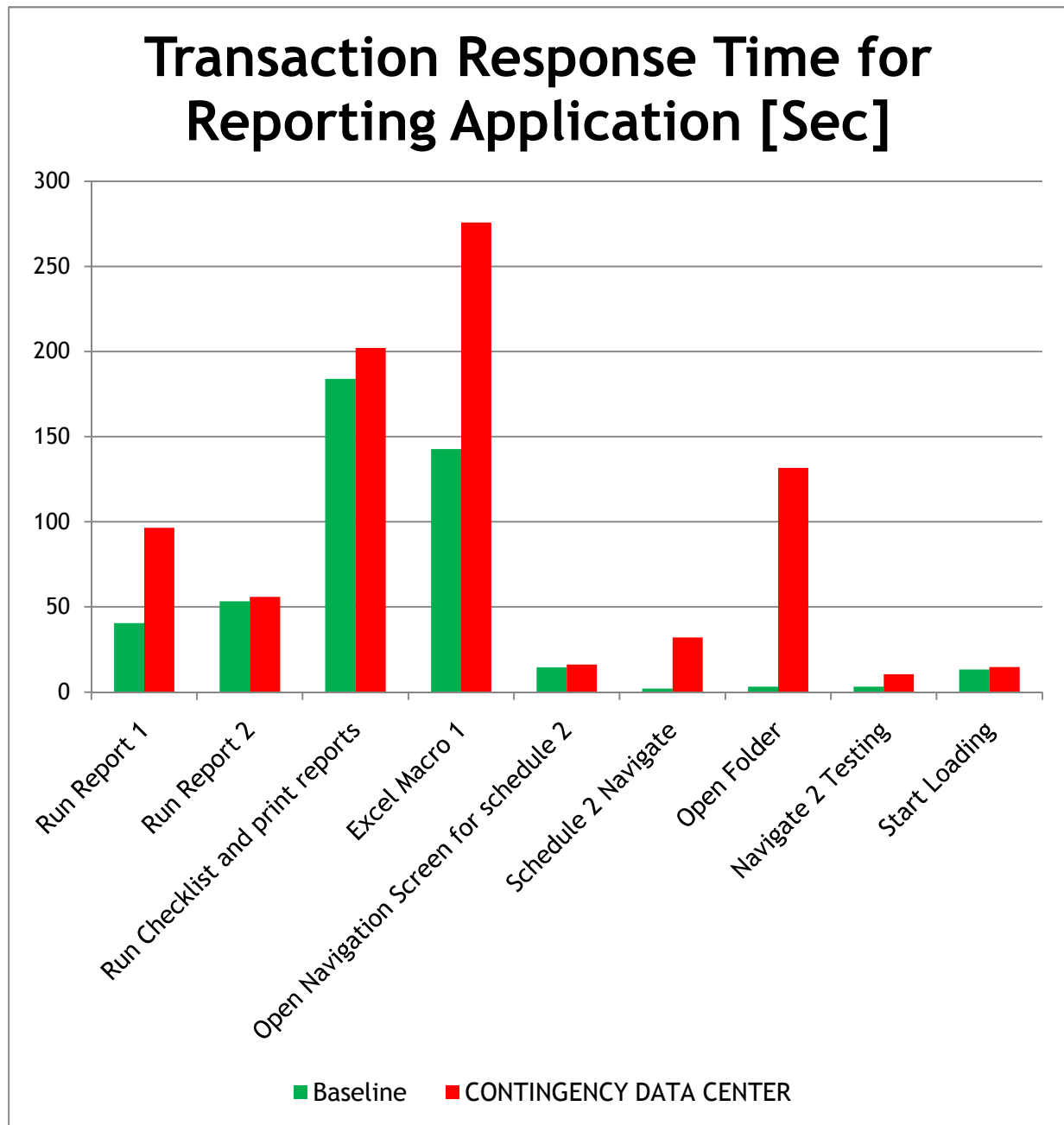
### RESPONSE TIME RESULTS FOR ALL 15 TRANSACTIONS

REPORTING Transaction	Baseline [TRT in SEC]	Contingency Data Center2HO [TRT in SEC]	Percentage Increase in Response Time [%]
Login	3.562	4.718	32%
<b>Run Report 1</b>	<b>40.562</b>	<b>96.562</b>	<b>138%</b>
Run Report 2	53.296	55.859	5%
Run Checklist and print reports	184.015	202.109	10%
Excel Macro 1	142.750	275.859	93%
Enter Respondent ID	1.265	2.750	117%
Enter a comment in the contact section	1.031	1.296	26%
Open Navigation Screen for schedule 2	14.453	16.093	11%



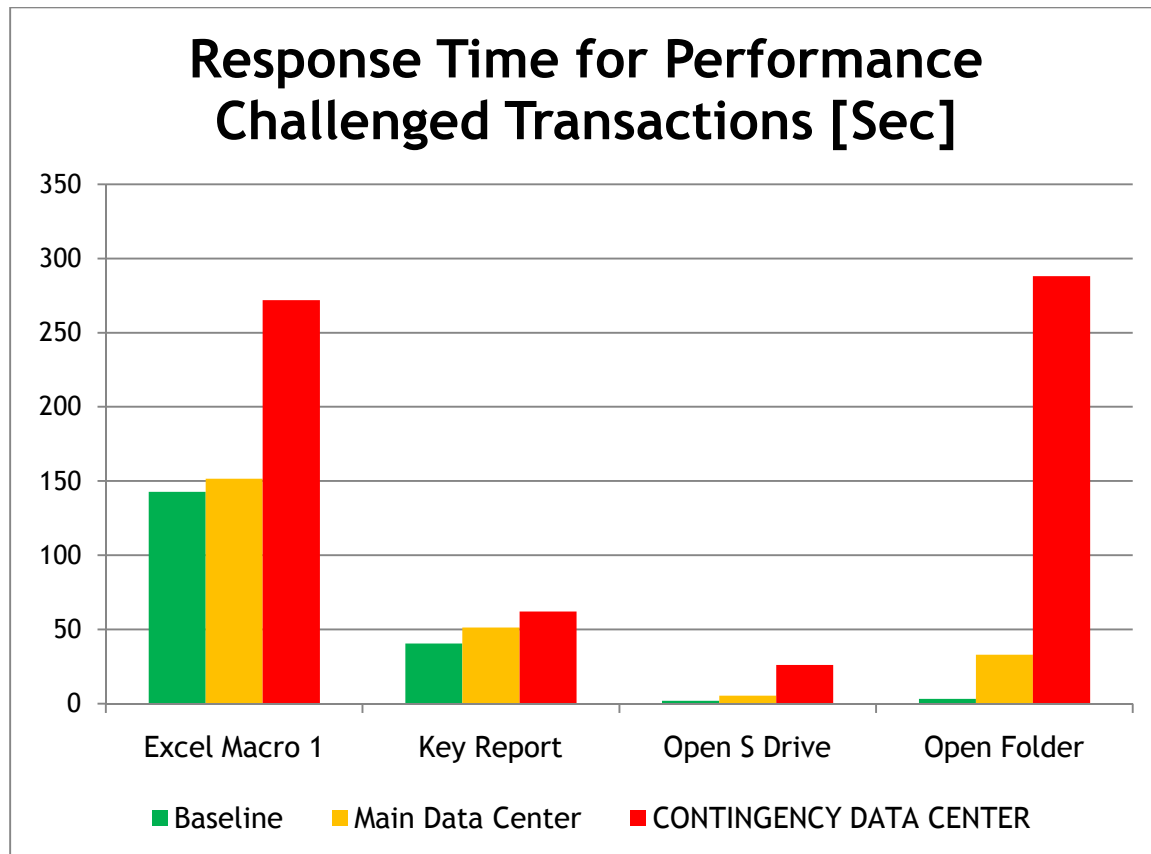
## SHUNRA ENGAGEMENT REPORT

<b>Schedule 2 Navigate</b>	<b>1.984</b>	<b>31.984</b>	<b>1512%</b>
<b>Open Folder</b>	<b>3.234</b>	<b>131.750</b>	<b>3974%</b>
<b>Navigate 2 Testing</b>	<b>3.218</b>	<b>10.515</b>	<b>227%</b>
<b>Select File for Open</b>	<b>1.734</b>	<b>5.953</b>	<b>243%</b>
Start Loading	13.312	14.640	10%
Modify record	1.718	1.765	3%
Delete Schedule 2	1.421	1.331	-6%



RESPONSE TIME RESULTS FOR THE PERFORMANCE CHALLENGED TRANSACTIONS

REPORTING Transaction (The problematic transactions)	Baseline [TRT in SEC]	Main Data Center [TRT in SEC]	Contingency Data Center [TRT in SEC]
Excel Macro 1	142.750	151.546	271.9
Key Report	40.562	51.328	62.15
Open S Drive	1.984	5.468	26
Open Folder	3.234	32.968	288





## RECOMMENDATIONS

1. Perform root-cause performance analysis on the transactions that experienced significant performance degradation (namely the Excel Macro, Navigate to S drive and Key Report)
2. Test the problematic transactions in the WAN acceleration test lab
3. Sign off on the performance of the rest of the transactions