

# MERCURY CENTER MANAGEMENT FOR PERFORMANCE CENTER

Mercury Center Management™ is an out-of-the-box solution for managing the business of running a Performance Testing Center of Excellence.

Today, many customers are centralizing performance testing resources into a Performance Testing Center of Excellence. A Center of Excellence, or CoE, is a team of people who use common solutions and methodologies to deliver services across the enterprise. The work of a Performance Testing Center of Excellence is much broader than performance testing. Center teams interact extensively with their customers in the line of business (LOB) – receiving new performance test requests, assigning Center resources to each project, creating and maintaining project plans, gathering project requirements, and updating their customers on project progress in a timely manner.

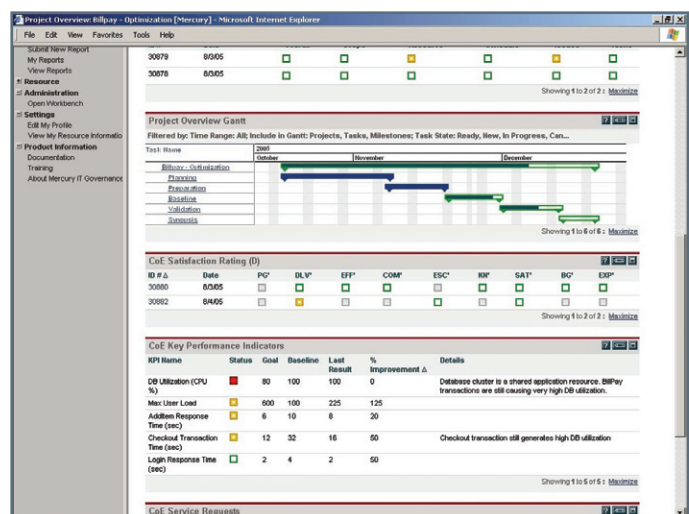
So, how does a Center handle all of the incoming demand in a consistent way? How does it make sure that customers are happy with the services they received? How does it manage personnel so they are focused on the right tasks and have the right skill sets? How do Center managers make intelligent staffing and training decisions? How do they explain to executives and customers the value they deliver to the organization?

Mercury Center Management for Performance Center, built on Mercury's IT Governance platform, delivers an out-of-the-box demand, project, and resource management solution for running a Performance Testing Center. It provides consistency, control, and visibility across all Center operations. In addition, it's pre-configured with templates for performance testing project management and execution, and a set of digitized processes to manage the work in a consistent fashion. These templates and processes reflect best practices evolved within

Mercury Managed Services™ over the past five years. They allow you to leverage Mercury's experience and accelerate the formation of a Load Testing Center.

## COMMUNICATING WITH THE LINES OF BUSINESS

The load testing project begins with a request for services from the LOB. Using a web-based form, the LOB manager submits all relevant project information – such as goals, priority, risk, and application business processes – to the Center team. After the Center accepts



Mercury Center Management ensures that current project status, health, and deliverables are available to all, in real-time and without extra effort.

the project, the LOB can track project progress through all phases of the load testing cycle via a customized dashboard. Updated in real-time, the LOB dashboard places project status, tasks lists, and any risks or red flags that exist at the manager's fingertips.

### **MANAGING PROJECTS AND DELIVERABLES**

Mercury Center Management provides an automatic workflow that routes project requests into the project management team within the Center. Automatic notifications via email or dashboard alert the project manager that a new request has come in. The project manager can request more information from the LOB manager, triage the timelines, and assign resources without ever picking up the phone. Surveys of line of business satisfaction can be initiated and reviewed at any point in the project lifecycle.

As tasks are assigned to performance engineers, they automatically appear on each engineer's dashboard. Each time performance engineers run performance tests and surface bottlenecks, they can update their tasks status' locally. These updates are automatically rolled-up through the project hierarchy so that project managers and stakeholders see current project status in real time.

Without Mercury Center Management, project managers can spend a considerable amount of time preparing status reports and updating project portals. This solution helps ensure current project status, health, and deliverables are available in real-time without extra effort.

### **RUNNING A CENTER LIKE A BUSINESS**

Center managers run a team of engineers delivering a specific set of performance testing services. They need to make sure that the right projects are being executed by the Center, that the right processes are being followed to deliver a quality service, and that the right skill sets exist in their team to meet upcoming demand. Center managers make the tough sourcing or partnering decisions for staff augmentation and they defend the value of the service team to management.

Mercury Center Management rolls up all project, demand, and resource information into a single view for the Center manager to run the Center like a business. The Delivery Center view is a summary of all projects in flight – their status, their Center owner, and flagged risks. Customer satisfaction data is rolled up from the customer surveys in real-time so a Center Manager can engage if a project or customer satisfaction is at risk. The Resource Center provides a window into skill set demand vs. availability so hiring, training, and partnering decisions can be made intelligently.

### **APPLY BEST PRACTICES AND PROJECT TEMPLATES**

In addition to workflows and dashboards for optimizing the communication between the Performance Center of Excellence and the LOBs, Mercury Center Management provides a concrete set of best practices for running and managing the load testing process. While these best practices could be modified to reflect each organization's internal processes, they are based on a set of steps that are essential for effective load testing process, including load test design, system base lining, and system optimization. It also provides guidelines on managing and tracking performance objectives, project deliverables, and LOB expectations.

### **HOW IT WORKS**

LOB customers can make a service request of the Center using a standard web browser. Each request type – performance testing project, scripting assistance, training, etc. – has a workflow that specifies the process for reviewing, evaluating, prioritizing, scheduling, and resolving the request. The project manager in the Center can assign the request to the right performance engineer with the right skill set and availability for scheduling and delivery. Notifications can be activated at any step in the process to indicate work is to be done, hasn't been done, is being escalated, or most any other reason. At every step in the process, personalized dashboards deliver status, task, and project information to all involved in the performance testing project.

### **FEATURES AND BENEFITS**

- Provides a complete demand, project, and resource management solution for a Performance Testing Center of Excellence.
- Drives productivity by providing one interface between the LOB and Center.
- Applies and enforces consistent process across all performance testing project to improve quality.
- Contains pre-packaged workflows and project management templates reflecting five years of Mercury Best Practices™.
- Delivers project updates in real-time, dramatically reducing the amount of time spent in the reporting process.

**MERCURY**™

Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business value of IT.  
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