

2015 Awards for Customer Excellence Winner



Performance Testing

Ronald Sitnick, The World Bank Group
UN finance institution deploys global user experience monitoring, application performance testing

Business Service Management

Lifecycle Management

Functional Testing

Performance Testing

High-level overview: Using HP, The World Bank realized the following benefits:

- Carry out performance testing and global monitoring of applications used by 25,000 employees in 180 locations worldwide
- Provide real-time monitoring of user experience (and pain) in headquarters and country offices
- Fully leverage testing infrastructure to perform multiple tests from multiple locations
- Establish best-practice standards, methodologies and tools across global enterprise
- Use production data to tune performance testing; leverage RUM for 360-degree feedback loop to see load and what users are really doing with applications
- Use performance data actively to:
 - Enable changes in link-up grades
 - Improve release-over-release performance
 - Monitor key functions in the field
 - Inform enterprise management
- Centralize, automate change management (5,500 servers); free IT staff for high-value activities
- Leverage network virtualization for testing

Company: The World Bank is a United Nations international financial institution that provides loans to developing countries for capital programs.

Contact: Ronald Sitnick is Senior IT Officer and Team Lead, Performance Testing and Global Monitoring Group at The World Bank Group. He is active on HP Software Advisory Boards for HP PC and BSM and Gartner working groups.

Business goals: The World Bank Group is comprised of five organizations that in 2013 began to centralize their IT function. Initially, Sitnick's team supported the International Finance Corporation (IFC) with one group overseeing both development and production testing. Now with responsibility for all five World Bank organizations, Sitnick has established enterprise standards across business lines and leveraged HP solutions for performance testing and global monitoring of applications.

HP Software implemented: HP SiteScope; HP Diagnostics (J2EE business processes); HP Operations Manager; HP Operations Manager i (OMi); HP Real User Monitoring (RUM); HP Universal Discovery and UCMD; HP Performance Center (PC); HP Application Lifecycle Management (ALM); HP Unified Functional Testing (UFT) and HP Business Service Management (BSM).

HP Software Professional Services: The World Bank engaged HP SW Professional Services for initial implementation of software solutions and POC projects. HP teams help scope projects and guide World Bank IT staff.

Benefits: Sitnick summarizes monitoring benefits through a comparison: Ten years ago they would find out about an application problem when a director called to complain. The IT network, server and application people would gather in a room and pull log files. Often, they spent hours figuring out what was wrong and whose area of responsibility. Now they detect degradation before failure. Addressing failures takes a few phone calls between pinpointed people, because IT now has end-to-end granular visibility.



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