



CROSSJOIN

Performance by Design!

2020

Gold
Microsoft
Partner

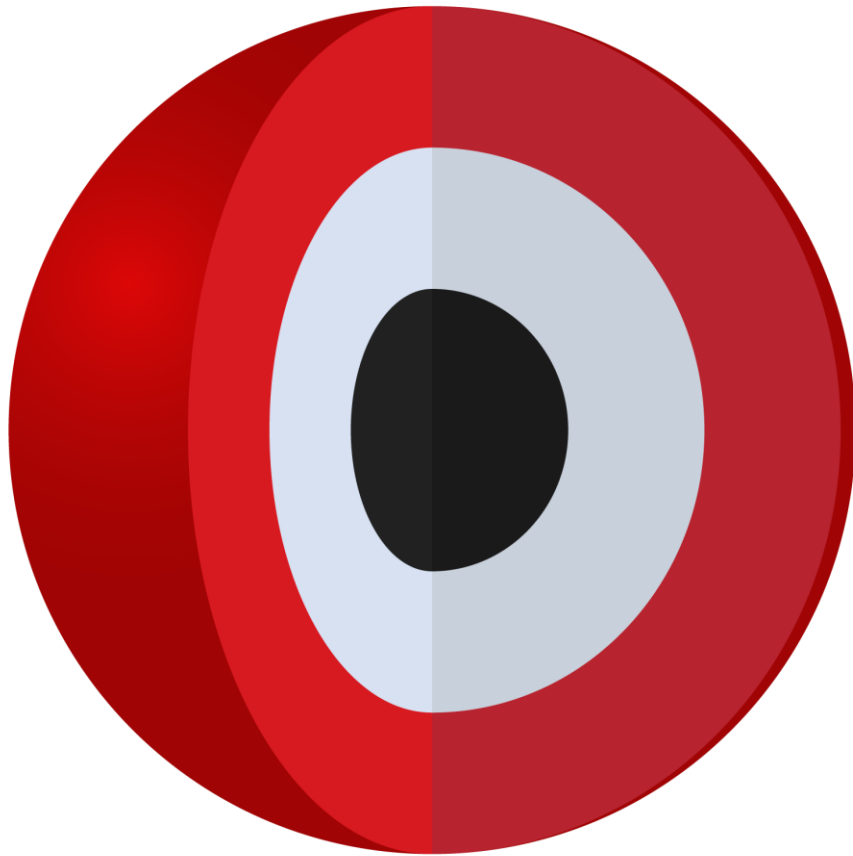

ORACLE | Partner

WHAT IS

Performance
by Design!



- IT Organizations can achieve **different maturity levels** on what regards Systems/Business Processes Performance:



- 1. IT Control**
Through KPIs and SLAs.
- 2. Operations Resilience**
Implementing Best Practices.
- 3. Operations Excellence**
Perform to Perfection.
Proactive Approach.
Performance by Design!

“Performance by Design!” Concept

Crossjoin has developed this concept where the **Perform to Perfection Management Framework** details all the main capabilities needed, and the **Perform to Perfection Management Office** practice helps our clients achieve higher maturity levels.

Goal:

- Used to **continuously improve** how the organization works together and the way services performance is managed;
- Based on **key priorities** and **objectives** and helps to measure the right things at the right Time;
- Based on **quality and accuracy of current and forecasted information** which produces meaningful measures of how **applications are performing**.

How:

**Perform to Perfection
Management Framework**

Perform to Perfection Management Framework

Strategy	Requirements	Design and Prototyping	Software Development	Testing	Deployment	Operations and Maintenance
Analyse the costs, value and risks of IT solutions <ul style="list-style-type: none"> - State of the art assessment - Cost/Benefit analysis 	Performance Budget <ul style="list-style-type: none"> - Define expected business volumes - Performance plan to meet business requirements 	Vendor Selection <ul style="list-style-type: none"> - Analysis of Performance POC results and solutions 	Performance Guideline Reviews <ul style="list-style-type: none"> - Audit performance guidelines - Knowledge base contribution 	Load Testing <ul style="list-style-type: none"> - Design/implement/ follow up load test - Tuning & Certify solution for business SLAs 	Release, Change and Configuration management	Monitoring and Improvement <ul style="list-style-type: none"> - Guarantee QoS monitoring - Business Journey observability E2E
Propose technological changes aligned with industry best practices <ul style="list-style-type: none"> - Roadmap Advisory 	Ensure business alignment <ul style="list-style-type: none"> - Define expected business volumes - Performance goals 	Architecture Planning <ul style="list-style-type: none"> - Assessment - Technical Roadmap 	Architecture Reviews <ul style="list-style-type: none"> - Reliability, Availability, Maintainability, and Security Reviews - Evaluation 	Solution baselining <ul style="list-style-type: none"> - Performance baseline management 	Application Lifecycle <ul style="list-style-type: none"> - Continuous Integration - Continuous Delivery 	System, Applicational and Infrastructure Review / Audit <ul style="list-style-type: none"> - Audit Reports
Define and implement Proof of Concepts <ul style="list-style-type: none"> - Wrt performance 	Capacity Planning <ul style="list-style-type: none"> - Use tools to review current business volumes vs current infra capacity 	Create Metrics/KPIs to assess performance <ul style="list-style-type: none"> - List and define KPI's to be measured by tools 	Code Reviews <ul style="list-style-type: none"> - Best practices - Maintainability - Optimization 	Solution optimization <ul style="list-style-type: none"> - Support performance incidents in non production environments 		Incident and Problem Management <ul style="list-style-type: none"> - Troubleshoot production incidents - Guarantee RCA and lessons learned
	Best Practices Definition <ul style="list-style-type: none"> - Performance guidelines 	Performance Proof of Concepts	Application Development <ul style="list-style-type: none"> - Web - Big Data - High Performance 			X-Viewer <ul style="list-style-type: none"> - Realtime monitoring - Reports - Alarms
		UI/UX Development <ul style="list-style-type: none"> - Design - Wireframes - Usability Testing 				Administration and maintenance <ul style="list-style-type: none"> - RDMS - Middleware

P2PCMM - Perform to Perfection Capability Maturity Model: different maturity levels

The idea is to create the possibility of certifying IT Organizations according to their level of proficiency on what regards Systems/Business Processes Performance

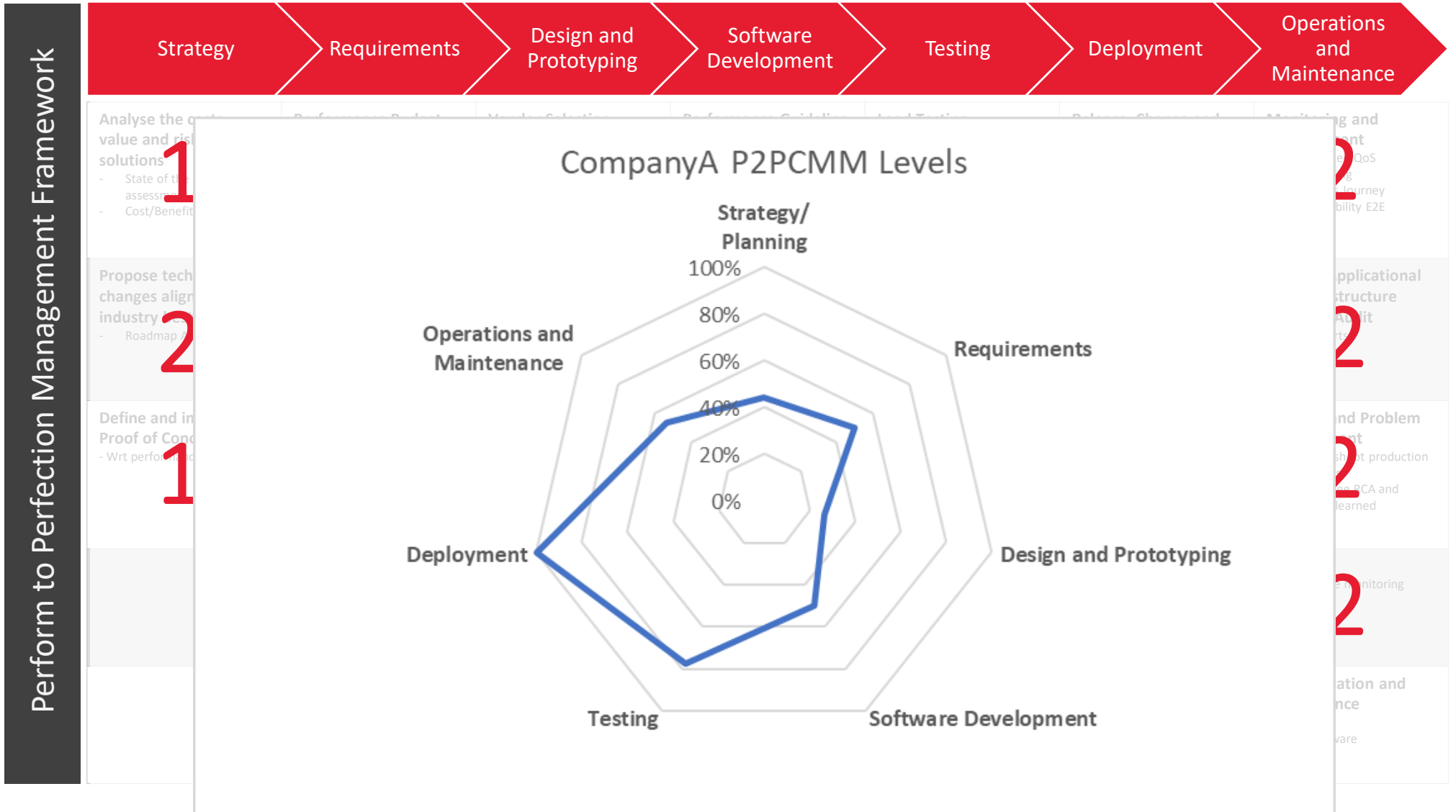
In this model the P2PCMM would vary from 0% to 100%

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	Propose technological changes aligned with industry best practices 2 - Roadmap Advisory	Ensure business alignment 1 - Define expected business volumes - Performance goals	Architecture Planning 1 - Assessment - Technical Roadmap	Architecture Reviews 1 - Reliability, Availability, Maintainability and Security Reviews - Evaluation	Solution baselining 3 - Performance baseline management	Application Lifecycle 3 - Continuous Integration - Continuous Delivery	System, Application and Infrastructure Review / Audit 2 - Audit Reports
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Perform to Perfection Management Framework

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	Perform to Perfection Management Office Specialized consultants for performance strategy and IT architecture, seeking perfection						
	Competence Center Continuous IT performance optimization service using our most valuable skills and consultants in a heterogenous IT Stack						

HOW WE DO

Performance
by Design!



Roll-out and on-going overview

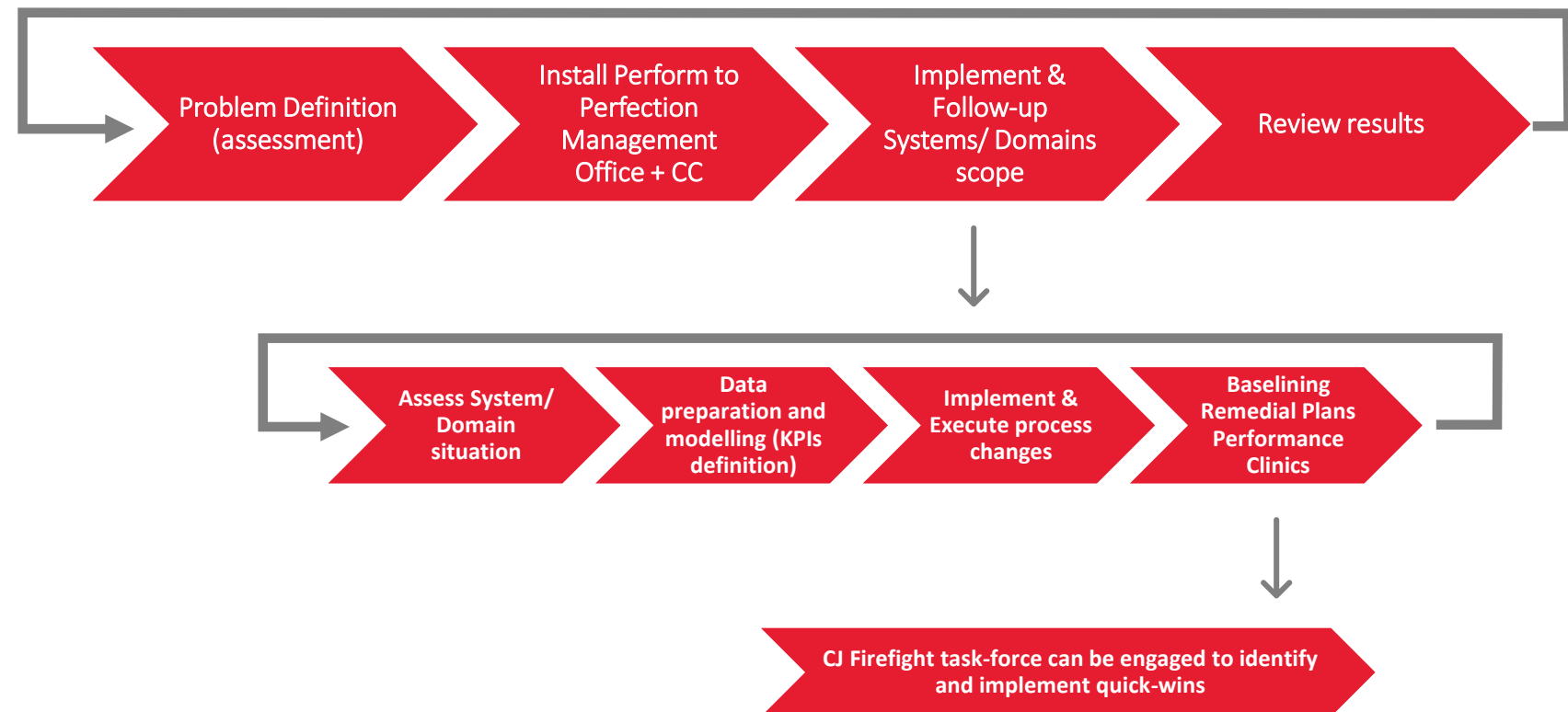
In the assessment shall be defined the list of Systems/Domains scope.

The roll-out process will have a pace/speed of implementation mainly limited by the # of FTE (Crossjoin and Client's) allocated.

Notes:

- Crossjoin trained professionals initial participation is key to achieve results.
- Crossjoin can use it's own tool (XViewer) or other tools to obtain performance metrics.

Perform to Perfection Management Office + Competence Center



Problem definition

- What are the **key issues**, what **evidence** have we got, what internal and external factors **influences the issues**, what are the **goals**;
- Identify more **important absent** or **poorly implemented capabilities or processes**: these should be selected to be implemented in order to achieve the next maturity level.

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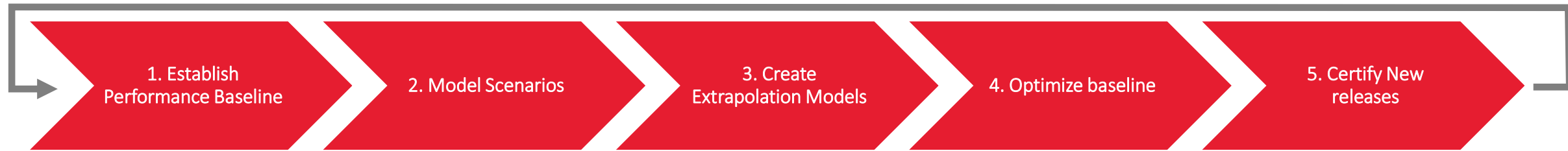
Install Perform to Perfection Management Office + CC

- Open up the process to allow stakeholders, partners and experts to input into the framework.
- Get stakeholders, partners and experts to contribute with proposals and options.
- Implement monitoring tools.

Roles and Responsibilities

- Provide a **structured governing performance management body**.
- Provide a **central repository for all performance** related information about projects and infrastructure.
- Provide a centralized management structure for all **performance management functions**.
- Provide performance portfolio **reporting capabilities**.
- Maintain a **well-defined performance management framework**, and the related process or methodology.
- **Mentor and train** an experienced and competent staff of performance managers through Performance Clinics and Remedial Plans.

Baselining



The first baseline will be created based on the Production environment(s).

Model the main scenarios in PAT that will be subject to the Performance Management Framework (PMF).

Characterize the baseline scenarios in order to calibrate PAT with Production and create Extrapolation Models

Analyse issues and test improvements in the PAT baseline: improve the performance of the current baseline through **“Quick Wins”** and other relevant improvements. Optimize the release and deploy in production based on the good recommendations implemented in PAT.

Certify new releases in PAT before going to production: Execute the load tests and certify the solution based on the results achieved. If certification is successful, promote the baseline from the current version to a new baseline with a new version of the code (new release).

Remedial Plans

- It is important to **regularly review and evaluate performance against targets** and ensure performance both current and future is analysed to secure a continuous improvement trajectory.
- Where it is identified that performance is of concern there is an opportunity to explore the performance issues in detail and **identify appropriate remedial actions** if required (in some cases it may be that the performance indicator is misleading).

Performance Clinics

- Enhance the **role that stakeholders can play in driving improvement** and the management of key performance indicators.
- **Reinforce the responsibilities of stakeholders** in achieving continuous performance improvement.
- **Assess and remedy poor performance** resulting in Action Plan revisions, requests for more frequent updates, shifts in resources or additional approaches adopted.
- Provide **a vehicle for driving improvement** to meet strategic priorities.
- Provides the Corporate Management Team with the opportunity to **recognise good performance** and creates ownership and accountability for performance management and service improvement.

SERVICE MODEL

Performance
by Design!



P2PMO as a service

Initial stage as a service:

- Staffing by Specialized services (available in Crossjoin).
- Supported by appropriate tools like X-Viewer.
- End goal is assimilation by Organization!

CLIENT PREMISES

CLIENT

Technical Service Manager

CLIENT

Perform To Perfection
Management Officer



CROSSJOIN

Performance
Development
Infrastructure
Consultancy

COMPETENCE CENTER

Baselining
Remedial Plans
Performance Clinics
Other PMF services

PERFORMANCE TO PERFECTION MANAGEMENT OFFICE



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Perform to perfection.



CONTACT US

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