

### Title of Paper

## A Case Study in Application Performance Management at Suncorp

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### Presenter/Company

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### Instructional Skill Level

Introductory     Intermediate     Advanced

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### Target Group

Application and Infrastructure Owners and Support Teams, those with ITIL Service Management responsibilities. Testers, Business Analysts, Architects, Project Managers

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### Key Points

- Application Performance Management
  - Requirements-based approach
  - Suncorp APM case study
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### Abstract

I'd like to show how Application Performance Management (APM) is a natural progression from Performance Testing. When we examine the various elements of APM, we discover that they are the same elements associated with performance testing. I'd like to define APM, present an APM framework, explain the benefits of a 'requirements-based' rather than a 'tools-based' approach, then go on to describe the 'Suncorp journey' thus far, explaining in a practical way what has worked (especially with the Promina acquisition), and what hasn't, and discuss possible next steps in the journey.

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### Biography

At time of submission, Philip was a Systems Specialist in the Data Centre Systems Management Team at Suncorp. He has had nearly 14 years experience, mainly in IT, 10 years of that spent in testing roles. He has spent the last 7 year as a Performance Test Specialist, working on various banking, wealth, insurance, and CRM applications. With a move into the Systems Management team, Philip was able to reuse the skills and process maturity associated with performance testing for end-user production monitoring. Much of his time was spent in a consulting role for both performance testing and production monitoring, along with planning, scheduling, and resource management for various internal customers. With their recent acquisition of the Promina group of companies, the demand significantly increased.

Philip is now a Senior Consultant with KJ Ross & Associates, continuing his work in the application performance space.

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### Contact information of Presenter

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