

## Title of Paper

# Performance Testing – From Best Efforts to Best Practice (The Evolution of Performance Testing within Allied Irish Bank)

---

## Presenter

Patricia Costelloe, AIB

---

## Level

Introductory  Intermediate  Advanced

---

## Target Group

Implementers, Budget Holders and Managers of Quality Assurance

---

## Abstract

This presentation charts the story of how the performance test phase of the testing lifecycle matured within Ireland's leading retail bank. It charts the evolution of the performance test function from a small part time team to the formation of a dedicated full time technical testing team providing industry standard professional services at an enterprise level.

The objective of this presentation is to bring the audience through this journey detailing all stages passed through to get to where we are now, including the lessons learned along the way. The presentation will outline the starting position of the performance test function; it will describe the structure of the team, the growing complexity of its customer's requirements, the challenges facing performance testing at the time and a description of the drivers for change.

The presentation will go on to describe the following streams of work undertaken to achieve the goal of transforming the test function into the industry standard, professional service it is today.

- The comprehensive stream of work required to evaluate a number of performance test toolsets before selecting HP's LoadRunner. This will include details of an evaluation framework specifically developed to help us select a toolset.
- The work required to make the business case and gain approval at executive level for the investment.
- The project management required to implement this change within agreed timeframes and on budget.
- The team changes to achieve the level of professionalism necessary to deliver an industry standard service. This includes a team re-structure, a change in reporting lines, defined roles and responsibilities for the new team as well as the training and resourcing required.
- The new processes and procedures required to ensure that the increased demand for the service could be met efficiently and effectively. This includes details on how we benchmarked against industry standards to ensure our service was in line with best of breed, professional performance test services across a number of different companies.

The presentation will conclude with a summary of the main learning points coming out of this journey followed by a questions & answers session.

---

## Biography

Patricia has over 11 years experience in the IT industry. She has a BA in Economics from University College Dublin, an MSc in ITSM (Strategic Management) from Staffordshire University in the UK and is ISEB Certified. Patricia has over 7 years experience in the area of quality, playing a key role in the introduction of test automation tools to AIB. She has over 3 yrs experience in the area of performance testing and currently has responsibility for running a team providing technical testing services (test automation services and performance test services).

---