

## Title of Paper

# Performance and Stress Testing : Activity Profiling

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## Presenter

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## Level

Introductory  Intermediate  Advanced

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## Target Group

Test Engineers, Design and development engineers, Development Managers and other professionals interested in building and delivering better software.

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## Abstract

Three critical success factors for any customer-facing internet banking application are security, usability and performance. When the customers are large corporate organisations, these factors play an even greater role. These applications are critical to the day-to-day running of customer organisations and as such can be a unique selling point when banks try to secure new and retain existing customers. It is essential therefore to be able to understand the impact that security and usability will have on application performance so that appropriate capacity planning can be undertaken. This paper looks at the experience of major UK bank in determining current and predicted load on an internet banking application resulting in repeatable reliable scenario based performance and stress verification. It concentrates on the process involved in producing a reliable business activity profile through detailed data analysis and looks at other factors that may affect projected volumes.

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## Biography

Emer McVeigh

Emer is a Senior Software Developer with HBOS Plc. She graduated from Queens University of Belfast in 1997 with a BSc Honours degree in Computer Science and Applied Mathematics and for the first 5 years of her professional career worked for a number of leading software companies and developed solutions utilizing the Microsoft toolset. Since joining HBOS in 2002 Emer has focused on developing eCommerce solutions and has been involved in all aspects of the project lifecycle.

Fergal Downey

Fergal graduated from the University of Ulster at Coleraine with a BSc Hons in Computing in 1994 and has worked on UK and Ireland software development projects in public and private sector since then. He is a Chartered Engineer (CEng), a Chartered IT Professional (CITP) and a Member of the British Computer Society (MBCS). He currently works as a Project Manager in the Halifax Bank of Scotland (HBOS) eCommerce Centre of Excellence where he has responsibility for delivery of internet based software applications supporting HBOS customers. Fergal is currently pursuing his Masters by research part-time in the area of Software Process Improvement.

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