

**Title**

## **Building an application performance management process**

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**Speaker(s)**

Andy Sullivan a/g Director – IT Capacity & Performance Management / Department of Immigration and Citizenship

Darren Hitchman Monitoring Architect / Department of Immigration and Citizenship

Stuart Reay Director – Service Management Office / Department of Immigration and Citizenship

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**To whom is the presentation addressed?**

Performance Analysts, Test managers, development managers, Capacity Planners / Managers.

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**Keywords**

Capacity Management, ICT Monitoring, Reporting. Application Performance Management, ITSM. Application Profiling (instrumentation)

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**Abstract**

Over the last few years DIAC has moved from Performance Testing to Application Performance Management. This was achieved by adopting a holistic approach of bringing Capacity Management, Performance Testing, ICT Monitoring and Application Performance Reporting together to form a “sweet spot”.

Today, the IT Capacity and Performance Management Team and the processes it has established have significantly matured and provide an invaluable contribution to DIAC. APM now significantly extends across the application life cycle, from requirements development, performance testing, to ongoing production application monitoring and reporting.

This presentation will describe the journey, the challenges and the accomplishments which saw this transformation awarded the 'Best Process Improvement' at the 2010 Australian Software Testing Awards.

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**Biography**

Andy Sullivan is the a/g Director of the IT Capacity & Performance Management section at the Department of Immigration and Citizenship (DIAC). Andy has over 10 years experience in application testing. Andy was the Performance Testing lead for a number of years and developed the performance testing methodologies for the organisation and created a team of performance testing professionals.

Darren Hitchman is the Monitoring Architect for DIAC. Darren has developed a Performance and Capacity management system that provides the ability to diagnose issues in performance testing as well as into production. Darren has extensive experience in the design and implementation of enterprise ICT monitoring solutions.

Stuart Reay is the previous Director of the IT Capacity and Performance Management section at the Department of Immigration and Citizenship. He is presently the Director of the Service Management office. Stuart has over 15 years experience in IT Operations Management and IT Service Management across private and public organisations.

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