

**Title**

## **Go From Fault to Root Cause Identification in Record Time**

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**Speaker(s)**

Manoli Rodokanakis, Stefan du Toit / Developer Connections

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**To whom is the presentation addressed?**

The presentation is addressed to QA managers, Development Managers, Business managers and Production Managers

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**Keywords**

Save cost / time, in identifying the cause of complex application problems.

Get a View of User Experience on your systems and benefit from detailed information such as user's region, web browser, user behavior, response times and recorded user keystrokes for quick analysis of his experience

Drastically improve application performance with deep-dive views into the transactions and its components.

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**Abstract**

Our Theme is : Beyond Identifying Application Faults  
Fast Application fault Diagnosis and Root Cause analysis.

IT Management has in the last few years „ bought-in“ to Quality Assuring Applications before going live. As quality becomes increasingly important the work load on QA teams is increasing rapidly as confirmed by independent sources. This is compounded by the large volumes of application been churned out by IT departments.

Time to market, is key in most highly competitive market sectors, however, application complexity and platform diversity makes it extremely difficult to identify the Root Cause of problems identified by traditional QA quickly.

While Functional Testing identifies problems with what the applications should be doing, the performance side is far more demanding and a bit of a “black art” involving the process of loading or stressing the application and tuning repeatedly, thereby hoping to fix the problem. This method is costly as it locks in key resources and takes a long time before resolution.

The “google” factor has created high user expectations in application performance. Besides users are not happy with slow or non-performant apps.

Our Technology allows QA Teams to identify the root cause of the performance bottlenecks in a matter of hours, right down to the source code/ method or stored procedure etc responsible for the performance bottle-neck.

We provide in-depth analysis to enhance the architecture of the system and a total sequence diagram trace which gives teams a complete insight into the application, thereby allowing the correction of any problems quickly.

The transaction trace and the time spent in the various components is saved and can be shared between teams eg QA / Dev / Architecture/ Producton. Therefore, allowing for quick resolution and fixing of problems.

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In our session we will discuss with QA teams how they presently manage application Performance issues, obtaining input from the participants. We will then show how this time and cost can be dramatically reduced. We will also explore how QA leaders then communicate the found Root Cause to the Dev teams for repair.

The workshop will touch on functional Test Problem Identification as well as on solving database issues. We will look at how these are currently done, as opposed to a more holistic view.

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### **Biography**

Manoli Rodokanakis: CEO of Developer Connections, over 25 years experience in the IT industry in areas ranging from Application Development to QA and Application Life cycle Management including proces management and Project Portfolio Management. Having worked closely with role-players in the above areas has provided a holistic knowledge of systems and the application delivery process. Quality Assurance has become an increasing focus in the last years and we have focused our energees and focus in order to improve the way in which Companies can deliver better quality applications Faster

Stefan du Toit: Solutions Architect; Over 10 years of experience in the IT industry as a Enterprise level Developer, Systems Architect and Fault Diagnosis specialist. Areas of expertise also include Application Lifecycle Management Process and Test Automation. Experience ranging from low level App Deve, QA Optimisation and Deployment to Management and team mentoring levels on process and delivery improvement in the above IT disciplines

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