



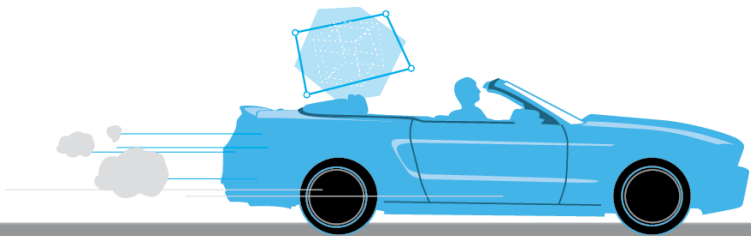
Using Monitoring results for testing

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The Cost of Poor App Performance

Your business can perform no better than its applications

Poor performance and security drives customers away:



Lost revenue



61%

Lost brand reputation



37%

Lost customers



70%

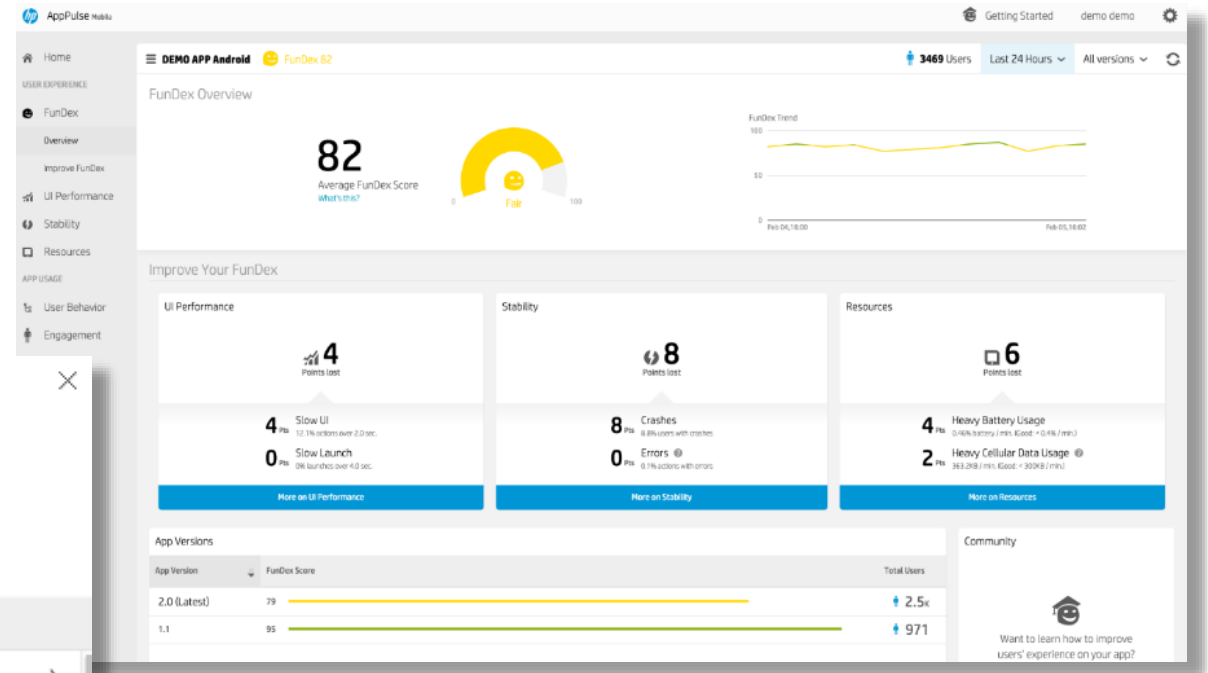
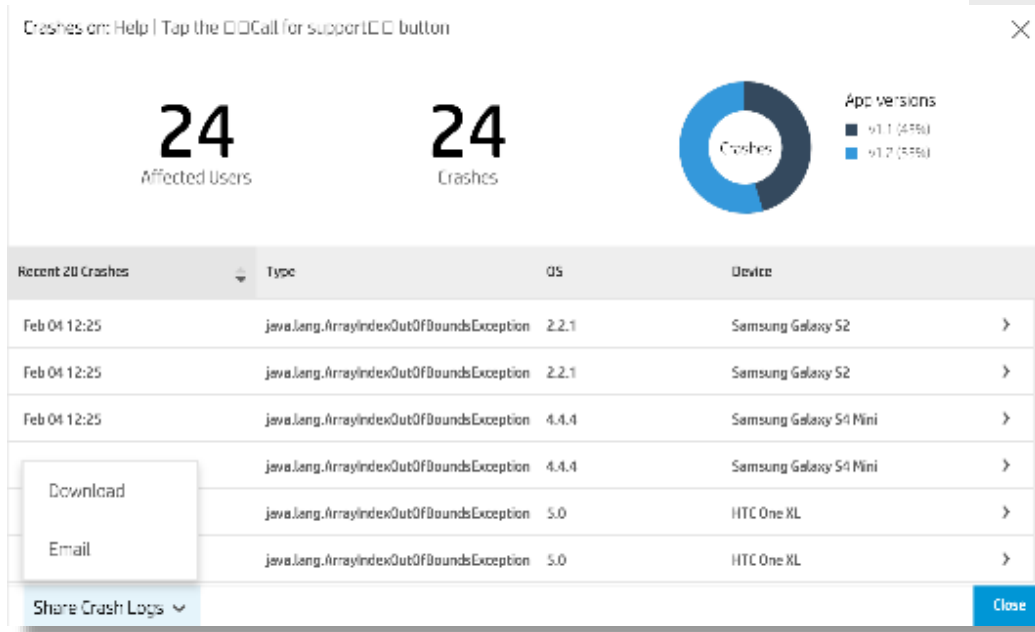
Lost competitive advantage



1 sec.

Measure – What Impacts The End User Experience

- Capture response times
- Measure resource usage
- Capture incident reports
- Connect performance, crashes, leaks & errors directly to the end user action



Focus – in Context of User Action and Greatest Impact

Crashes

Actions with most crashes

Users with Crashes	Screen	Action	Crashes	App Versions
195	Check Deposit	Tap the <u>Scan</u> button	195	2.0
22	Help	Tap the <u>Call for support</u> button	22	1.1
6	Transfer Money	Tap the <u>Transfer</u> button	6	1.1
2	Accounts	Select item from the <u>left_drawer</u> list	2	1.1

Crashes on App Launch
82 Affected Users

Crashes Not Linked to Actions


Identify the performance, stability, security & resource usage issues that have the most user impact:



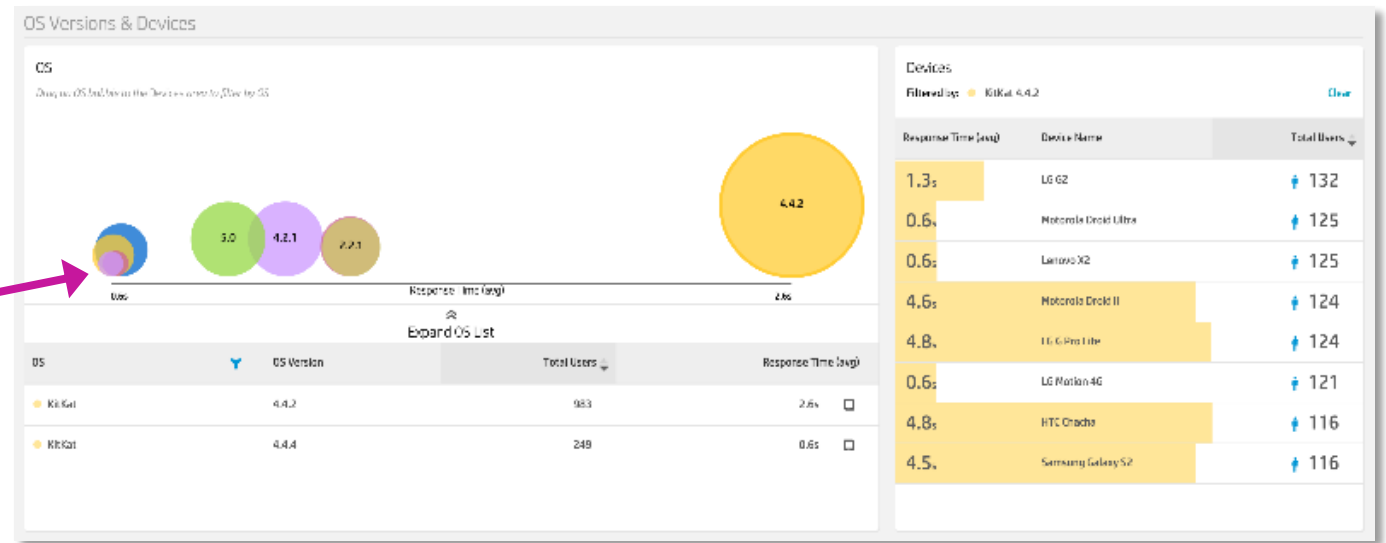
How many users are impacted?



Which user action?

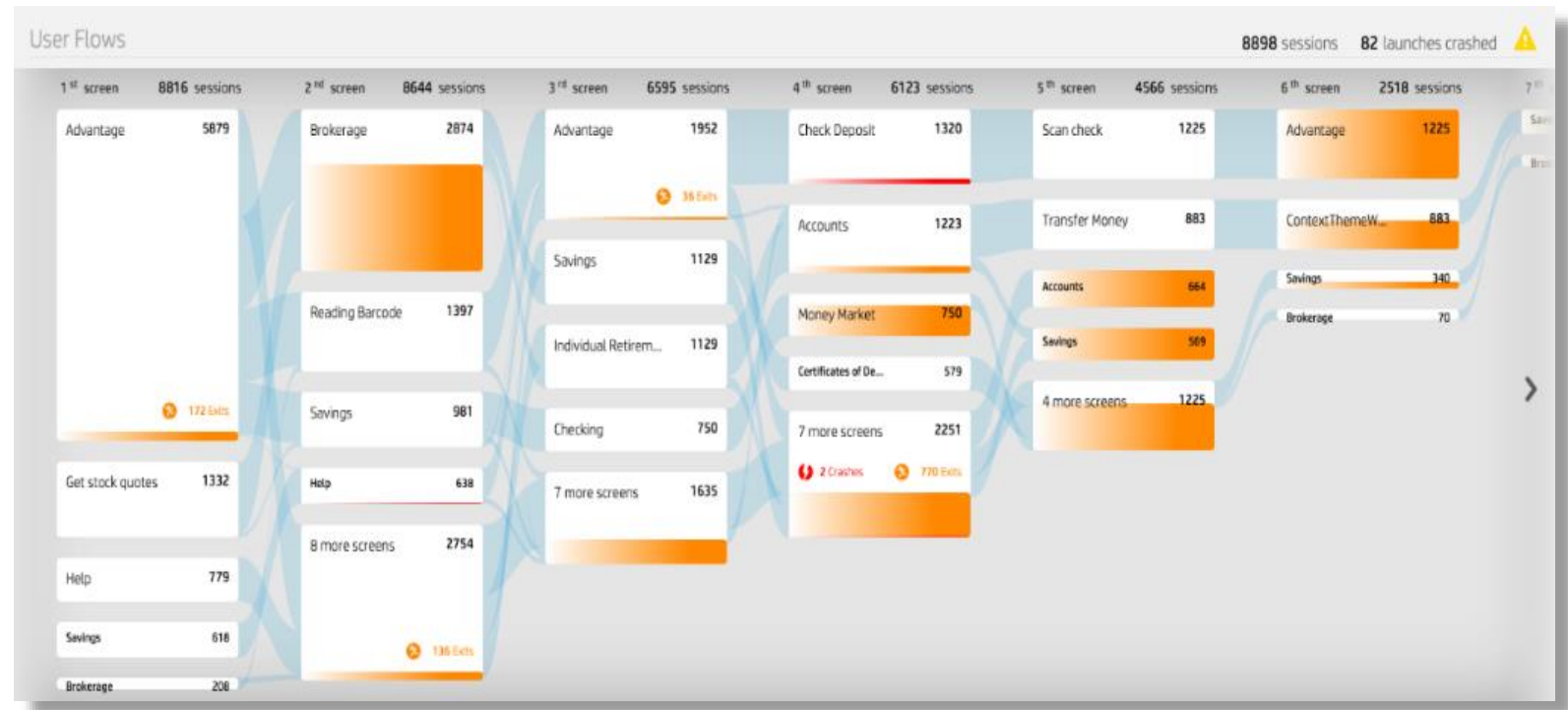


Focus

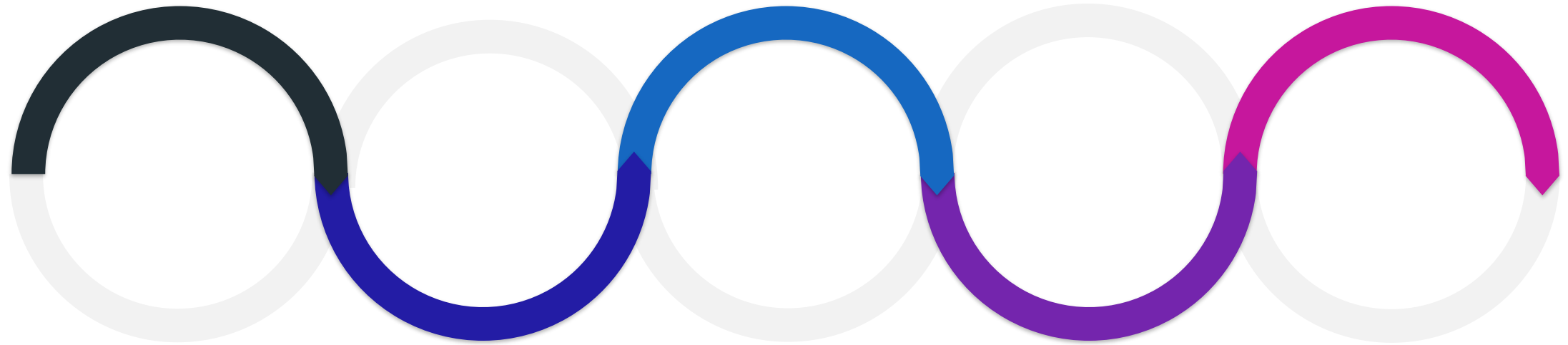


User Flow – Screen by Screen Customer Journey

- Measure
- Know
- Determine
- Optimize your test cases
- Use those test cases for monitoring



Putting 'Ops' In DevOps



Plan, design

Develop, build

test

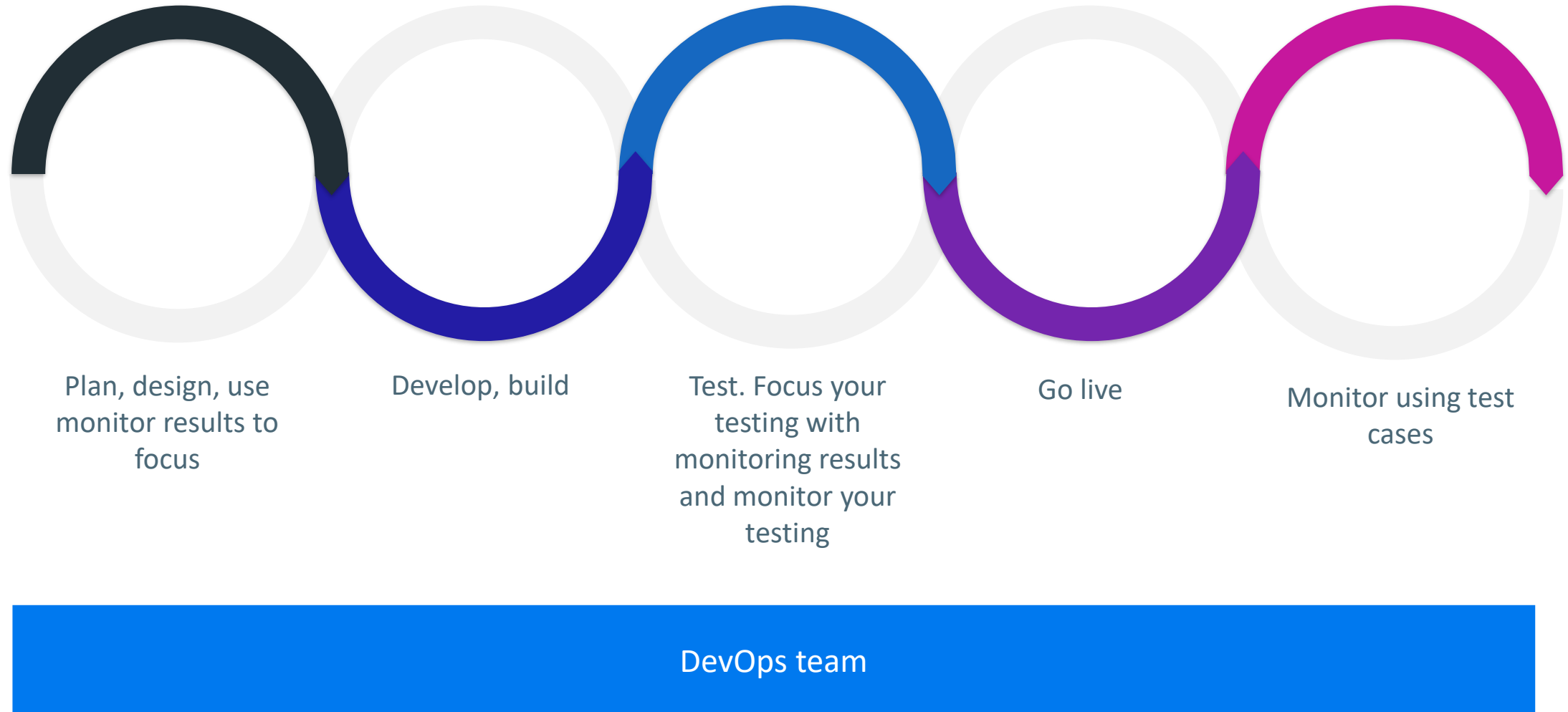
go live

monitor

Dev-team

Ops-team

Putting 'Ops' In DevOps: one common responsibility



Shift Left Testing

- The later a defect is found, the more expensive it is to fix it
- Testing should happen as soon as possible in the development process
- Shift Left Testing

Shift Left Monitoring

- Monitoring while you test may show anomalies or unexpected behavior.
 - Especially monitor your load- and performance testing, since they are good indicators
- The later such issues are found, the more expensive they are to fix
- Shift Left Monitoring

Do's & Don'ts

Do's

- Monitor your applications
- Focus planning with monitoring results
- Focus testing with monitoring results
- Monitor your testing
- Use test cases for monitoring
- Find & fix issues early

Don't

- Consider monitoring only as part of operations
- Restrict monitoring to functions; include performance and security



Thank you.

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