HEALTH AND SAFETY EXECUTIVE

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The Health and Safety Executive's (HSE) primary function is to secure the health, safety and welfare of people at work and protect others from risks to health and safety from work activity. It is responsible for regulating health and safety in Great Britain and works in partnership with local authorities.

Sponsored by the Department for Work and Pensions, the HSE employs around 4,000 people across 30+ locations. IT systems operate as the core of communication, both internally and externally, and high dependency is placed on key operational applications.

The HSE, with its service partners, constantly undertake IT-related business initiatives, including the recent deployment of a new inspection system (COIN) which is now deployed across 38 sites using WAN and LAN facilities.

Used by around 2,000 users nationally and up to 600 users concurrently, COIN is a key web-based application facilitating the sharing of information between HSE individuals and offices. The application is CRM-based, using PeopleSoft (now Oracle) software.

The COIN application carried high importance and, consequently, high visibility within the organisation. With this in mind, the HSE appointed SDLC Solutions to help achieve a successful deployment, initially by providing performance measurement and reporting and subsequently by providing assurance to the HSE that the existing infrastructure would cope with the introduction of the new application.

The Project

The project focused on the current status and capacity of the HSE network with a view to fully understanding the impact of the rollout. The SDLC brief was specifically to:

- Measure and report on existing application performance within the current infrastructure
- Monitor the network utilisation of existing application traffic
- Understand the performance characteristics of COIN
- Model the anticipated performance to be achieved from the application in the 'live' environment
- Simulate the performance of COIN over differing network conditions; and
- Provide insight as to the optimum bandwidth conditions under which to run the application at the HSE

SDLC Solutions selected Compuware's Vantage toolset to take measurements from the current live environment, including network metrics, application flows, usage patterns and response times, thus identifying how the infrastructure and current applications were performing. This process accrued historical data, which added value to the capacity planning process.

"With the help of SDLC Solutions, we determined the most appropriate way of going forward and the most cost-effective solution for our needs."

Peter Wood, HSE

Key Benefits

- **Provided valuable information to assist the HSE to determine the state of existing WAN and application performance**
- **Gained understanding as to how COIN would interact with other applications on the network**
- **Recommended the appropriate network sizing and bandwidth requirements to deliver the application successfully**
- **Ultimately helped to assure the performance of the application within the organisation**
- **Contributed to securing user buy-in, a key factor for benefits realisation**

More information:

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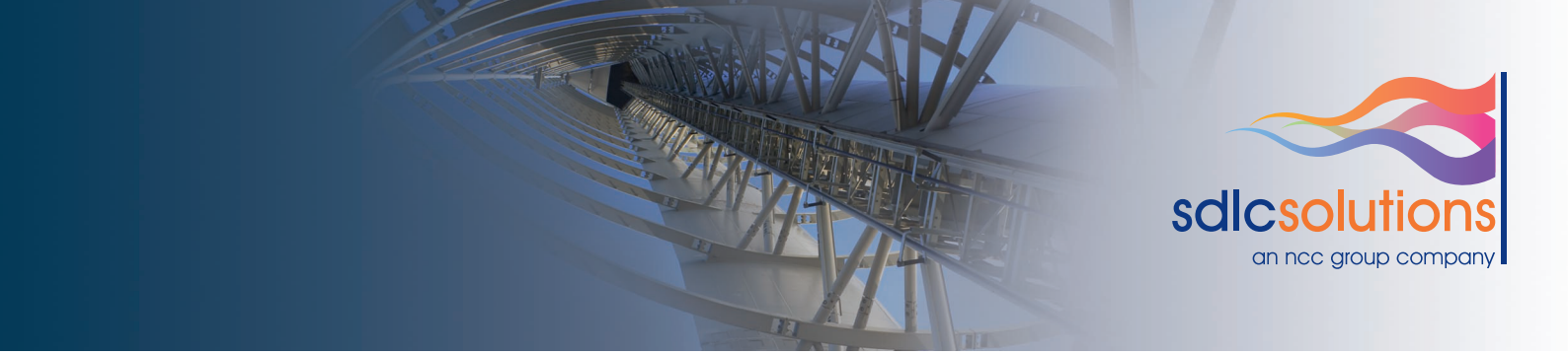

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Information was then collected relating to the behavioural characteristics of the COIN application on performance, bandwidth, sensitivity, latency tolerance and the predicted interaction with the existing network. Following the initial scoping work, the current network infrastructure was assessed, including the current performance of applications on the network. This enabled SDLC Solutions to determine the impact of the new application.

In addition to performing a detailed breakdown of the end-to-end transaction performance, SDLC Solutions diagnosed the issues causing poor response times and/or excessive traffic. It was clear that extra bandwidth was needed but it was decided to go one stage further and use predictive analysis to ensure the correct level for the HSE's future needs were determined. This included optimising the deployment methods.

Peter Wood, IT Contracts and Services Manager, comments: "Ultimately SDLC Solutions confirmed that aspects of our wide area network would simply not have been up to the job of supporting the COIN application. However, since this was discovered in advance with no adverse effect on our live operations, we were able to deal with the problem before it became an issue.

With SDLC's help, we alsodetermined the most appropriate way of going forward and the most cost-effective solution for our needs. With the rollout complete and the usage profile still evolving, we will continue to monitor how the service is being delivered to our user community. Their confidence in the performance of the COIN application is one of the cornerstones of benefits realisation."responsive and throughout the project have fully supported our Test Analysts and imparted knowledge wherever possible."

Why SDLC Solutions?

- **Experience:** We are the UK testing solutions specialist
- **Independence:** As an independent testing solutions specialist, we don't rely upon, or recommend, the use of any one testing tool or process
- **Impartiality:** Our impartiality allows us to deliver the highest quality solutions to clients without any constraints
- **Bespoke:** Our solutions are always tailored to meet the individual requirements of each client

Our customers:

Over the years, we have gained a strong reputation for consistent client-focused delivery and, in doing so, built long-standing relationships with many of our clients.

As a result, the in-depth knowledge and expertise acquired in each sector means our consultants will quickly understand your business issues and react promptly and effectively to your requirements.

Some of our clients include:

- **National Australia Group**
- **Hewlett Packard**
- **Royal Bank of Scotland**
- **Tesco Finance**
- **Capgemini**
- **Capita Hartshead**
- **Accenture**