UKG

UKG Pro Workforce Management Performance Testing

Find and Address Performance Issues Before You Go Live

Since every UKG™ customer has a unique set of requirements, it follows that every UKG Pro Workforce Management® (formerly UKG Dimensions®) configuration is unique. This unique configuration is another variable that can have an impact on performance and cannot be replicated in the standard benchmark testing done by UKG Performance Engineering. The customer's infrastructure and network can also have a major impact on system performance and cannot be addressed by benchmark testing. UKG Global Technology Services presents two UKG Pro Workforce Management Performance Testing service offerings to address these issues.

The Standard Performance Test — SPT

The standard performance test (SPT) for UKG Pro Workforce Management is an optional performance testing service delivered by UKG Global Technology Services that focuses on the scalability of the customer's unique configuration. Performance engineers develop and run a load test against the customer's configuration in a tenant specifically created for the test. The customer's configuration is put through the paces as the 10 most common transactions are executed and the number of concurrent virtual users is ramped up to test for scalability. Response times for every action and request are collected for analysis and compared with expected values. Since the tested transactions touch the core of your unique configuration, any problems that could lead to less than satisfactory performance will be exposed.

The SPT is performed at least two times: once before user acceptance testing (UAT) begins and a second time before go-live.

The first test is performed to identify issues early so they can be resolved with minimal impact on the project timeline. Retesting after UAT has been signed off ensures that any configuration changes made since the first execution of the test will not escape scrutiny. If problems are detected, our technical architects will work with subject matter experts and the project team to identify and remediate the issues. Additional test runs will be conducted to validate acceptable performance.

The Advanced Performance Test — APT

The advanced performance test (APT) is a more extensive, customized test. The objectives of the offering are to incorporate the "last mile," user-defined use cases, customer expected loads, and end-user experience validation. Every APT service includes an SPT executed prior to UAT in order to identify potential issues early.

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The APT requires UAT to have been signed off to ensure testing is done on the go-live configuration. Testing is completed in a tenant specifically created for the test. To enable this testing to incorporate the last mile, load generators will be required to run on the customer's network. The APT is completed only once and incorporates several actual tests run over a number of days to validate baseline and expected performance. If any problems are identified during testing, our technical architects will work with subject matter experts and the project team to identify the causes and remediate where possible during the testing event.

At the conclusion of testing, a report is delivered to the customer. The report outlines any identified problems, noting those that have been remediated and those left outstanding to address. An order of priority will be determined for each problem observed in order to assist the customer in identifying the urgency of redress.

Key benefits

Manage Risk: Identify and address potential performance issues before they impact users

Early Discovery: Performance tests are conducted at least twice: before UAT begins, so issues can be discovered in time to do something about them, and again prior to go-live

Minimal Impact on Project Timeline: Performance testing is conducted in a separate environment, so the team can continue project work without interruption

Identify Potential Infrastructure Issues: The premium APT service collects response times from your end-users' locations for more realistic results

End-User Experience: The APT service features end-user experience tests that include rendering time in your users' web browsers, which allows for a preview of the performance your users will actually experience

About UKG

At UKG, our purpose is people®. As strong believers in the power of culture and belonging as the secret to success, we champion great workplaces and build lifelong partnerships with our customers to show what's possible when businesses invest in their people. One of the world's leading HCM cloud companies today, UKG and our Life-work Technology™ approach to HR, payroll, and workforce management solutions for all people helps more than 75,000 organizations around the globe and across every industry anticipate and adapt to their employees' needs beyond just work. To learn more, visit **ukg.in**

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