

Capitalstream – Application Performance Assessment

The application performance assessment will review Capitalstream screens and user actions with problematic performance characteristics that are negatively impacting the processing of credit applications, user efficiency and customer experience.

This assessment will:

- Improve flow through and improve staff and customer experience.
- Identify areas of risk for application scalability.
- Identify performance issues that arise from staff and customer growth and provide remediation early to avoid business impact.
- Avoid having customers wait for decisions, processing and other areas in the loan process.

> What you can expect from this assessment

This assessment is approached in 2 steps. The first step will target specific screens, identified by the client, with known performance slowness issues. These may be screens and/or default navigational landing tabs. The second step is a general performance review targeting coding and configuration practices known to degrade performance that Accutive has successfully remediated at other installations.

Step 1

A review of coding issues within screens and associated elements that surface frequently as performance degrading issues such as:

- Loading many items on a screen – review loop that processes and displays the items on the screen.
- Looking for known performance degrading elements and potential screen restructuring e.g. pagination.
- Replacing drop downs with searches etc. this applies to both large drop down sets and to drop downs within loops.
- Rendering unnecessary content.
- Using partial load record sets to reduce the number of fields required to render the screen.

Elements to be examined include:

- JSP files.
- Java handlers source code.
- Rules driving screen content.
- Scripts used during screen rendering.

If this examination does not reveal the cause of performance issues, additional profiling code will be added to the screen and related elements to help identify the problem.

Step 2

A general performance review targeting problematic coding constructs that are frequently observed in CS implementations:

- Inspect database scripts to identify misuse of database connections.
- Examine the JSP/Java/Rules/Scripts/Doc tags code for any open DB connections i.e. that are not closed on end of code/script execution.
- Review core navigational elements for susceptibility to generating server request flooding, and replace as necessary.

If you have questions or would like more information please contact Accutive today:

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