Transport for London

Performance testing standard

We want TfL's services to be fast and responsive allowing concurrent users to perform their actions in a convenient way without time delays.

We carry out performance tests to determine whether the system is within its specified performance criteria (eg page response times under certain loading conditions).

Audience

- Developers
- Testing team
- Project managers

Requirements

1. You **must** test all new tfl.gov.uk websites against the scope defined below, making use of the entry and exit criteria, and scoring defects using the severity criteria.

Who	TfL nominated 3rd Party Service Provider
Scope	Perform one or more of the following types of Performance testing: • Load Testing – Understand the performance of the system under specific load • Stress Testing – Understand the upper limits of capacity within the system • Soak Testing – Determine if the system can sustain the continuous expected load
Entry criteria	• Development is complete • Load and performance requirements are defined • Environment is stable during testing period • Environment has correct data and content loaded
Exit criteria	• All tests run to completion • All defects identified have been recorded and assigned a severity
Defects	• Sev 1: business-critical Issue – dramatically failing to meet our targeted KPI's (system cannot go live unless this requirement has not been met)

NOTE: You must refer to www.tfl.gov.uk/toolkit for the latest version of this document

	• Sev 2: high importance, failing to meet our targeted KPI's but we have short term work around to improve performance (system can go live if this requirement has not been met, but a workaround must be in place, together with an action plan for meeting KPI's) • Sev 3: medium importance, just falling short of our targeted KPI's (system can go live if this requirement has not been met, but there must be an action plan for meeting the requirement by an agreed date) • Sev 4: low importance, Minor differences in our targeted KPI results (system can go live if this requirement has not been met, but there must be an action plan for meeting the requirement by an agreed date)

Type: Standard
Owner: TfL Online Compliance
Department: TfL Online

Version History

Version	Date	Summary of changes
1.0	07/11/2013	First issue

Review History

Name	Title	Date	Comments

NOTE: You must refer to www.tfl.gov.uk/toolkit for the latest version of this document