

Unified Self Service

Release 14.1

Performance Test Results



This Documentation, which includes embedded help systems and electronically distributed materials, (hereinafter referred to as the "Documentation") is for your informational purposes only and is subject to change or withdrawal by CA at any time.

This Documentation may not be copied, transferred, reproduced, disclosed, modified or duplicated, in whole or in part, without the prior written consent of CA. This Documentation is confidential and proprietary information of CA and may not be disclosed by you or used for any purpose other than as may be permitted in (i) a separate agreement between you and CA governing your use of the CA software to which the Documentation relates; or (ii) a separate confidentiality agreement between you and CA.

Notwithstanding the foregoing, if you are a licensed user of the software product(s) addressed in the Documentation, you may print or otherwise make available a reasonable number of copies of the Documentation for internal use by you and your employees in connection with that software, provided that all CA copyright notices and legends are affixed to each reproduced copy.

The right to print or otherwise make available copies of the Documentation is limited to the period during which the applicable license for such software remains in full force and effect. Should the license terminate for any reason, it is your responsibility to certify in writing to CA that all copies and partial copies of the Documentation have been returned to CA or destroyed.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, CA PROVIDES THIS DOCUMENTATION "AS IS" WITHOUT WARRANTY OF ANY KIND, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. IN NO EVENT WILL CA BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, FROM THE USE OF THIS DOCUMENTATION, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST INVESTMENT, BUSINESS INTERRUPTION, GOODWILL, OR LOST DATA, EVEN IF CA IS EXPRESSLY ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE.

The use of any software product referenced in the Documentation is governed by the applicable license agreement and such license agreement is not modified in any way by the terms of this notice.

The manufacturer of this Documentation is CA.

Provided with "Restricted Rights." Use, duplication or disclosure by the United States Government is subject to the restrictions set forth in FAR Sections 12.212, 52.227-14, and 52.227-19(c)(1) - (2) and DFARS Section 252.227-7014(b)(3), as applicable, or their successors.

Copyright © [set copyright date variable] CA. All rights reserved. All trademarks, trade names, service marks, and logos referenced herein belong to their respective companies.

Contact CA Technologies

Contact CA Support

For your convenience, CA Technologies provides one site where you can access the information that you need for your Home Office, Small Business, and Enterprise CA Technologies products. At <http://ca.com/support>, you can access the following resources:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- CA Support policies and guidelines
- Other helpful resources appropriate for your product

Providing Feedback About Product Documentation

If you have comments or questions about CA Technologies product documentation, you can send a message to techpubs@ca.com.

To provide feedback about CA Technologies product documentation, complete our short customer survey which is available on the CA Support website at <http://ca.com/docs>.

Chapter 1: Introduction

This document includes the results of performance tests conducted on Unified Unified Self Service 14.1. The document includes individual tests on specific transaction and combined tests of system test where different types of transactions are performed on a single test run. The results are documented in the form of Test Scenario (TS). For example, the document covers test on the following scenarios:

- Performing basic tasks such as "Login Logout of Unified Self Service", Ask A Question", "Reply A Question" and "Search A Question" .
- Clicking on All tabs like Recommended Tab, Latest Tab, Answered Tab and Popular Tab on My Questions Page
- Test high priority scenarios like "Login Logout of Unified Self Service", Ask A Question", "Reply A Question", "Search A Question"..

This document is divided into various chapters that are based on high-level functionality. Wherever possible and based on data availability we have compared performance results data with earlier Open Space releases for the same scenarios.

Disclaimer: These test results are for informational and guidance purpose only. Performance tests were conducted in ideal test conditions where servers or database or applications were solely available for the tests. So, the results from these tests might not be comparable with the production environment results. The following performance testing were conducted on client/server machines without any other third-party web application in use. You may experience different (slower) results, if your environment contains other third-party applications.

Contents

| | |
|--|-----------|
| Chapter 1: Introduction | 5 |
| Chapter 2: Scalability Test Scenarios | 9 |
| TS 1: 20000 Concurrent Web Users Test Over Cluster Environment | 9 |
| TS 2: 5000 Concurrent Web Users Scenario | 11 |
| Chapter 3: RESTFUL Web Service Performance Test Scenarios | 13 |
| TS-1: REST- Stress Test With Script Performing Ask a Question | 13 |
| TS-2: REST- Load Test With Script Performing Ask a Question | 14 |
| TS-3: REST - Stress Test With Script Performing Search a Question Using RESTful web services | 15 |
| Chapter 4: Performance Stress/Load Test Scenarios | 17 |
| TS-1: Stress Test Performing Script Login/Logout | 18 |
| TS 2: Stress Test With Script Performing Ask a Question | 19 |
| TS 3: Stress Test With Script Performing Reply a Question | 20 |
| TS 4: Stress Test With Script Performing Search a Question | 21 |
| TS 5: Stress Test With Script Clicking on Popular tab | 22 |
| TS 6: Stress Test With Script Clicking on Recommended Tab | 23 |
| TS 7: Stress Test With Script Clicking on Answered tab | 24 |
| TS 8: Stress Test With Script Clicking on Latest tab | 25 |
| TS 9: Load Test With Script Search for a Question With 1000 Users | 26 |
| Chapter 5: Performance Stress/Load Test Scenarios with Oracle DB | 27 |
| TS-1: REST- Stress Test With Script Performing Ask a Question | 27 |
| TS-2: Stress Test Performing Script Login/Logout | 28 |
| Chapter 6: CA Service Management Performance Test Scenarios | 29 |
| TS 1: Report an Issue from Unified Self Service | 30 |
| TS 2: Federated Search from Unified Self Service to search Knowledge Documents in SDM | 32 |
| TS 3: Request Creation in CA SDM using Unified Self Service | 34 |

Chapter 2: Scalability Test Scenarios

This section contains the following topics:

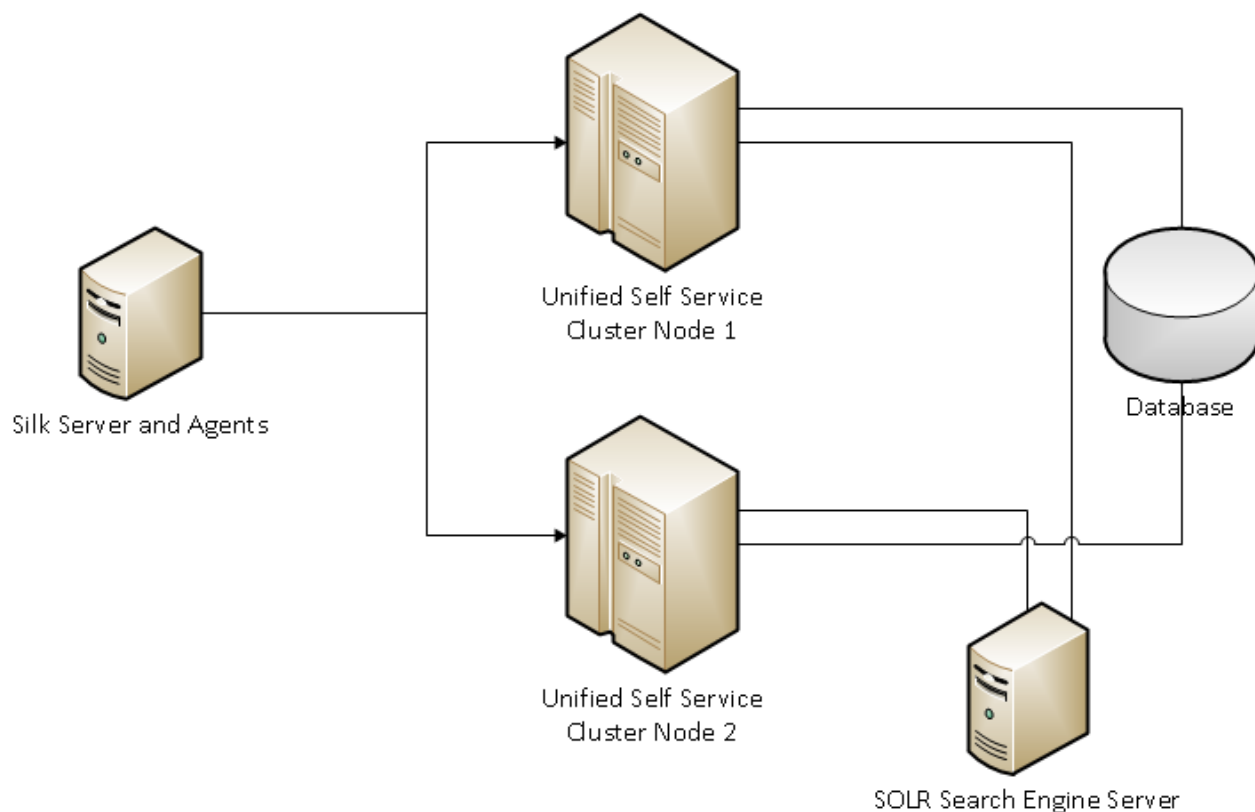
[TS 1: 20000 Concurrent Web Users Test Over Cluster Environment](#) (see page 9)

[TS 2: 5000 Concurrent Web Users Scenario](#) (see page 11)

TS 1: 20000 Concurrent Web Users Test Over Cluster Environment

The following diagrams shows the deployment architecture of 20,000 concurrent web users test over clustered environment:

Deployment Diagram for 20,000 Concurrent Users Test



Steps performed in the test scenario:

** Vusers : 20000 || Duration: 12 hours

In the test combined scripts were running simulating 20000 users performing various Unified Self Service operations such as Ask a Question, Search for a Question, Clicking on the watching port let tabs like Popular Tab, Recommended Tab, Latest Tab and Answered Tab , Login –Logout of the application.

Above mentioned operations are done from Web UI Interface.

- Type: Load Test
- Think Time: Yes
- Total No. of Vusers : 20000
User Type : Business User

Observation:

Test ran successfully throughout 12 hrs on the Cluster setup with below mentioned transactional load per minute.

| Avg. Transactions per minute | | 14.1 |
|-------------------------------------|--|-------------|
| Ask A Question | | 2.1 |
| Click on Answered Tab | | 71.3 |
| Click on Latest Tab | | 4.6 |
| Click on Popular Tab | | 4.3 |
| Click on Recommended Tab | | 38.16 |
| Search A Question | | 3.81 |
| Login Logout | | 32.07 |

Server Information:

- Test Duration: 12 hrs
- Concurrent users: 20000 concurrent users
- No Of Unified Self Service Servers: 2
- Database Server: SQL Server (Remote)
- Search Engine: Solr (Remote)
- Silk Server: 1
- Silk Agents: 4

TS 2: 5000 Concurrent Web Users Scenario

Steps performed in the test scenario:

** Vusers : 5000 || Duration: 12 hours

In the test combined scripts were running simulating 20000 users performing various Unified Self Service operations such as Ask a Question, Search for a Question, Clicking on the watching port let tabs like Popular Tab, Recommended Tab, Latest Tab and Answered Tab , Login –Logout of the application.

Above mentioned operations are done from Web UI Interface.

- Type: Load Test
- Think Time: Yes
- Total No. of Vusers : 5000
- User Type : Business User

Observation:

Test ran successfully throughout 12 hrs on the below mentioned transactional load per minute.

| Avg. Transactions per minute | | 14.1 |
|------------------------------|--|-------|
| Ask A Question | | 1.98 |
| Click on Answered Tab | | 68.31 |
| Click on Latest Tab | | 3.51 |
| Click on Popular Tab | | 3.37 |
| Click on Recommended Tab | | 35.16 |
| Search A Question | | 3.13 |
| Login Logout | | 29.08 |

Server Information:

Note: This Environment is only remote DB environment and not a clustered one.

- Test Duration: 12 hrs
- Concurrent users: 5000 concurrent users
- No of Unified Self Service Servers: 1
- Database Server: SQL Server (Remote)
- Silk Server: 1
- Silk Agents: 1

Setup Details:

| # | Operating System | Database | Hardware Configuration |
|---|--|------------|--|
| 1 | Windows 2008 R2 64bit (Remote DB) | MS SQL 2k8 | Machine : Physical Processor Intel Xeon CPU E5-2470 0 @2.20GHz 2.20GHz (2 processors) RAM: 16 GB Bit: 64 bit |
| 2 | Windows 2008 R2 64bit (Unified Self Service Node) | NA | Machine : Physical Processor Intel Xeon CPU E5-2470 0 @2.20GHz 2.20GHz (2 processors) RAM: 16 GB Bit: 64 bit |
| 3 | Windows 2008 R2 64bit (Solr Search Engine For Cluster Environment) | NA | Machine : Physical Processor Intel Xeon CPU E5-2470 0 @2.20GHz 2.20GHz (2 processors) RAM: 16 GB Bit: 64 bit |

Chapter 3: RESTFUL Web Service Performance Test Scenarios

This section contains the following topics:

[TS-1: REST- Stress Test With Script Performing Ask a Question](#) (see page 13)

[TS-2: REST- Load Test With Script Performing Ask a Question](#) (see page 14)

[TS-3: REST - Stress Test With Script Performing Search a Question Using RESTful web services](#) (see page 15)

TS-1: REST- Stress Test With Script Performing Ask a Question

This test scenario is performed with the following sample size and criteria for Open Space 3.0 and Unified Self Service 14.1:

- Virtual users: 100
- Duration: 2 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 Virtual users from login to the Unified Self Service web interface.
2. Performs Ask A Question operation
3. Then logout
4. Repeat step 1-3 for 2 hours.
5. Record the results in the following tables.

TS-2: REST- Load Test With Script Performing Ask a Question

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 500
- Duration: 12 hours
- Type: Load Test
- Think Time: Yes

Follow these steps:

1. 500 Virtual users from login to the Unified Self Service web interface.
2. Performs Ask A Question operation and logout
3. Repeat step 1-2 for 12 hours.
4. Record the results in the following tables

| Transactions | Unified Self Service 14.1 |
|------------------------------------|---------------------------|
| Average number of Transactions/sec | 6.53 |
| Average Throughput(KB) / Sec | 14.25 |

TS-3: REST - Stress Test With Script Performing Search a Question Using RESTful web services

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 100
- Duration: 2 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service using REST URL.
2. Perform Search operation by entering some tag in the search box and logout.
3. Repeat step 1-2 for 2 hours.
4. Record the results in the following tables.

| Transactions | | Unified Self Service 14.1 | |
|------------------------------------|--------------------------------------|---------------------------|---|
| Average number of Transactions/sec | | 36.23 | |
| Average Throughput(KB) / Sec | | 8.67 | |
| Setup Details: | | | |
| # | Operating System | Database | Hardware Configuration |
| 1 | Windows 2008 R2 64bit (Remote DB) | MS SQL 2k8 | Machine : Physical Processor Intel Xeon CPU E5-2470 0 @2.20GHz 2.20GHz (2 processors) RAM: 16 GB Bit: 64 bit |

Chapter 4: Performance Stress/Load Test Scenarios

This chapter includes stress/load test scenarios that are performed on basic scenarios that are exposed by Unified Unified Self Service. For example, Ask A Question. Reply A Question, Search A Question and clicking on Watching port lets and so on.

This section contains the following topics:

- [TS-1: Stress Test Performing Script Login/Logout](#) (see page 18)
- [TS 2: Stress Test With Script Performing Ask a Question](#) (see page 19)
- [TS 3: Stress Test With Script Performing Reply a Question](#) (see page 20)
- [TS 4: Stress Test With Script Performing Search a Question](#) (see page 21)
- [TS 5: Stress Test With Script Clicking on Popular tab](#) (see page 22)
- [TS 6: Stress Test With Script Clicking on Recommended Tab](#) (see page 23)
- [TS 7: Stress Test With Script Clicking on Answered tab](#) (see page 24)
- [TS 8: Stress Test With Script Clicking on Latest tab](#) (see page 25)
- [TS 9: Load Test With Script Search for a Question With 1000 Users](#) (see page 26)

TS-1: Stress Test Performing Script Login/Logout

This test scenario is performed with the following sample size and criteria for Open Space 3.0 and Unified Self Service 14.1:

- Virtual users: 100
- Duration: 2 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service using REST URL and logout.
2. Repeat step 1 for 2 hours.
3. Record the results in the following tables.

| Transactions | Open Space 3.0 | Unified Self Service 14.1 |
|------------------------------------|----------------|---------------------------|
| Average number of Transactions/sec | 2.18 | 15.26 |
| Average Throughput(KB) / Sec | 4542.73 | 9391.15 |

TS 2: Stress Test With Script Performing Ask a Question

This test scenario is performed with the following sample size and criteria for Open Space 3.0 and Unified Self Service 14.1:

- Virtual users: 100
- Duration: 2 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service web UI.
2. Click on Ask A Question.
3. Post A Question with a Tag and logout.
4. Repeat step 1-3 for 2 hours.
5. Record the results in the following table:

| Transactions | Open Space 3.0 | Unified Self Service 14.1 |
|------------------------------------|----------------|---------------------------|
| Average number of Transactions/sec | 2.18 | 4.05 |
| Average Throughput(KB) / Sec | 2775.15 | 13031.53 |

TS 3: Stress Test With Script Performing Reply a Question

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 100
- Duration: 1 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service web UI.
2. Click on any one of the Latest Question.
3. Reply to the above selected question and logout.
4. Repeat step 1-3 for 2 hours.
5. Record the results in the following table:

| Transactions | Unified Self Service 14.1 |
|------------------------------------|---------------------------|
| Average number of Transactions/sec | 26.17 |
| Average Throughput(KB) / Sec | 51624.97 |

TS 4: Stress Test With Script Performing Search a Question

This test scenario is performed with the following sample size and criteria for Open Space 3.0 and Unified Self Service 14.1:

- Virtual users: 100
- Duration: 1 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service web UI.
2. Add to search key words in the search text box and click Enter.
3. Wait for search results and logout.
4. Repeat step 1-4 for 2 hours.
5. Record the results in the following table:

| Transactions | Open Space 3.0 | Unified Self Service 14.1 |
|------------------------------------|----------------|---------------------------|
| Average number of Transactions/sec | 0.67 | 689.40 |
| Average Throughput(KB) / Sec | 3.94 | 220.69 |

TS 5: Stress Test With Script Clicking on Popular tab

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 100
- Duration: 1 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service web UI.
2. Click My Questions.
3. Click Popular Tab and logout.
4. Repeat step 1-3 for 2 hours.
5. Record the results in the following table:

| Transactions | Unified Self Service 14.1 |
|------------------------------------|---------------------------|
| Average number of Transactions/sec | 0.52 |
| Average Throughput(KB) / Sec | 691.38 |

TS 6: Stress Test With Script Clicking on Recommended Tab

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 100
- Duration: 1 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service web UI.
2. Click My Questions.
3. Click Recommended Tab and logout.
4. Repeat step 1-4 for 2 hours.
5. Record the results in the following table:

| Transactions | Unified Self Service 14.1 |
|------------------------------------|---------------------------|
| Average number of Transactions/sec | 1.16 |
| Average Throughput(KB) / Sec | 553.50 |

TS 7: Stress Test With Script Clicking on Answered tab

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 100
- Duration: 1 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service web UI
2. Click My Questions
3. Click Answered Tab and logout.
4. Repeat step 1-3 for 2 hours.
5. Record the results in the following tables.

| Transactions | Unified Self Service 14.1 |
|------------------------------------|---------------------------|
| Average number of Transactions/sec | 8.00 |
| Average Throughput(KB) / Sec | 20745.79 |

TS 8: Stress Test With Script Clicking on Latest tab

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 100
- Duration: 1 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service web UI.
2. Click My Questions.
3. Click Latest Tab and logout.
4. Repeat step 1-4 for 2 hours.
5. Record the results in the following table:

| Transactions | Unified Self Service 14.1 |
|------------------------------------|---------------------------|
| Average number of Transactions/sec | 19.55 |
| Average Throughput(KB) / Sec | 32745.79 |

TS 9: Load Test With Script Search for a Question With 1000 Users

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 1000
- Duration: 1 hours
- Type: Load Test
- Think Time: Yes

Follow these steps:

1. 100 VUsers login to Unified Self Service web UI
2. Add to search key words in the search text box, click Enter, and logout.
3. Repeat step 1-2 for 2 hours.
4. Record the results in the following table:

| Transactions | | Unified Self Service 14.1 | |
|------------------------------------|--------------------------------------|---------------------------|---|
| Average number of Transactions/sec | | 1.73 | |
| Average Throughput(KB) / Sec | | 1382.56 | |
| Setup Details: | | | |
| # | Operating System | Database | Hardware Configuration |
| 1 | Windows 2008 R2 64bit (Remote DB) | MS SQL 2k8 | Machine : Physical Processor Intel Xeon CPU E5-2470 0 @2.20GHz 2.20GHz (2 processors) RAM: 16 GB Bit: 64 bit |

Chapter 5: Performance Stress/Load Test Scenarios with Oracle DB

This chapter includes stress/load test scenarios that are performed on basic scenarios that are exposed by Unified Self Service with Oracle DB. For example, Ask A Question, Reply A Question, Search A Question and clicking on Watching port lets and so on.

This section contains the following topics:

[TS-1: REST- Stress Test With Script Performing Ask a Question](#) (see page 27)

[TS-2: Stress Test Performing Script Login/Logout](#) (see page 28)

TS-1: REST- Stress Test With Script Performing Ask a Question

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 100
- Duration: 2 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service using REST URL.
2. Performs Ask A Question operation and logs out.
3. Repeat step 1-3 for 2 hours.
4. Record the results in the following table:

| Transactions | Self ServiceUnified Self Service 14.1 |
|------------------------------------|--|
| Average number of Transactions/sec | 15.81 |
| Average Throughput(KB) / Sec | 51.72 |

TS-2: Stress Test Performing Script Login/Logout

This test scenario is performed with the following sample size and criteria for Unified Self Service 14.1:

- Virtual users: 100
- Duration: 2 hours
- Type: Stress Test
- Think Time: No

Follow these steps:

1. 100 VUsers login to Unified Self Service Web UI and logout.
2. Repeat step 1 for 2 hours.
3. Record the results in the following table:

| Transactions | Unified Self Service 14.1 |
|------------------------------------|---------------------------|
| Average number of Transactions/sec | 15.91 |
| Average Throughput(KB) / Sec | 9894.08 |

Setup Details:

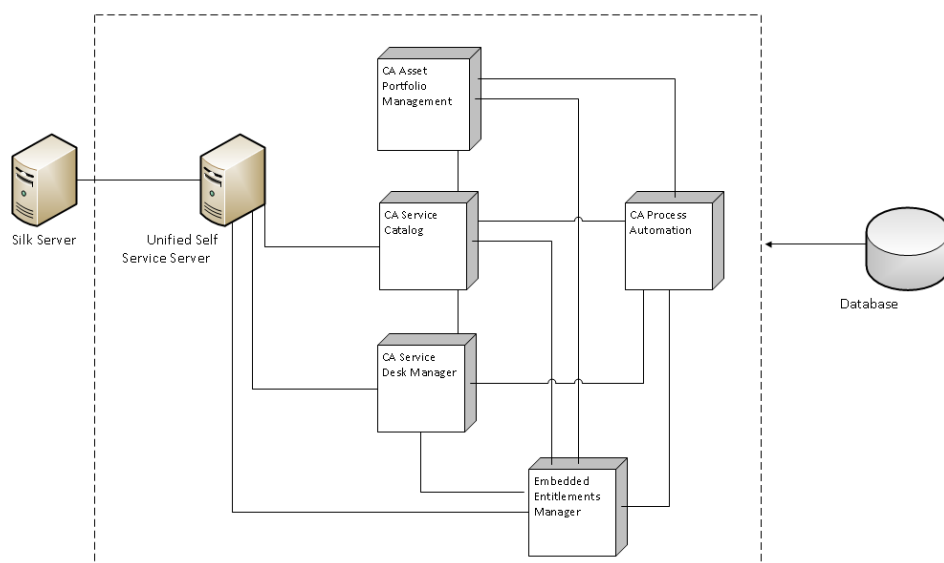
| # | Operating System | Database | Hardware Configuration |
|---|---|------------|--|
| 1 | Windows 2008 R2 64bit (Remote DB) | Oracle 11g | Machine : Physical Processor Intel Xeon CPU E5-2470 0 @2.20GHz 2.20GHz (2 processors) RAM: 16 GB Bit: 64 bit |

Chapter 6: CA Service Management Performance Test Scenarios

This chapter includes load test scenarios that are performed on CASM environment where Unified Self Service is the End-user interface that are exposed by CA SDM. For example, Login to Self-service and report an issue using catalog widget which in turn creates incident in SDM and so on. For these test scenarios, the server was loaded with requests one after the other to see how application would perform in expected load scenarios.

The following diagrams shows the deployment architecture of the integrated environment for CA Service Management use cases:

Basic Deployment Diagram of Integrated Environment for CA Service Management Use Cases



This section contains the following topics:

[TS 1: Report an Issue from Unified Self Service](#) (see page 30)

[TS 2: Federated Search from Unified Self Service to search Knowledge Documents in SDM](#) (see page 32)

[TS 3: Request Creation in CA SDM using Unified Self Service](#) (see page 34)

TS 1: Report an Issue from Unified Self Service

This test scenario is performed with the following sample size and criteria for 14.1:

- Virtual users: 500
- Duration: 12 hours
- Type: Load Test
- Think Time: Yes

Follow these steps:

1. 500 Virtual users from the 3000 user pool log in as end users openspaceuser1.osop to openspaceuser3000.osop.
2. Report An Issue using Report and Issue offering via Service Catalog widget, which is also integrated to SDM to create Incident.
3. After issue is raised user logout from the application
4. Repeat step 1-3 for 12 hours.

| Transactions | 14.1 CASM Solution Environment |
|--|--------------------------------------|
| Average number of Silk Transactions/min | 4.8 |
| Number of Requests created/min in Service Catalog | 4.25 |
| Number of Incidents created/min | 4.25 |
| Number of Sessions created in Unified Self Service/min | 4.27 |

Setup Details:

| # | Operating System | Database | Hardware Configuration |
|---|--|---------------|--|
| 1 | Windows 2008 R2 64bit (14.1 –Database Server) | MS SQL 2k8 R2 | Processor: Intel 2 processors 2.2 GHz RAM : 16GB Bit : 64Bit |

| # | Operating System | Database | Hardware Configuration |
|---|--|----------|---|
| 2 | Windows 2008 R2 64bit (14.1 – Service Desk Server) | NA | Processor: Intel 2 processors 2.2 GHz RAM : 16GB Bit : 64Bit |
| 3 | Windows 2008 R2 64bit (14.1 – Service Catalog Server) | NA | Processor: Intel 2 processors 2.2 GHz RAM : 16GB Bit : 64Bit |
| 4 | Windows 2008 R2 64bit (EEM & ITPAM Server) | NA | Processor: Intel 2 processors 2.2 GHz RAM : 16GB Bit : 64Bit |

TS 2: Federated Search from Unified Self Service to search Knowledge Documents in SDM

This test scenario is performed with the following sample size and criteria for 14.1:

- Virtual users: 500
- Duration: 12 hours
- Type: Load Test
- Think Time: Yes

Follow these steps:

1. 500 Virtual users from the 3000 users pool log in as end users openspaceuser1.osop to openspaceuser3000.osop.
2. Search with different keywords from top right corner search box for knowledge documents in SDM.
3. After search result is displayed user logout from the application
4. Repeat step 1-3 for 12 hours.

| Transactions | 14.1 CASM Solution Environment |
|--|--------------------------------------|
| Average number of Silk Transactions/min | 13.2 |
| Number of Searches / min | 8.87 |
| Number of Sessions created in Unified Self Service/min | 8.89 |

Setup Details:

| # | Operating System | Database | Hardware Configuration |
|---|--|---------------|---|
| 1 | Windows 2008 R2 64bit (14.1 –Database Server) | MS SQL 2k8 R2 | Processor: Intel 2 processors 2.2 GHz RAM : 16GB Bit : 64Bit |

| # | Operating System | Database | Hardware Configuration |
|---|---|----------|---|
| 2 | Windows 2008 R2 64bit (14.1 – Service Desk Server) | NA | Processor: Intel 2 processors 2.2 GHz RAM : 16GB Bit : 64Bit |

TS 3: Request Creation in CA SDM using Unified Self Service

This test scenario is performed with the following sample size and criteria for 14.1 in environment where on Unified Self Service and CA SDM is integrated. :

- Virtual users: 500
- Duration: 12 hours
- Type: Load Test
- Think Time: Yes

Follow these steps:

1. 500 Virtual users from the 3000 users pool log in as end users openspaceuser1.osop to openspaceuser3000.osop.
2. Click Request for a service button, add data and save the request.
3. This will create an request in CA SDM.
4. Repeat step 1-3 for 12 hours.

| Transactions | | 14.1 CASM Solution Environment | |
|---|---|--------------------------------------|--|
| Average number of Silk Transactions/min | | 5.4 | |
| Number of Searches / min | | 5.3 | |
| Setup Details: | | | |
| # | Operating System | Database | Hardware Configuration |
| 1 | Windows 2008 R2 64bit (14.1 –Database Server) | MS SQL 2k8 R2 | Processor: Intel 2 processors 2.2 GHz RAM : 16GB Bit : 64Bit |
| 2 | Windows 2008 R2 64bit (14.1 – Service Desk Server) | NA | Processor: Intel 2 processors 2.2 GHz RAM : 16GB Bit : 64Bit |