

SV-Site Release Monitoring

Understanding The Impact Of Changes, Updates and Releases


Successful release projects involve a great deal of support, investment, collaboration and dedication throughout an organisation. Whether your goal is to improve what you have, or deliver something entirely new, robust, reliable, comparative performance and impact data from the first few hours after deployment is crucial.

The SV-Site Release Monitor Performance Comparison report compares site performance at regular, specified intervals following an upgrade, development or any other alteration with the same periods during the previous week.

Automated reporting provides you not only with technical and operational information, but shows the direct impact of changes on performance on opportunity cost, the value of lost sales, the potential of lost leads, perception of customer service, user experience and brand management across all media in the vital hours after a new deployment.

Whether your organisation operates on the principle of infrequent large releases, or frequent small releases, the importance of tracking the impact of any sort of change cannot be underestimated.

Agile development methodologies and the “permanent beta” approach have put greater pressure on the release management team and increased the need for reliable comparison data.



74% of online adults said negative comments online have influenced the possibility of doing business with the company

Releasing The Pressure...

Identify problems before your end users do with real time metrics at a glance

The possibility of losing business or damaging brand due to errors caused by updates, changes and new releases is a real concern for organisations whose website is an integral part of the business.

Continuous Development

The process of continual updating and refinement applies not only to the individual software development pieces but to the evolution of platforms it runs on and the advances in hardware and infrastructure that contain and underlie it. There are a lot of moving pieces involved in even the simplest IT project that must fit together seamlessly to guarantee success and long-term value.

The Site Release Monitor report compares user journey performance in terms of delivery, availability and value of lost sales/opportunities at regular, user specified intervals, following a tracked change to the site, for example an upgrade, development or any other alteration, at regular, specified intervals with the same periods during the previous week.

Where an issue occurs this complexity caused by multiple variables can make isolating the cause extremely time consuming. With many departments now waiting on the results of a change, and needing different data comparisons, the need to easily and automatically get the right information to the right people at the right time is becoming more and more crucial.

The Site Release Monitor Reports also enable an understanding of the impact of changes in performance on opportunity cost, the value of lost sales, the potential of lost leads, and perception of customer service, user experience and brand management across all media.

Create, Compare, Communicate

To enable rapid assessment of the impact of the release each comparison table compares performance at 3 points in the critical hours after release.

- The time at which the report is generated.
- The equivalent period prior to release.
- The equivalent period a week prior to release.

Performance is compared in terms of percentage change from the comparison periods, complemented by an intuitive graphical display that offers “understanding at a glance” with a red bar indicating a decline in performance and a green bar an improvement.



Reports are automatically generated and emailed directly to all stakeholders specified by the administrator, enabling immediate information sharing throughout the organization, reducing waiting time and allowing for instant response and action where necessary.

A new report is generated by default at the following schedule after a tracked release:

- **3 hours**
- **6 hours**
- **24 hours**
- **3 days**
- **1 week**

A Proactive Approach

The SV-Monitoring Suite has the ability to test and monitor any type of user journey, even less commonly used but important scenarios that rarely occur on site and so won't be captured by user tracking software.

In this way your business, and your users, are protected from unforeseen errors arising from new options or interactions made possible by the new release.

As with all SV-Monitor services the SV-Site Release Management includes the ability to add annotations against any errors or slowdowns for future documentation, analysis and review, and the ability to cross post information with your trouble-ticket system.

A Common Language

All products in the SV-Monitoring Suite have been designed with different user needs in mind, but all are delivered through the intuitive Customer Portal, and enjoy the one-on-one managed service support, that our clients value so highly.

All products in the SV Monitor Suite are designed to ensure that everyone can understand and be proficient in using the wide ranging metrics to deliver ongoing improvements.

The importance of SV-Monitoring Suite reporting is that it provides information that is accessible and actionable across all teams within an eCommerce organisation.

Monitoring 3rd Party Component Upgrade and Installation

Where 3rd parties are contracted to provide some or all of your online services, whether standalone or components and plugins, the relationships between organisations are commonly managed through assessment of KPIs under a Service Level Agreement (SLA).

SV-Site Release Management data enables monitoring of 3rd party upgrades and releases, and that ensures discussion of performance can be given a much sharper strategic and budgetary focus by assigning a value to the effect of downtime or errors on Customer Experience journeys.

SV Monitoring Suite

All products in the Monitoring Suite have been designed with different user needs in mind, but all are delivered through the intuitive Customer Portal, and enjoy the one-on-one managed service support, that our clients value so highly.

To help support all teams, and provide a "single point of truth", all products in the SV Monitor Suite are designed to ensure that everyone can understand and be proficient in using the wide ranging metrics to deliver ongoing improvements.

The importance of SV-Monitoring Suite reporting is that it provides information that is accessible and actionable across all teams within an eCommerce organisation.



SV-Monitor

Supporting the Release Manager

The SV-Site Release Management tool supports the Release Manager by:

Supporting interdepartmental collaboration on development and design,

Enabling relevant staff and departments to take responsibility for their changes and the impact on business,

Helping support review and analysis towards continual process improvement and ROI,

Helping to identify and trouble shoot problems,

Planning support and managing 3rd parties and partners.,

Co-ordination of changes in line with business considerations,

Providing a common language and a single point of truth for discussion and documentation,

Helping to establish a robust release cycle..

If you would like to schedule a free consultation regarding your website performance concerns, learn more about website monitoring or arrange a free trial of the SV-Monitoring service please contact us on: **+44 (0) 1227 768276**



Application Synchronicity

powered by

Central to SciVisum's testing ethos is Application Synchronicity; the unique application of Dynamic User Journeys to every testing specification. Web users do not interact with your website by accessing a single page, a single server or an isolated function, but by fluidly travelling through the site from page to page – function to function. It is therefore important to understand how an end user experiences your unique combination of code and applications as they complete their journey. SciVisum's advanced testing approach 'Application Synchronicity' provides user-centric real-life metrics delivering invaluable insights into your entire website delivery on which you can base budget allocations effectively to maximise impact, protect brand image and deliver consistent positive end user experiences.

About SciVisum

SciVisum provides technical teams a uniquely in-depth analysis of how their code and systems are performing, and allows the Business and Marketing managers to take control of the ongoing Customer Experience on the portals. SciVisum's success is the result of the combination of its in-house developed test engine, which provides flexible and fast scripting for complex multi-page User Journey web site testing, together with the experience of

expert web testing staff.

The result is a portfolio of web effectiveness test services, centred around Dynamic User Journeys. This approach helps clients focus on reducing lost sales online, by continual improvement of evidence based User Experience metrics.

Many companies have previously bought testing from other suppliers, and appreciate the fact

that SciVisum's unique approach to emulate realistic, random-walk and complex Dynamic User Journeys provides unique depth of testing, at costs and time scales to suit today's tighter project demands.

SciVisum does not build or host web systems, and is thus able to offer fully independent test and audit services and consultancy.