SPECIFIC CONDITIONS OF THE PURCHASED SUPPLY

Scope of supply

This document represents the scope of the supply and therefore the commitment of Clariter® to provide the service "**Development and execution of an automatic performance test**" guaranteeing its execution in a workmanlike manner, in accordance with the indications and timing agreed below with autonomous organization and management at its own risk; any violation of any of the conditions set forth herein in the articles shall result in Clariter®'s commitment terminating.

Description of the service

Clariter® will provide the service of developing and executing an automatic performance test on the customer's application with the QALYA® Sphere suite.

The test case shall be provided by the customer and shall be developed by means of the Jmeter tool. The test case proposed by the customer may be modified by the Clariter® team of specialists and may be considered non-automatable.

No meetings or gatherings are scheduled while the activity.

For the performance of the activity the following phases will be foreseen, deepened in the following paragraphs:

1.   Analysis of the test case
2.   Test case writing and execution
3.   Test report and delivery

Dimensional parameters on which the supply is based

Test case	Total number of executions	Maximum service duration
1	3	12 months

The service includes:

- the writing of 1 performance test case provided by the customer using the Jmeter tool.
- 2 executions, following any development fixes by the customer, within a maximum time frame of 12 months.

Macro-phases of the activity, timeline and engagement model

Each re-check will require an activity of one working day.
The writing and execution of the performance test case will take 15 working days.

The following Gantt chart shows the duration in days (highlighted in different colours) of each planned activity:

	Week 1			Week 2			Week 3	
Analysis & Design of Test Case								
Development & First Execution								

The following steps will be taken to carry out the activity:

1. **Test case analysis**
   In this first phase, Clariter experts will analyse the test case requested by the client and assess any improvements or possible impediments.

2. **Test case writing and execution**
   Development phase of the test case, using the Jmeter tool.

3. **Re-check**
   Following the first execution, the customer will have a further 2 re-checks, executable over a period of 12 months, to be requested from Clariter experts with 7 working days' notice. This phase involves launching the test case without making any changes to it. The test case product may not be modified or readjusted as a result of functional or development changes by the customer.

Obligations of the Customer

For the start of the activity to be possible, it is necessary that the Customer contacts Clariter® at the e-mail address ecommerce@claritergroup.com, attaching the following checklist related to the details of the application that is the object of the activity (indicate with n.a. the field not relevant to the specific needs of the individual activity):

Smart Performance Service Checklist	
Application Type: Website, WebApp, API	
Component: [PC, macOS, Android, iOS] (if available)	
Environment: [Production, Testing].	
Maximum daily users recorded and an Avg Daily User recorded	
Do you have a test environment configured for performance testing?	

If yes, how can it be scaled, percentage-wise, to your production environment?	
What technology does the website/application being tested use (Angular, Django, HTML5, etc.)?	
Do you have inherently non-automatable functionality within the system under test and/or security systems that could block within the system under test and/or security systems that could block an automated agent (Captcha, OTP, IP Whitelist, WAF, etc.).	
Is server monitoring required? (requires the installation of a software agent)	

It is strictly forbidden to make changes to the application being tested during the course of the activity, in particular during the performance of the tests. If this requirement is violated, Clariter® does not guarantee the final result, neither in terms of completeness nor accuracy.

Outcome of the activity
The following deliverables are planned for this service:
- Script of the performance test in a Jmeter project, shared with the customer via e-mail, via a zip folder;
- Automatic report produced by Jmeter for each of the 3 runs.

The provision provides only for the provision of the aforementioned results, in no case are included results not explicitly reported in this paragraph as well as any implicit results are not included even if these may seem logically connected to the results explicitly reported.
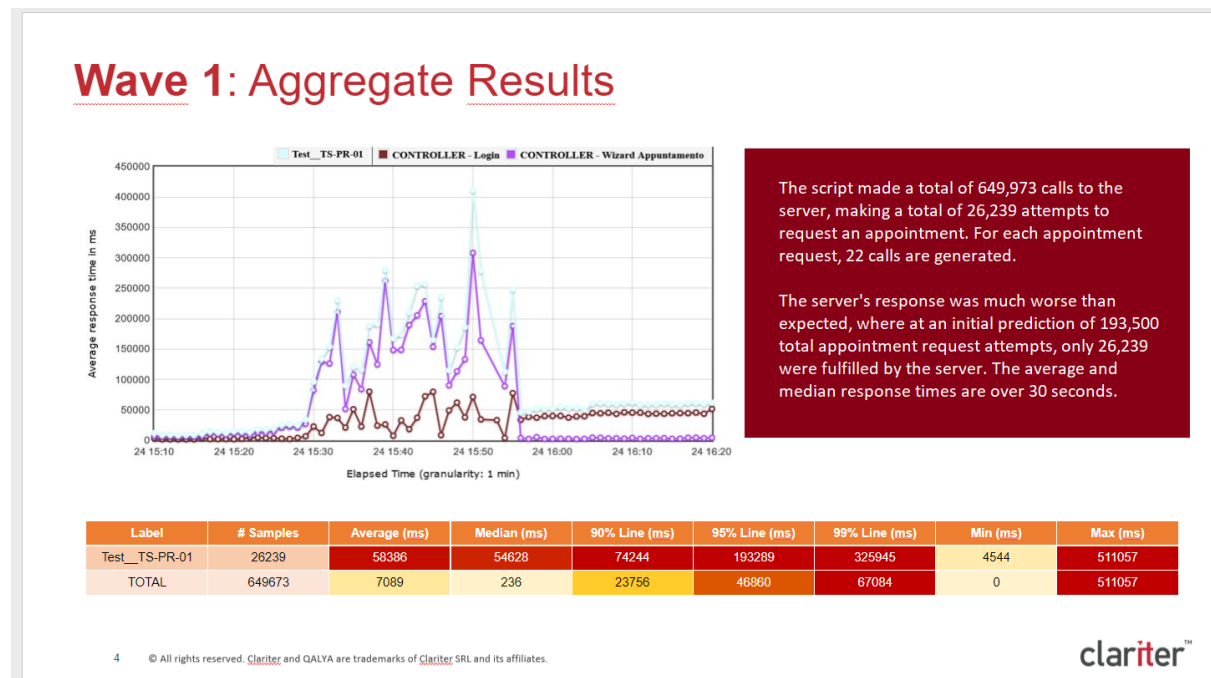
Exceptions
Anything not explicitly indicated in the "Scope of supply" is excluded from this supply. Below are some of the exclusions, which are reported for the sole purpose of improving the readability of this supply:

1. Travel expenses, except for those, if any, indicated in the scope of supply,
2. Licensing costs of third-party products, if not those explicitly indicated in the scope of supply,
3. Support for the definition of user requirements, if not those explicitly indicated in the scope of supply,
4. Operating costs, if not those explicitly indicated in the scope of supply,
5. Design, development and execution of more than 1 test case,

6. Request to use tools outside Jmeter,
7. Training or coaching in the use of tools,
8. Training or coaching in the execution of tests,
9. Training or coaching in report generation,
10. Training or coaching in writing other test cases,
11. Training or coaching in test case design,
12. Training or coaching on report analysis,
13. Design, execution or reporting on applications unrelated to the defined application,
14. Adjustments or modifications to the test case between before a new execution,
15. No adjustments between re-test cycles;
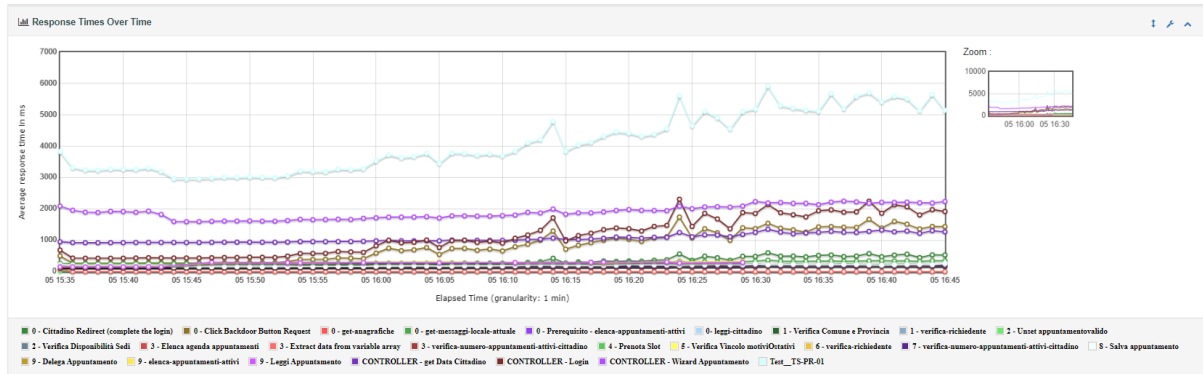16. Anything not explicitly indicated in the paragraph "Scope of supply".

Appendix

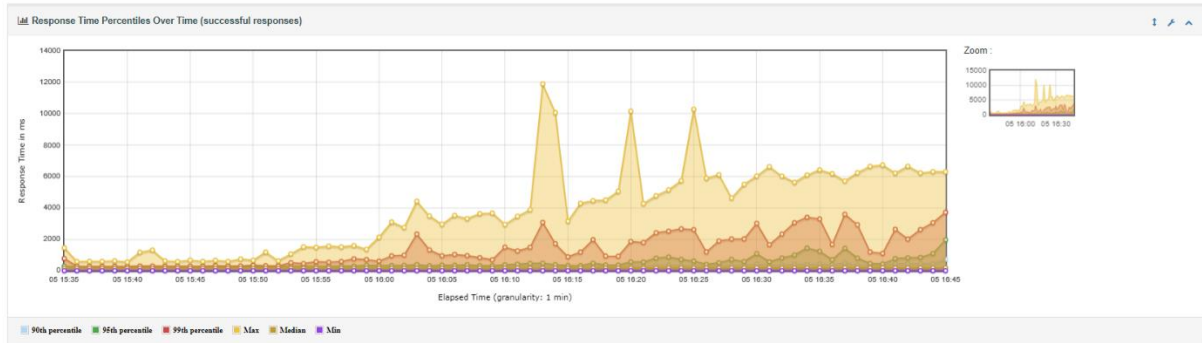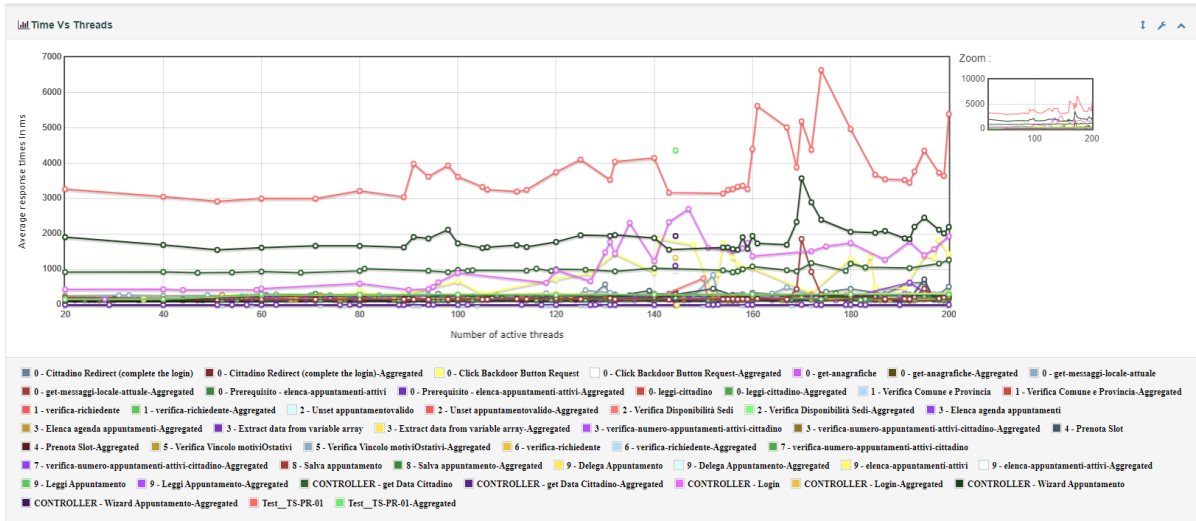Below is an excerpt from the report on the provision of **Performance Test:**

Wave 1: Aggregate Results

The script made a total of 649,973 calls to the server, making a total of 26,239 attempts to request an appointment. For each appointment request, 22 calls are generated.

The server's response was much worse than expected, where at an initial prediction of 193,500 total appointment request attempts, only 26,239 were fulfilled by the server. The average and median response times are over 30 seconds.

Label	# Samples	Average (ms)	Median (ms)	90% Line (ms)	95% Line (ms)	99% Line (ms)	Min (ms)	Max (ms)
Test__TS-PR-01	26239	58386	54628	74244	193289	325945	4544	511057
TOTAL	649673	7089	236	23756	46860	67084	0	511057

Test & Report information

Test and Report information

File:	"test0504h1530.jtl"
Start Time:	"05/04/23, 15:35"
End Time:	"05/04/23, 16:45"
Filter for display:	""

Response Time Percentiles Over Time (Successful responses)

Time VS Threads

Bytes Throughput Over Time