Designing for Optimal Performance in SharePoint Online

@spmcdonough
on Twitter
(for heckling
ourposes)



Sean P. McDonough Microsoft MVP (Office Development, Office Servers and Services) National Office 365 Solution Manager Cardinal Solutions Group





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More Fun Stuff

- ➤ Raffle: Please join us in the Atrium at 5:15 PM for the raffle. We are raffling some exciting prizes including a Wacom tablet, a BB-8 droid, and who knows, maybe a Xbox One S (need to be present to win)!!!
- ➤ SharePint will be held at Mad Mex (370 Atwood St, Pittsburgh, PA 15213). While it starts at 5:45 PM, there's no end time!!!! ◎ ◎ ◎



- ➤ Pittsburgh Area SharePoint User Group
 - ➤ Meets at the Microsoft office on the North Shore
 - ➤ More Info: https://www.linkedin.com/groups/Pittsburgh-Area-SharePoint-User-Group-3769745/about





We do Request that...

- ➤ You fill out the Session Evals. These will also be your Raffle tickets.

 Print your name clearly if you intend to participate in the Raffle and drop the forms at the registration desk after the last session.
- ➤ You visit the sponsors. The event is possible due to their generous support and we request that you visit them and inquire about their products & services.
- Cell phones be kept on silent as a courtesy to other attendees and speakers

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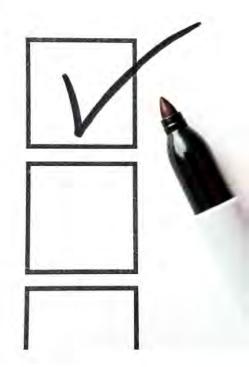


Agile Coaching Business Analysis Project Management



Our Agenda

- SharePoint Online (SPO) Implementation
- Acknowledging the Reality of Plumbing
- SharePoint Online Diagnostics and Tools
- Design and Development Guidance
- Samples and Examples
- Questions and Answers Throughout!
- References



But first ...







This is Office 365



anging and updating it"

Please doi



Office 365 is an "evergreen service"



eaning "Microsoft is always changing and updating



Office 365 is an "evergreen service"



meaning "Microsoft is always changing and updating it"

What I show you today ...

will probably be true tomorrow



always changing and updating

What I show you today ...

- will probably be true tomorrow
- has a good chance of being true next week
- might be true in month
- probably worth questioning and re-evaluating in a year



Please don't dig this up in five years and then send me hate mail because I presented something that is no longer accurate due to a SharePoint Online service change.



Please don't dig this up in five years and then send me hate mail because I presented something that is no longer accurate due to a SharePoint Online service change.



THE STATE

Dear Sean,

I was reviewing a presentation you put together five years ago, and I found elements that were incorrect. You are a horrible person and you should never touch SharePoint Online again.

Love you lots!

- an attendee





First Stop:

Some basic SharePoint farm architecture

(and why that matters with SPO)



might think that SPO is simply an extension of this patt

On-premises SharePoint farms come in all shapes and sizes

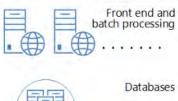
Small Farm

<1,000 users

Fault tolerance for simple workloads with small volumes of content

- Combined front-end and batch processing servers
- Database servers

Scale the number of servers as needed.



Medium Farm

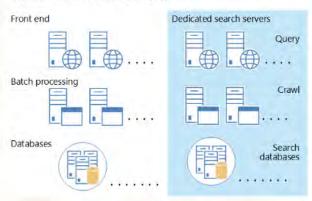
<10,000 users

Dedicated search servers for up to 10 million items.

Three tiers:

- Front-end servers
- Batch processing servers
- Database servers

Scale the number of servers as needed.

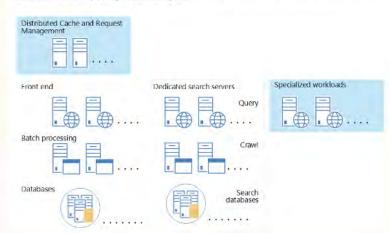


Large Farm

More than 10,000 users

Additional server types to support large farms.

This farm represents each of the server roles that are recommended. For each server role the servers are configured identically. Scale each server role independently, Large farms benefit by adding dedicated servers for Distributed Cache and by adding Request Management.









well, not really ...

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On-premises SharePoint farms come in all shapes and sizes

Small Farm

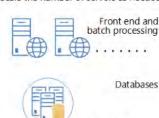
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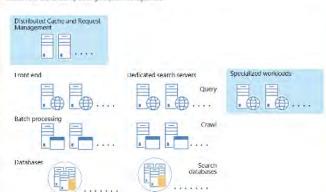
Scale the number of servers as needed	
Front end	Dedicated search servers
	Query
Batch processing	Crawl
Databases	Search databases

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well, not really ...

You might think that SPO is simply an extension of this pattern.



This is a stamp



This is a stamp too (well, several of them)

Datacenter 1..N:

Disaster Recovery Datacenter 1..N:

Network 1..N: Network 1..N:

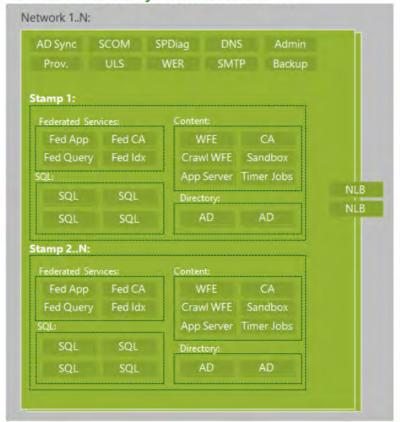


This is a stamp too (well, several of them)

Datacenter 1..N:



Disaster Recovery Datacenter 1..N:



Grid Manager

Global Directory

Tenant Admin (UI)

Commerce backend

DNS (multiple)

OrgID Auth, Svc.

Incident
Management

Azure
(Windows/SQL)

CDN Services

Looking at the representation of an individual stamp, you might think it's only 16 servers.

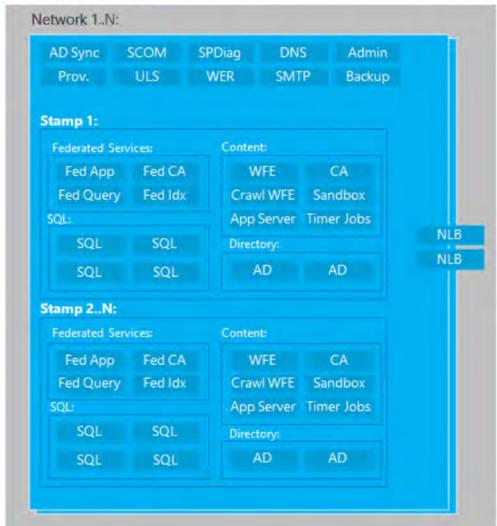




too (well,

Each datacenter has two or more stamps per SPO environment for high-availability.

Datacenter 1..N:



Looking at the representation of an individual stamp, you might think it's only 16 servers.

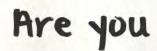
s is a stamp several of them)

Disaster Recovery Datacenter 1..N:



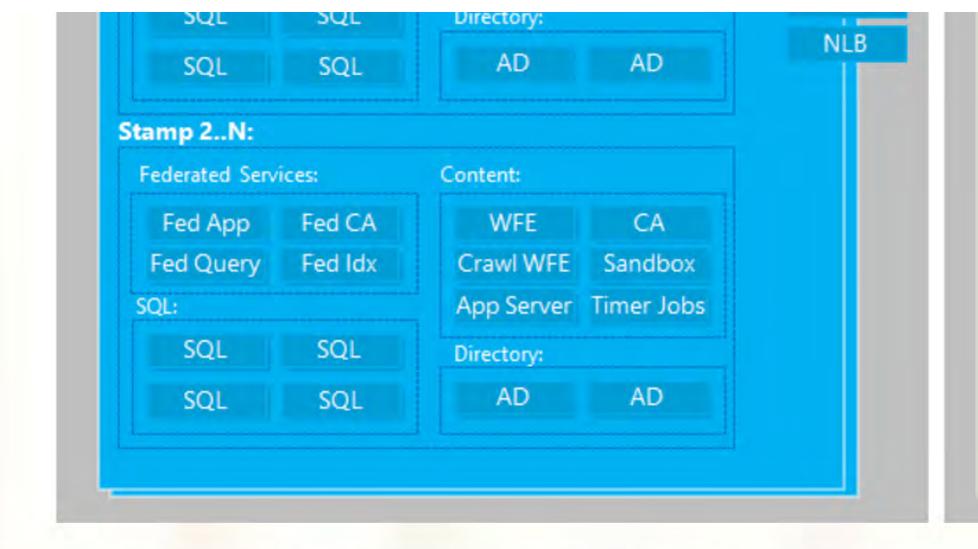
Grid Manager Global Directory Tenant Admin (UI) Commerce backend DNS (multiple) OrgID Auth, Svc. Incident Management Azure (Windows/SQL) **CDN Services**

Additional stamps exist in a different region for redundancy and failover.









Looking at the representation of an individual stamp, you might think it's only 16 servers.

Are you ready for the kicker?



The exact number of servers in a SharePoint Online stamp is variable.

The number of servers per

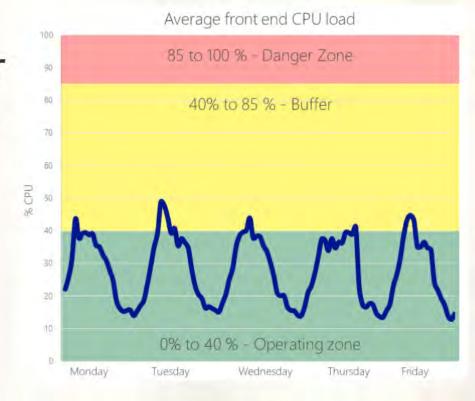
Average front end CPU load

85 to 100 % - Danger Zone



The exact number of servers in a SharePoint Online stamp is variable.

The number of servers per stamp varies because the server count is adjusted based on average frontend CPU load.



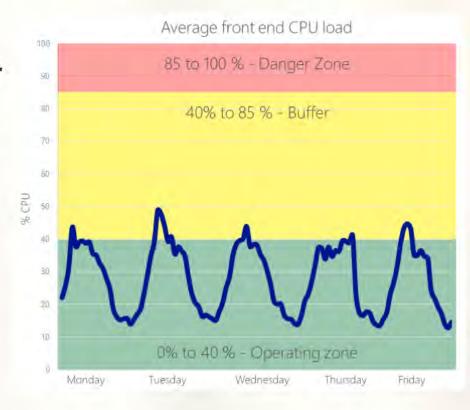


If load rises above 40%, additional servers are

automatically provisioned and added to the stamp

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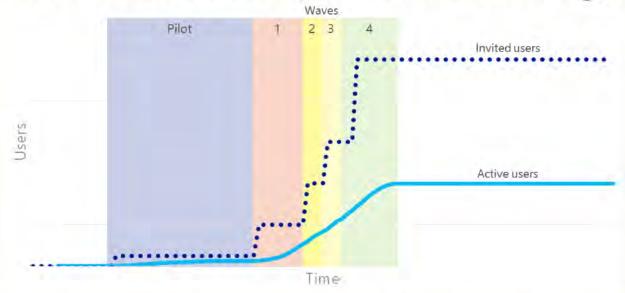
- If load rises above 40%, additional servers are automatically provisioned and added to the stamp.
- If load drops, servers are decommissioned.

Adding and removing is not an instantaneous process, though.



an control load (for example, gradually increasing the nur

Adding and removing is not an instantaneous process, though.



If you can control load (for example, gradually increasing the number of invited users over time when you roll out a site), you should. It will give the provisioning system time to adjust/compensate for growing load.

If you remember only one thing in this discussion of stamps and elastic capacity, please let it be this one point ...







Load testing is futile.

astic nature of a stamp, there's really no way to effectively load t

the number of uld. It will give prowing load.

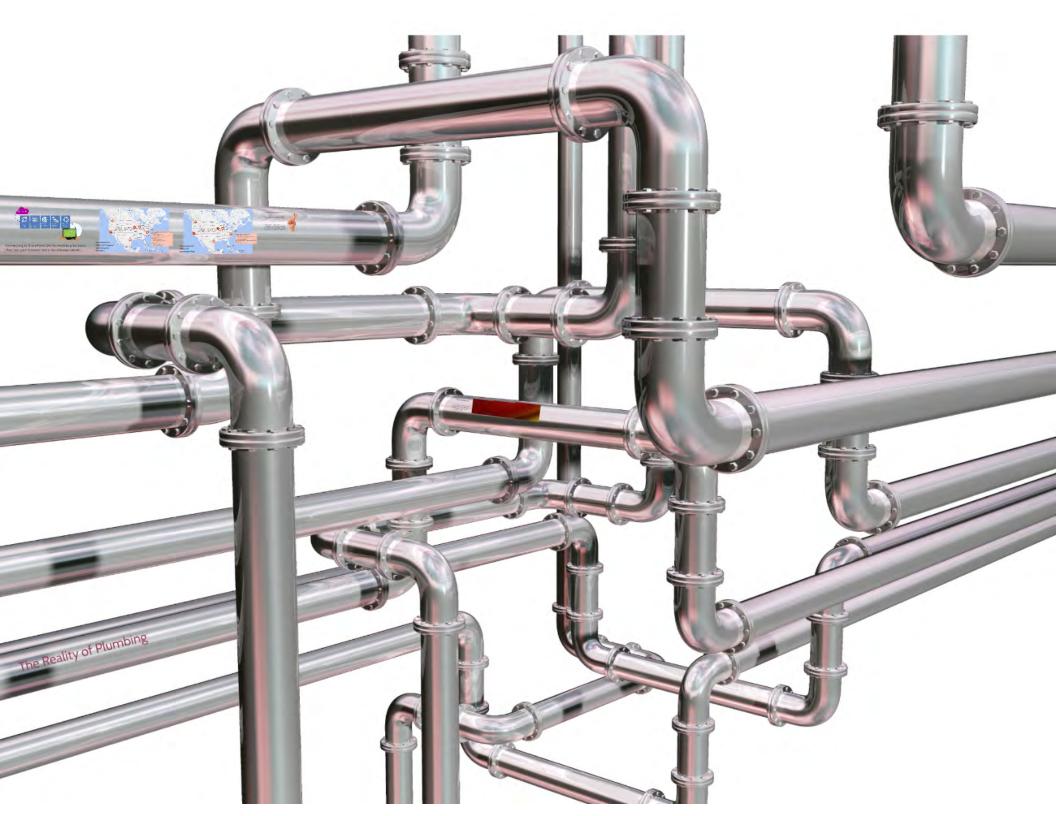


Load testing is futile.

- Given the elastic nature of a stamp, there's really no way to effectively load test SPO. Any numbers you get or produce are essentially meaningless in the grand scheme of things.
- Rather than load testing, focus instead on the items we're going to cover in the rest of this
 presentation. They'll help you avoid poorly performing pages and sites.





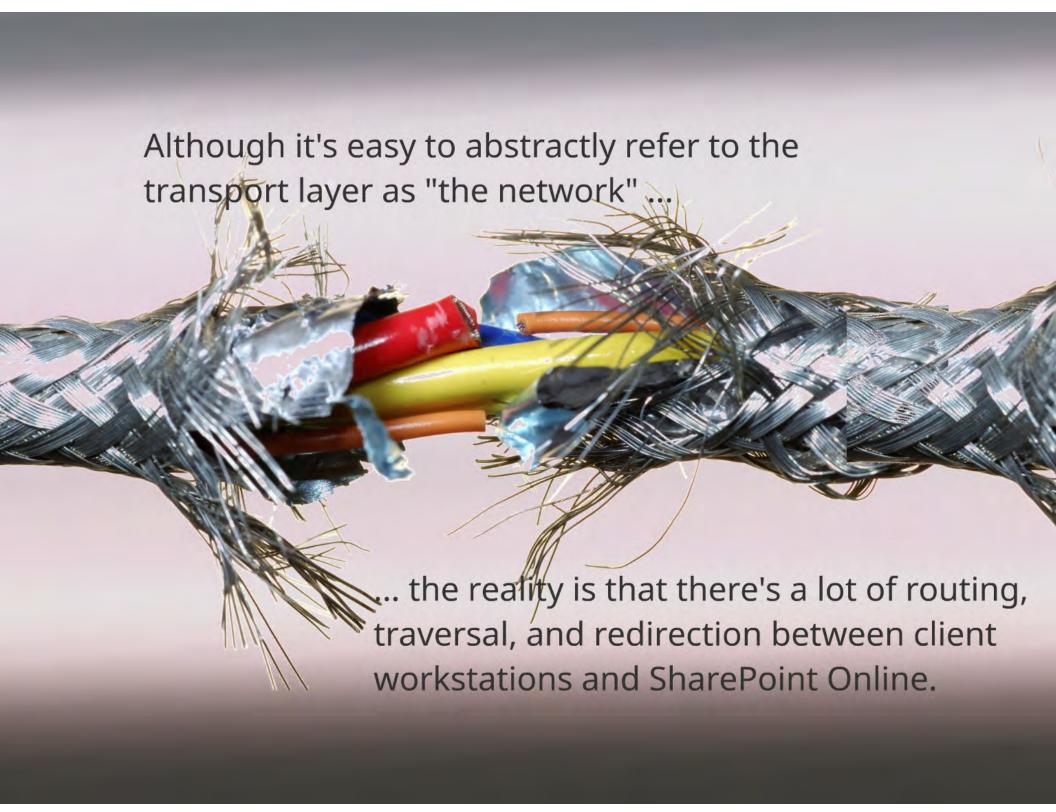


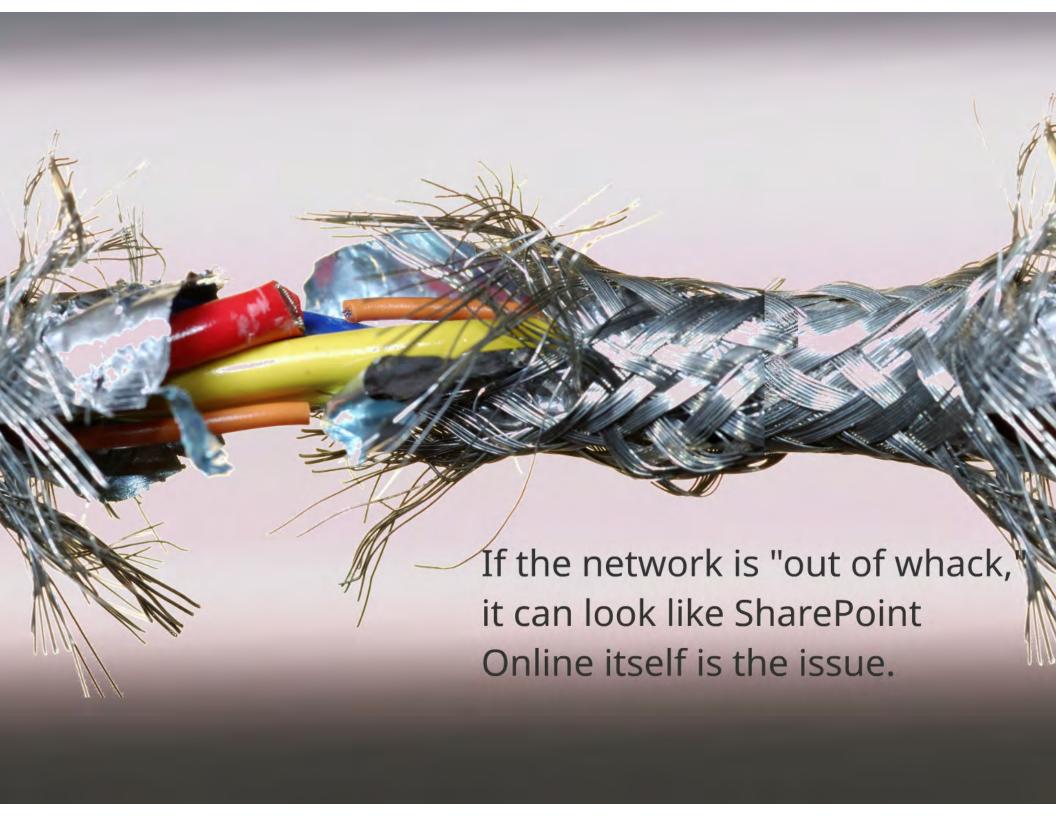
The Network

The Network

If we're talking about end-to-end performance, we really need to start with the plumbing that carries everything.







We don't have time to cover all the plumbing in this session ...

So, remember this

If would connt a lot of time

We don't have time to cover all the plumbing in this session ...

So, remember this:

If you've spent a lot of time troubleshooting in SharePoint Online (to little or no effect), maybe you should zoom out and consider the network.



Okay, so it really feels like there is a tangible performance problem.

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How do you prove it objectively?



The good news: the destruction of computer equipment is not necessary!

objectively?

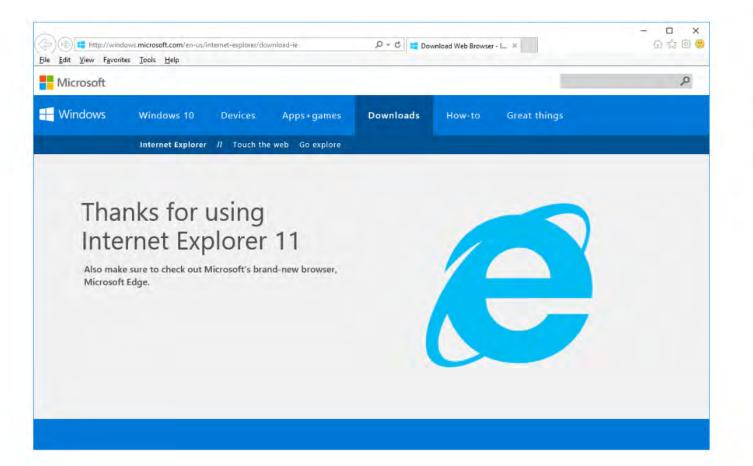
Meet your primary diagnostic tool.



Meet your primary diagnostic tool.



In all likelihood, you already have it on your system.



Hello, Internet Explorer!









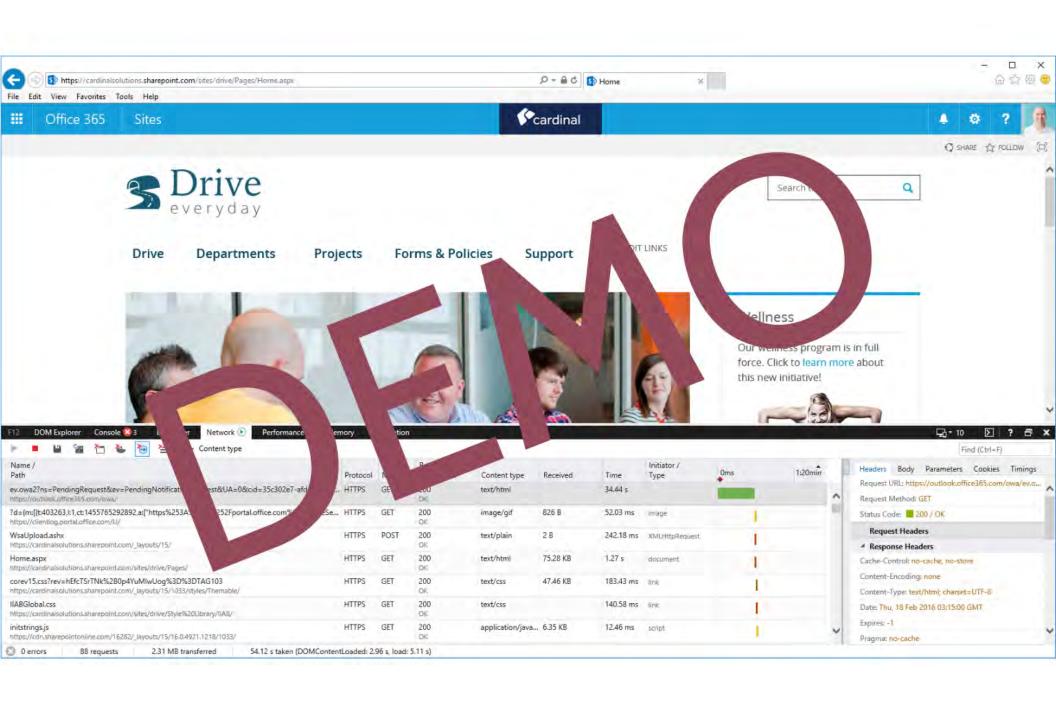
Um ... you're kidding, right?

Nonel



Um ... you're kidding, right?

Nope!



- * may be due to routing issues (as in "number of hops")
- * plenty of other possibilities

Demo Takeaways

HTTP Response Headers waiting on server generally zero or near zero time spent processing on server (in ms)

- ideally low

- SPIisLatency
- SPRequestDuration
- X-SharePointHealthScore

0 to 10 (you want 0)

Generally speaking ...

Name / -	Protocol	Method	Result / Description	Content type	Received	Time	Initiator / Type	0m	Headers	Body	Parameters
raui	Piotocoi	Metriou	Description	content type	Neceived	Time	турс		SPlisLatency: 1		
Home.aspx https://cardinal_	HTTPS	GET	200 OK	text/html	75.36 KB	2.01 s	document	1^	SPRequestDuration: 1456		

Time - (SPRequestDuration + SPIisLatency) = "time lost elsewhere"

- * potential network latency
- * may be due to routing issues (as in "number of hops")
- * plenty of other possibilities

Demo Takeaways

HTTP

waiting on server -

time spent

So, you've concluded that your pages are slow and you have the data to prove it!

SPIisLatency is low, and X-SharePointHealthScore is low,

but ...

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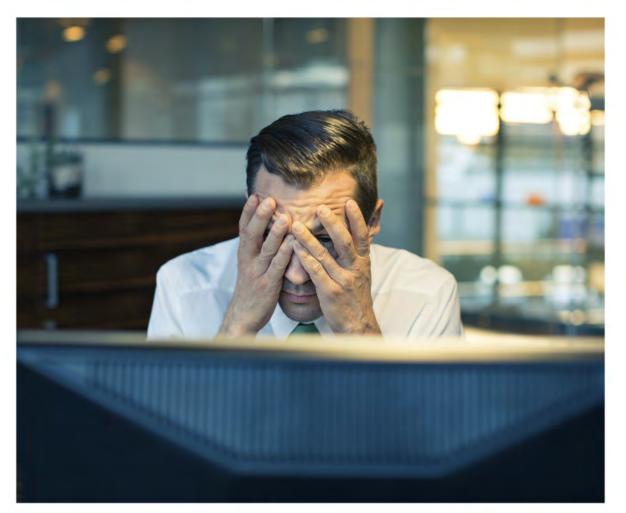
SPRequest Duration is crazy high (e.g., 9000 ms)!

Repeat after me ...

"The problem probably isn't

Repeat after me ...

"The problem probably isn't SharePoint Online. It's my site."



Okay, one more time:

Repe

"The prob SharePoir

Repeat after me ...

"The problem probably isn't SharePoint Online. It's my site."

So, who's to blame?

In all likelihood

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*Note: not all devs are lousy devs. Just the ones who create performance problems and knee-jerk into blaming Microsoft and SharePoint Online.

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- Compare processing and respor SharePoint site or page.
- In the majority of poor performance scenarios, a combination of UI/UX, client-side code additions, and questionable customization/deployment mechanisms are to blame.
- Microsoft has indicated that the slowest 1% of pages in SPO take more than 5,000ms to load - again, usually due to customizations.

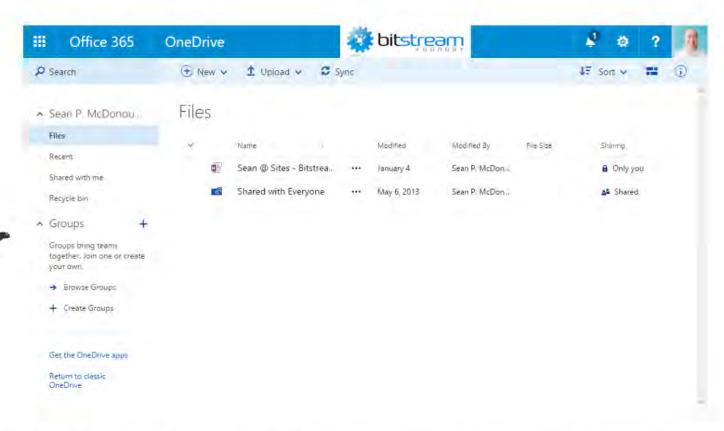
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Don't believe me?



Collect the data and validate for yourself!



- Profile your OneDrive for Business page (it's in your MySite).
- Compare processing and response times to your problematic SharePoint site or page.
- In the majority of poor

Don't believe me?

"Okay, yeah - my OneDrive for Business page is really fast ... but my SharePoint pages are completely choking."

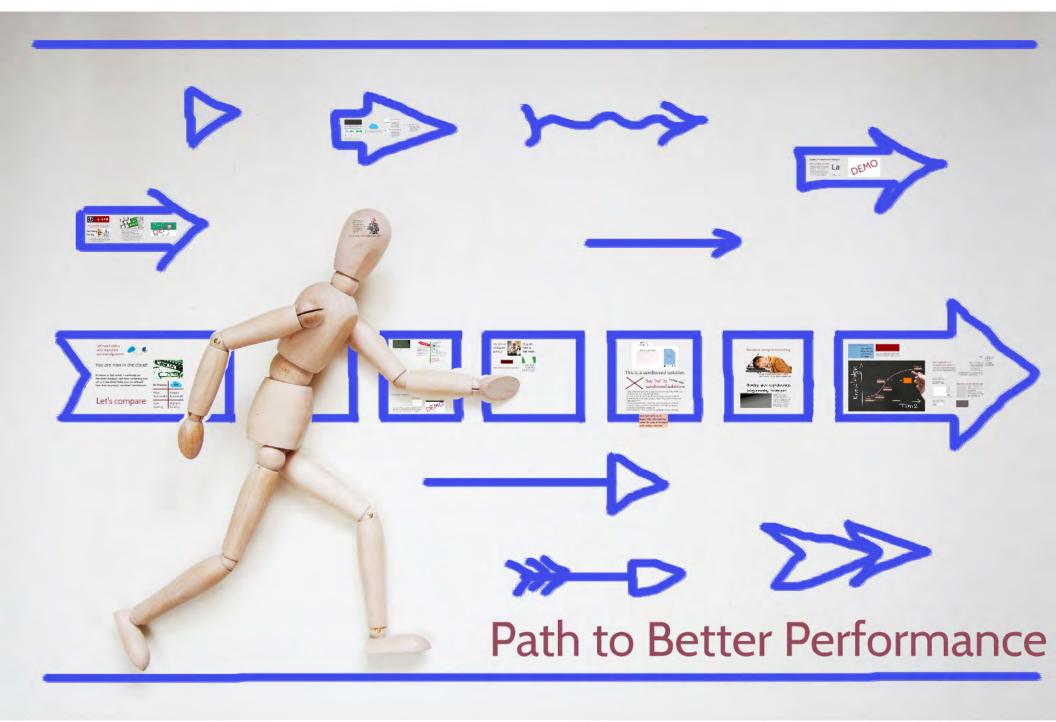


're probably thinking "What can I do

"Okay, yeah - my
OneDrive for
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really fast ... but my
SharePoint pages
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choking."



You're probably thinking "What can I do?"



Let's start with a very important acknowledgement:

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You are now in the cloud!

As obvious as that sounds, I continually see

acknowledgement.

You are now in the cloud!

As obvious as that sounds, I continually see SharePoint developers and those customizing sites act as if SharePoint Online were no different than their on-premises SharePoint environments.

acknowledgement:

You are now in the cloud!

As obvious as that sounds, I continually see SharePoint developers and those customizing sites act as if SharePoint Online were no different than their on-premises SharePoint environments.

Let's compare:



On-Premises	SPO
High Bandwidth	Low(er) Bandwidth
Low	High(er)

Latency

Latency



Failing to acknowledge the "we're in the cloud now" reality leads to a problem I simply call ...





Failing to acknowledge the "we're in the cloud now" reality leads to a problem I simply call ...

Too Many, Too Big



Too many calls are made to the server.

now" reality leads to a problem I simply call ...

Too Many, Too Big



- Too many calls are made to the server.
- · Too many files are referenced on pages.
- The files in-use are too large.



Consider one or more of the following:

Minify files, especially JavaScript files.

Dociza imagas to usaga sizas

Consider one or more of the following:

- Minify files, especially JavaScript files.
- Resize images to usage sizes.
- Compress images (more) aggressively.
- Use sprite sheets to reduce the actual number of HTTP requests needed to retrieve images.
- Use SharePoint's Image Rendition service.
- Leverage a toolkit like Font Awesome in place of individual icons and associated files.



Font Awesom ves you constantly be customized - e, color, do anadow, and anything that can be done with the proof CSS.



Looking for a holiday project? Why not coding? Take our Javascript course FREE.

one Font, 605 Icons

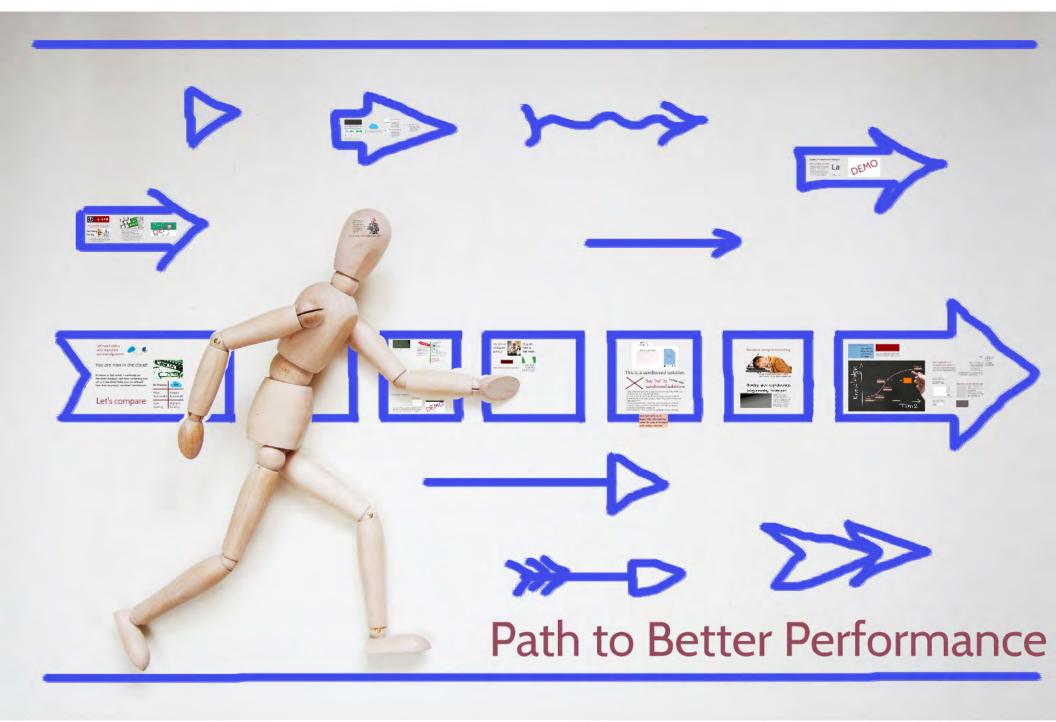
In a single collection, Font Awesome is a pictographic language of web-related actions.

No JavaScript Required

Fewer compatibility concerns because Font Awesome doesn't require JavaScript.

M Infinite Scalability

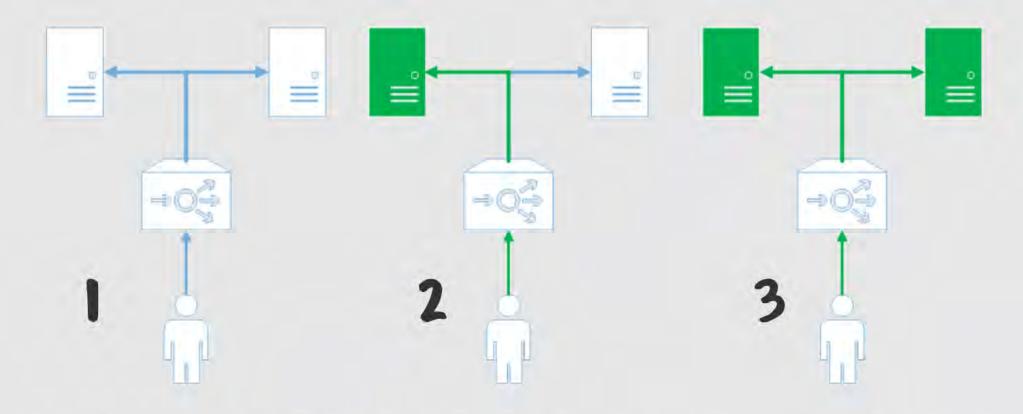
Scalable vector graphics means every icon looks awesome at any size.



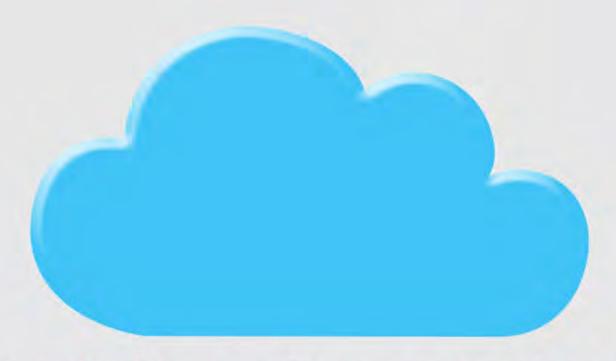


Conventional wisdom says caching is good.

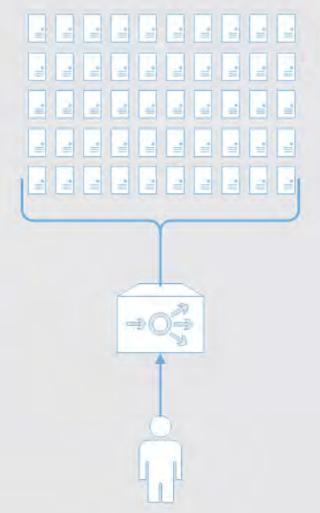
says caching is good.



After just a few requests, the on-premises Object Cache can be "ready for action."

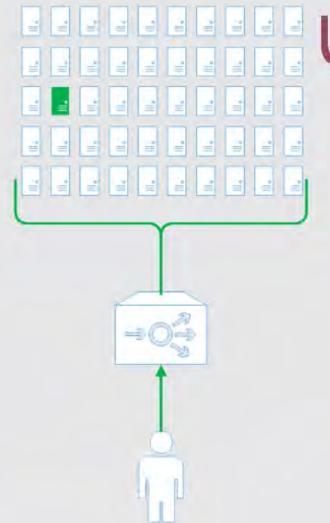


In the cloud, the caching equation (for per-server memory-based caches like the Object Cache) works out a bit differently.



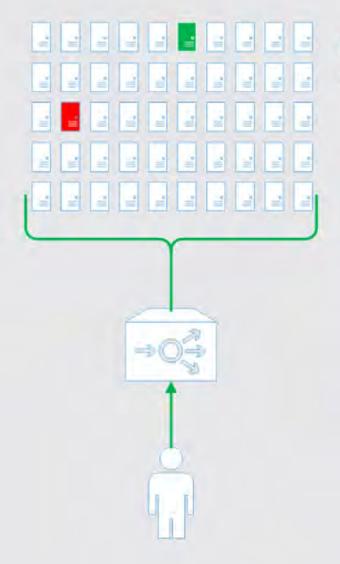
User's Initial Request

First thing to note:
 the number of WFEs
 tends to be *much*
 higher in the cloud
 versus on-premises.



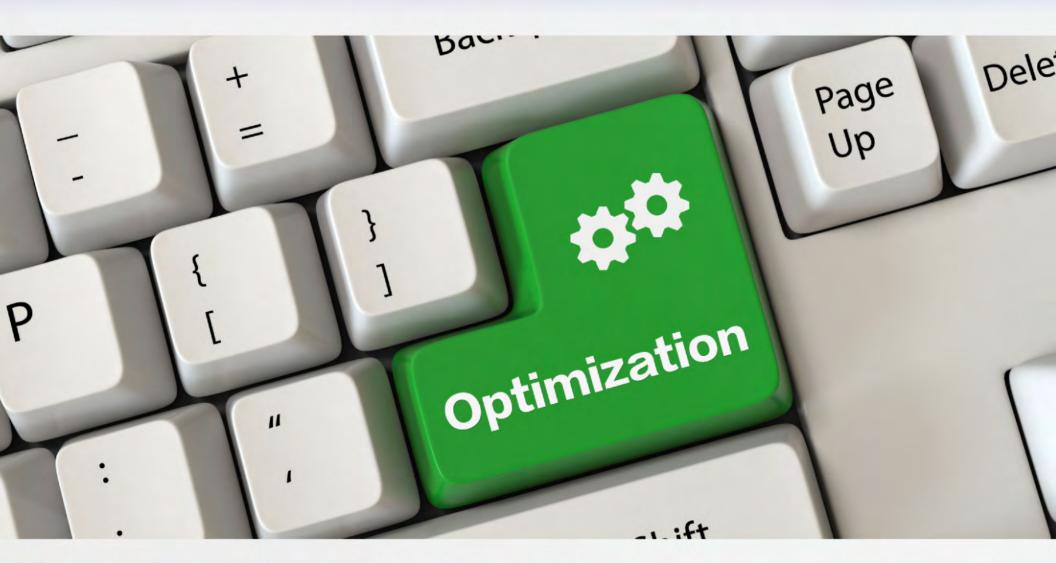
User's Second Request

 No affinity is in use, so the chance of a user hitting the same server again is dramatically less than the onpremises scenario.



Subsequent Requests

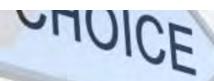
- Same reduced chance of hitting the WFE last visited
- Memory pressure causes much more frequent cache ejections versus onpremises.



Two significant adjustments can be made.

* These sitemaps are then stored in the Object

Navigation style has a huge impact on performance.

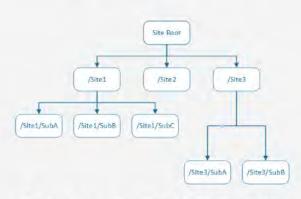




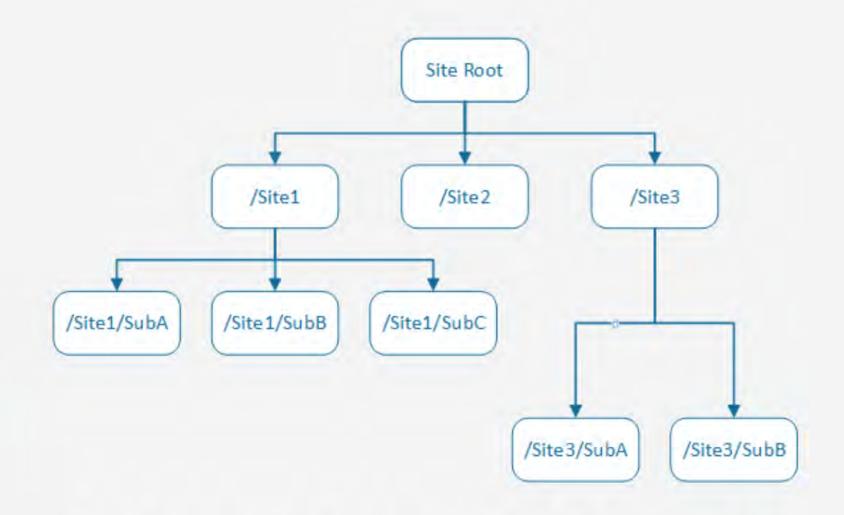
Using structural navigation is the default (but poor) choice for complex site hierarchies in the cloud.

- * building each site node generates roughly 8 SQL Server round trips
- * These sitemaps are then stored in the Object Cache on WFEs

Navigation style has a huge impact on performance.



8 site nodes/~64 SQL calls



8 site nodes/~64 SQL calls

BEST CHOICE

Better Options for Navigation

- Managed Navigation (i.e., using a term set to drive navigational structures) can significantly improve page performance.
 note: the SharePoint Server Publishing Infrastructure site collection Feature must be enabled to use Managed Navigation
- Search-driven navigation leverages
 SharePoint's Search index and the process of client-side navigational rendering to dramatically speed things up.

note: implementation is non-trivial and less customizable

CHOICE

SELECT

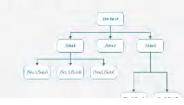
GOOD CHOICE



Using structural navigation is the default (but poor) choice for complex site hierarchies in the cloud.

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Navigation style



As was pointed-out in the navigational scenario, Search can be used to boost performance significantly.

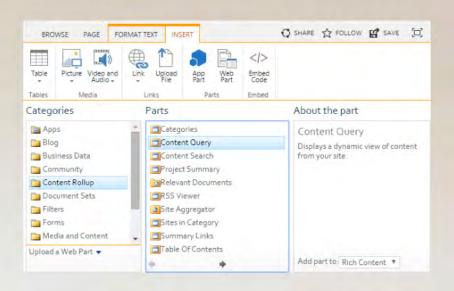


In the cloud, the CQWP can cause some signif

ut in the navigational scenario, ed to boost performance significantly.



Do you like the Content Query Web Part (CQWP)?

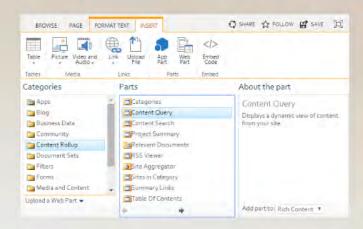


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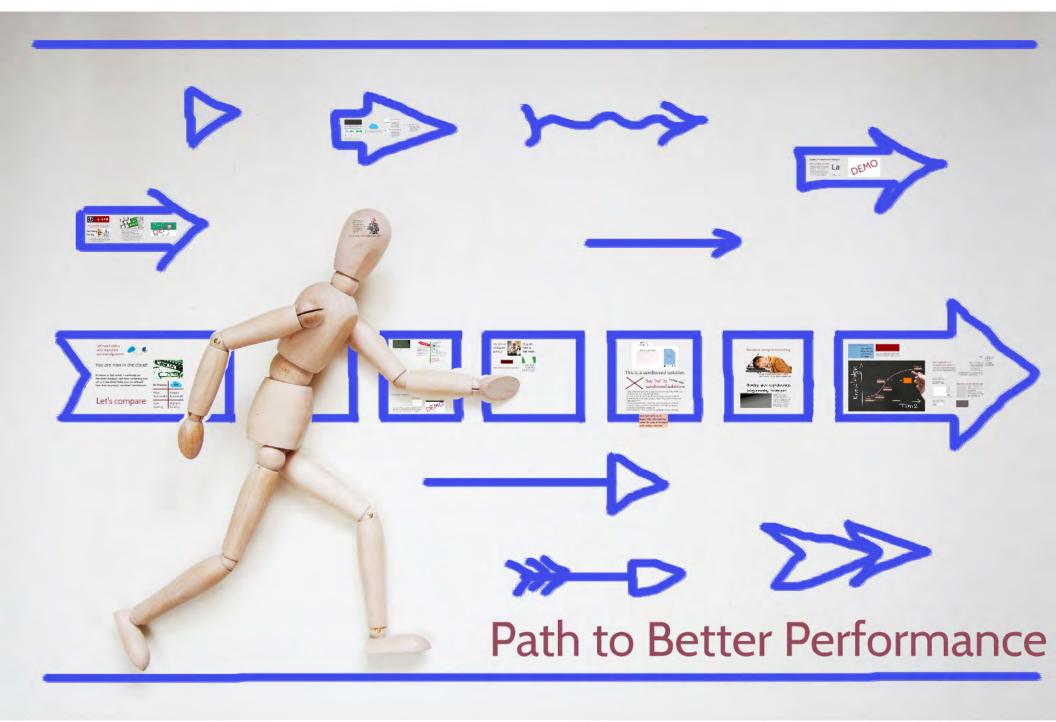


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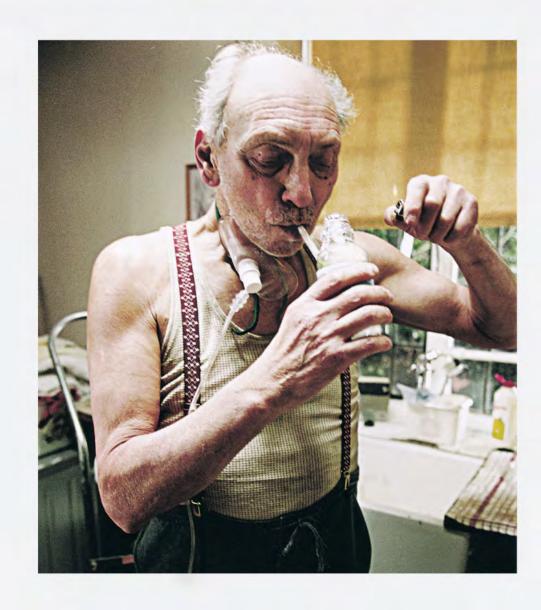
- The CQWP performs expensive cross-list and cross-site queries at run-time.
- The CQWP relies on the Object Cache to store results for acceptable performance.
- The Content Search Web Part (CSWP) provides options that are similar to the CQWP (and in a number of ways, more powerful) and uses Search so it's FAST!

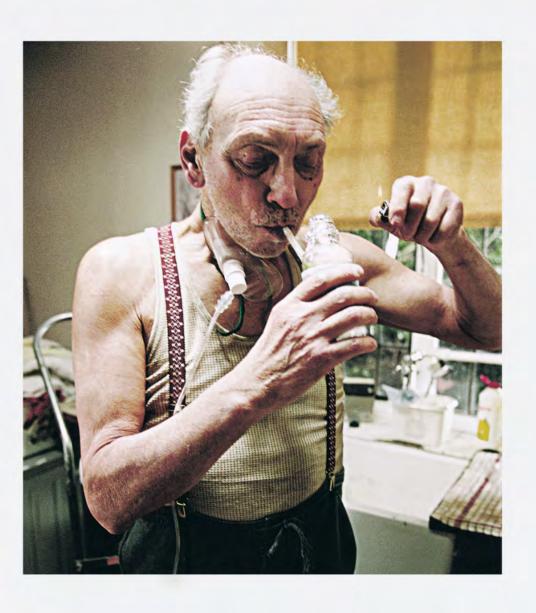




Okay, time for a serious question ...

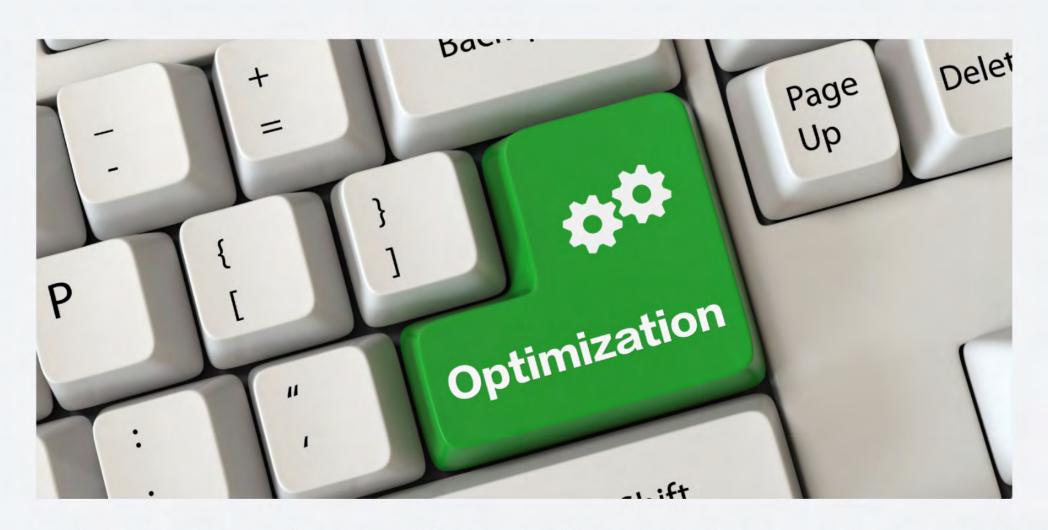
Are you a web part junkie?





If so, it's time to talk rehab.





What's the alternative to freebasing web parts?



There's no sinale

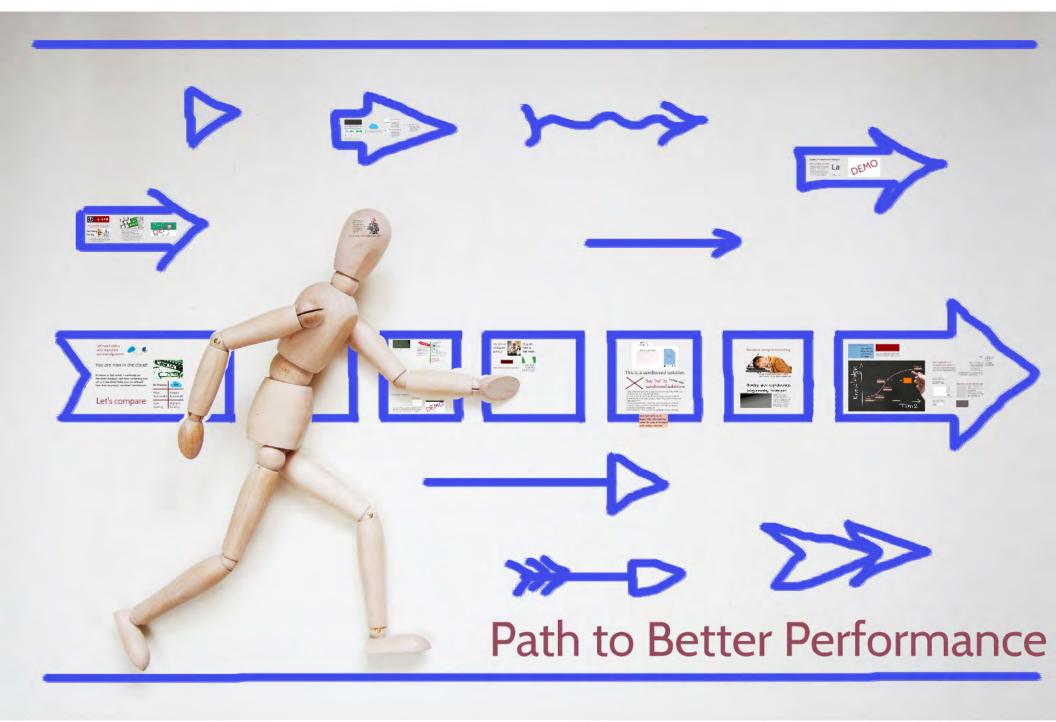
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What's the alternative to freebasing web parts?

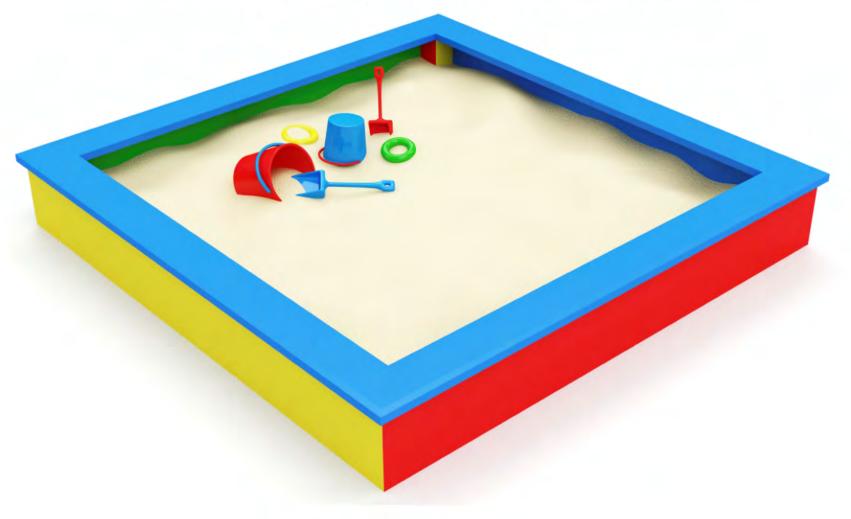


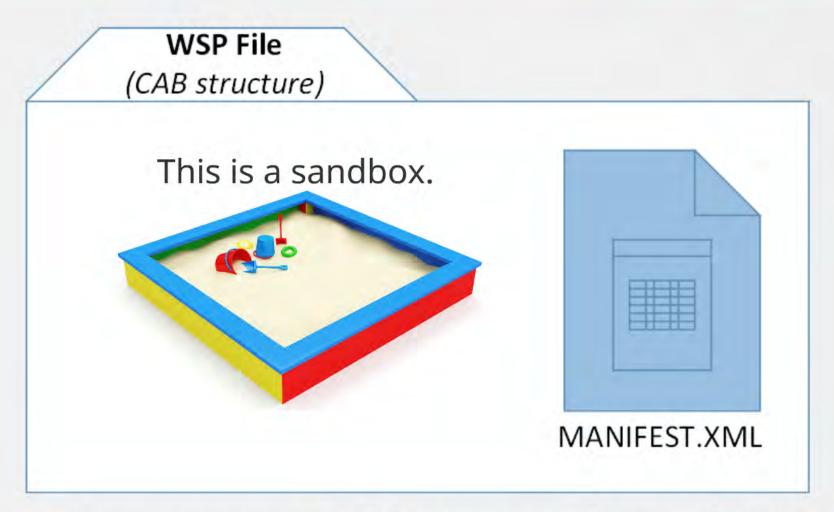
There's no single (or simple) answer.

Generally speaking, consider leveraging clientside code (JavaScript) and asynchronous techniques - both of which we'll discuss soon.



This is a sandbox.





This is a sandboxed solution.



Say "no" to

custom co.

This is a sandboxed solution.



Say "no" to code sandboxed solutions.

- Using sandboxed solutions to deploy declarative assets like HTML, CSS, JavaScript, etc., is still *technically* okay.
- The use of custom code in sandboxed solutions was deprecated in SharePoint 2013 and replaced by the Add-In Model (formerly the new "App Model").***
- A big problem with SPO: behind the scenes, (publisher) certificate validation checks occur (on SPO servers) and fail with sandboxed solutions containing managed code.
- These validation checks can introduce seconds of page overhead!

Important note: as of

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maning managed code.

Important note: as of August 2016, Microsoft has pulled the plug on managed code sandbox solutions!

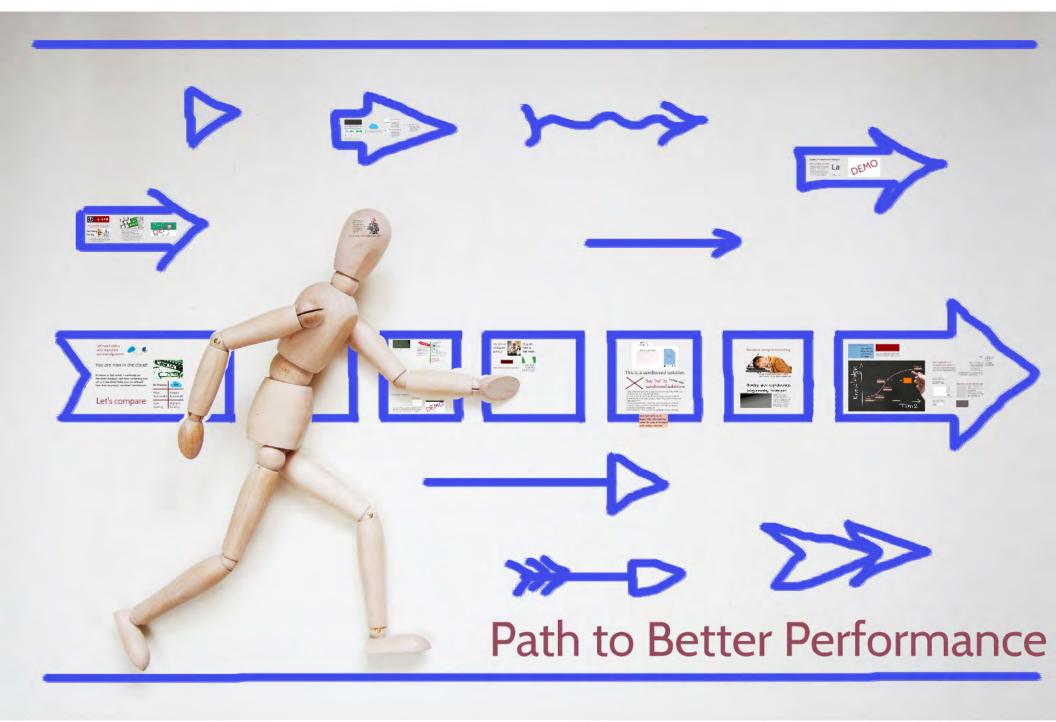
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Important note: as of



Sometimes, perception is everything.





A page may load quickly, but if it FEELS slow to users, it is the SAME AS BEING SLOW.

Sometimes, perception is everything.





A page may load quickly, but if it FEELS slow to users, it is the SAME AS BEING SLOW.

Develop your asynchronous programming techniques



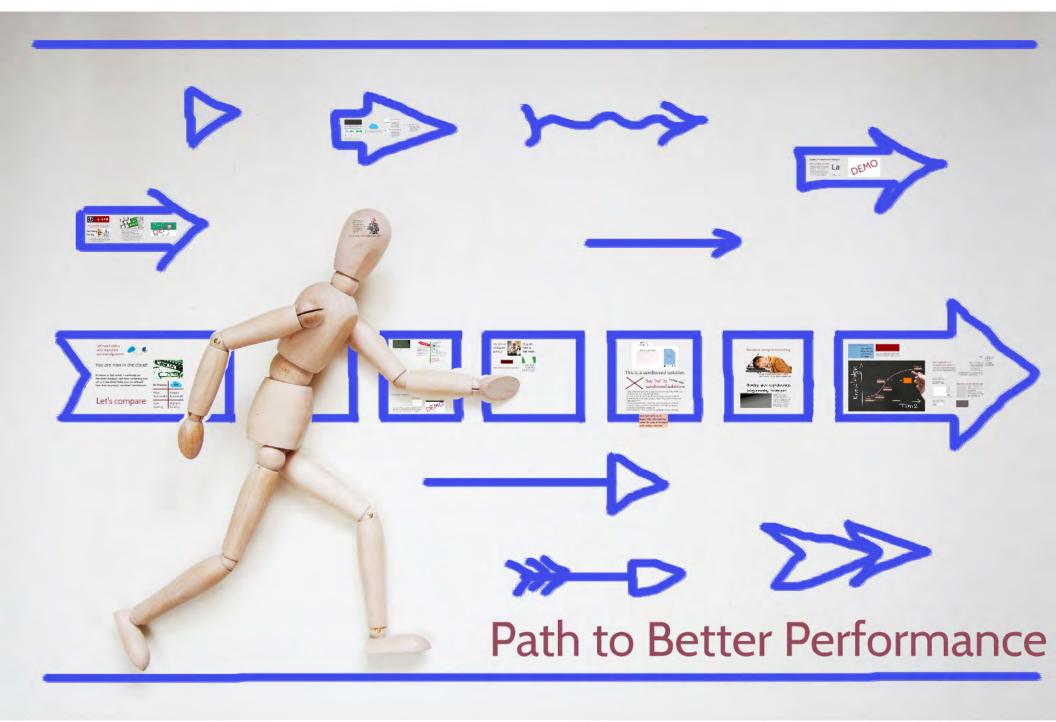
- You can't block a browser's main thread of execution, so leveraging async development patterns is essential.
- Async programming is made much easier in jQuery using promises. Promises approximate a synchronous programming model under asynchronous conditions.
- Certain web parts (e.g., the CSWP) also allow you to set their (a)sync behavior.
- Good use of async techniques make pages appear to load faster ... and as we discussed, perception is everything.

Speaking of asynchronous techniques:

Only load what you need.

- Instead of fetching everything at once within the context of the initial page load, retrieve the page with only the payload that's needed immediately.
- (Lazy) load images and other items "below the fold" only if users start scrolling down and will see them (e.g., Facebook and LinkedIn's "forever-scrolling" pages).





Ask yourself this question:



How well do I know the code and libraries l'm using?



Reason I ask: when troubleshooting performance issues, I commonly encounter a pattern that can be illustrated with the following diagram of stages:

Stage 4: Stage 3.2...ish: Krowl Stage 3: within my project scaffolding! Stage 2: "Hey, there's a JavaScript library for this I wonder if it'll work for my project?" Stage 1: have a problem to solve. I wonder tyone has written this code before? Time

"Alright, within m

Stage 2:

"Hey, there's a JavaScript library for this. I wonder if it'll work for my project?"

Stage 1:

"I have a problem to solve. I wonder if anyone has written this code before?"



"Alright, the demo code works within my project scaffolding!"



"I understand the library internals or how it works at least well enough to know that it won't cause me any problems with SPO."

Stage 4: Stage 3.2...ish: Krowl Stage 3: within my project scaffolding! Stage 2: "Hey, there's a JavaScript library for this I wonder if it'll work for my project?" Stage 1: have a problem to solve. I wonder tyone has written this code before? Time

Stage 3.2...ish:

hard stop

"The demo code worked, and I tweaked it to do what I needed it to do. I'm not sure exactly *how* it works, but hey - it's working. Time to move on to something else ..."

Stage 3:

Stage 4: Stage 3.2...ish: Krowl Stage 3: within my project scaffolding! Stage 2: "Hey, there's a JavaScript library for this I wonder if it'll work for my project?" Stage 1: have a problem to solve. I wonder tyone has written this code before? Time



How many of you



How many of you know who this man is?

Chances are at least one or two of you have used code that he has created to get things done in your client-side development projects ...



Before CSOM/JSOM and REST Marc's library simplified acces for developers everywhere. It





Marc D. Anderson

- creator of SPServices
- master of client-side development and associated techniques

Before CSOM/JSOM and REST APIs - and before WCF SVC endpoints - Marc's library simplified access to the older ASMX web service endpoints for developers everywhere. It's still used heavily today.



Last check on CodePlex (for SPServices):

nderson
SPServices
client-side

> 34,000 downloads

So, getting back to "know your code/libraries" and how they work ...

As Marc will tell you, SPServices works just

So, getting back to "know your code/libraries" and how they work ...

As Marc will tell you, SPServices works just fine with SharePoint Online. But even Marc will tell you that you probably shouldn't use all of SPServices' methods when accessing SPO.

```
//Pre-populate all "Contact" fields with current user
    war thisUserName = $().SPServices.SPGetCurrentUser({
 3
          fieldName: "Title",
          debug: false
     -1);
 6
    $ () .SPServices.SPFindPeoplePicker({
          peoplePickerDisplayName: "Contact",
 8
          valueToSet: thisUserName,
9
          checkNames: true
10
     -1);
    $ () .SPServices.SPFindPeoplePicker({
12
          peoplePickerDisplayName: "Author/Contact",
13
          valueToSet: thisUserName,
14
          checkNames: true
15
     -1);
    $ () .SPServices.SPFindPeoplePicker({
16
17
          peoplePickerDisplayName: "Organizer/Contact",
18
          valueToSet: thisUserName,
19
          checkNames: true
     -1);
20
```

Consider this code.

It works just fine and does exactly what the comment indicates.

But it has a big problem.

anyone ever used the SPServices.SPGetCurrentUser() met

```
//Pre-populate all "Contact" fields with current user
    war thisUserName = $().SPServices.SPGetCurrentUser({
          fieldName: "Title",
          debug: false
     -1);
    = $().SPServices.SPFindPeoplePicker({
          peoplePickerDisplayName: "Contact",
          valueToSet: thisUserName,
8
          checkNames: true
9
     -1);
10
    $ () .SPServices.SPFindPeoplePicker({
11
          peoplePickerDisplayName: "Author/Contact",
12
          valueToSet: thisUserName,
13
14
          checkNames: true
15
     -1);
    $ () .SPServices.SPFindPeoplePicker({
16
          peoplePickerDisplayName: "Organizer/Contact",
17
          valueToSet: thisUserName,
18
19
         checkNames: true
     -1);
20
```

Consider this code.

It works just fine and does exactly what the comment indicates.

But it has a big problem.

Has anyone ever used the SPServices.SPGetCurrentUser() method?

WANTED: MARC ANDERSON



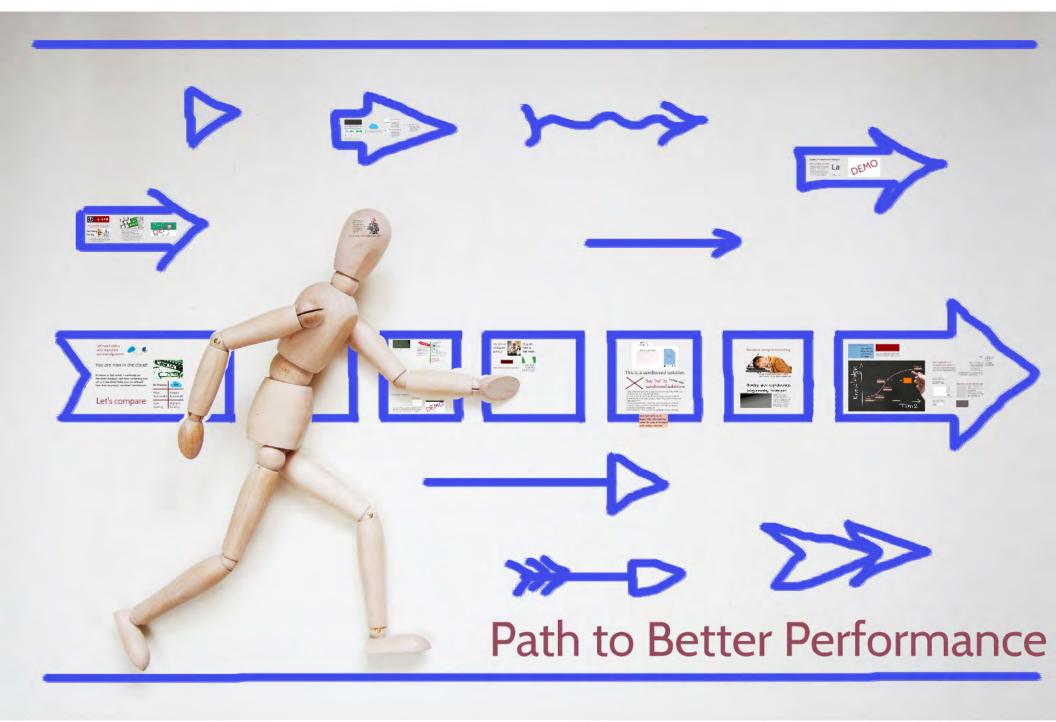
- Under the hood, SPGetCurrentUser() is generating an additional call to /_layouts/userdisp.aspx to "scrape" the contents of the page that is returned.
- If you (innocently) use SPGetCurrentUser() in your JavaScript files (especially multiple times in the context of a single page), you're creating all sorts of additional load on SPO and delaying the final results of your executing scripts.

Switching over to REST-based calls to get current user information can dramatically reduce execution time.

We had a script where SPGetCurrentUser() was being called several times. The results from swappingin REST-based calls for the SPGetCurrentUser() calls:

I also performed some basic tests to capture the speed differences. I performed each test 10 times and here are the results:

- * Without the fix or browser caching avg. 14.47 seconds
- * With the fix without browser caching avg. 7.17 seconds
- * With the fix and browser caching avg. 5.84 seconds



The Quick Summary



- Don't treat SPO like your onpremises SharePoint farm. The two operate differently.
- Server-based caching isn't your friend (generally speaking) in SPO.
- Your browser can be your best friend when trying to troubleshoot SPO performance issues.
- Know the code you implement or at least profile it before release.

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"Using Content Search Web Part instead of Content Query Web Part to improve performance in SharePoint Online"

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"SPServices Example: UserProfileService.GetUserProfileByName" http://sympmarc.com/2012/02/15/spservices-example-userprofileservice-getuserprofilebyname/

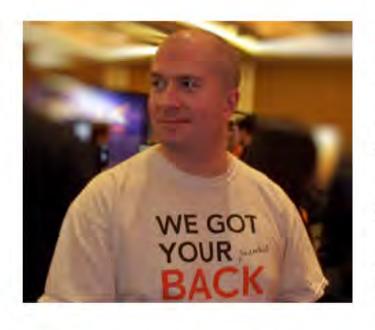
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Thank you



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