CA APM User Group
Services activities

José Delfosse, CA Services Architect

7th of February 2018, Paris, France

Agenda

1	COMMON SERVICES ENGAGEMENT

2	APM MAIN PROJECT PHASES

3	EXAMPLES ACROSS EUROPE

Services

Common type of Services engagements
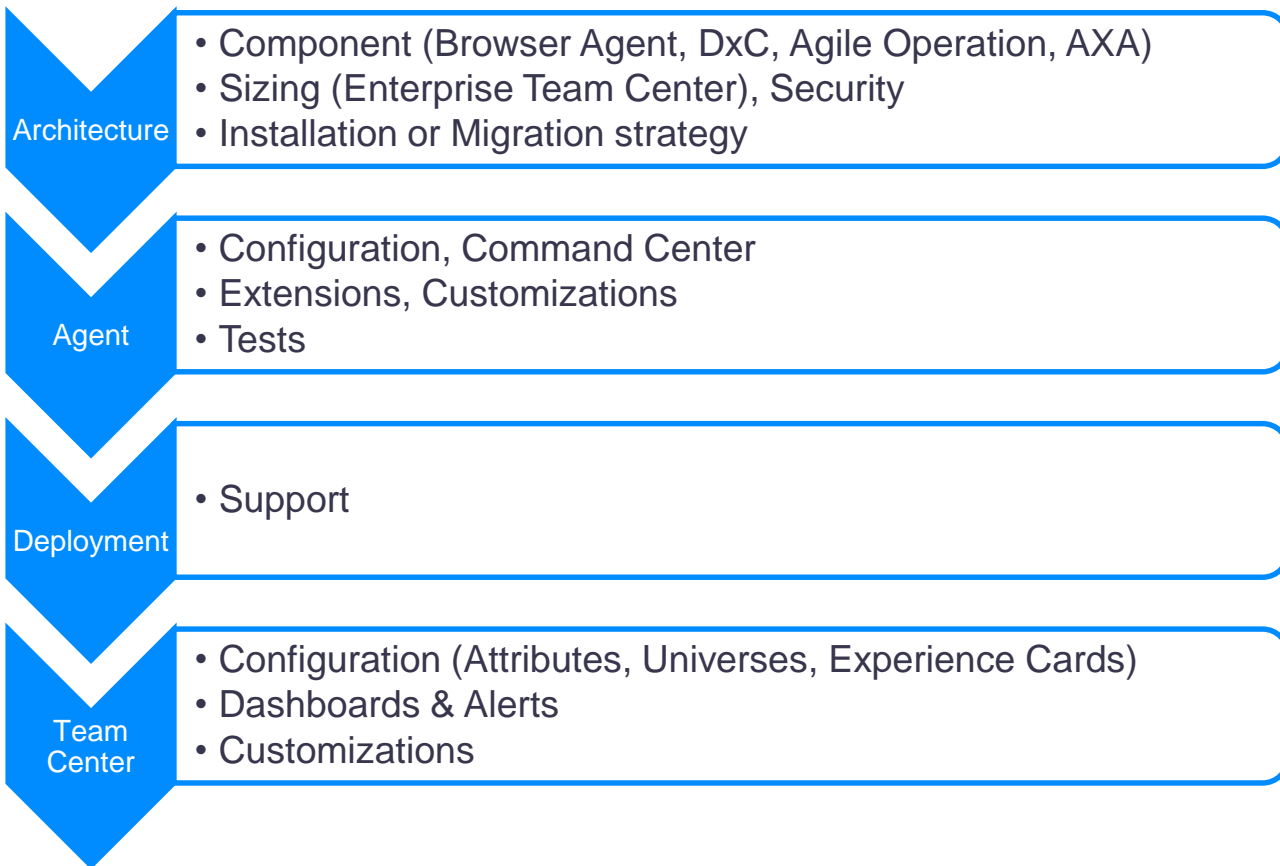
Consulting

- Sizing, Architecture
- Best Practices
- Usage

Implementation

- Installation & Migration
- Agent & EM
  - Configurations
  - Customizations
- Other specific customizations

T&M Project

Main APM project phases

Architecture
- Component (Browser Agent, DxC, Agile Operation, AXA)
- Sizing (Enterprise Team Center), Security
- Installation or Migration strategy

Agent
- Configuration, Command Center
- Extensions, Customizations
- Tests

Deployment
- Support

Team Center
- Configuration (Attributes, Universes, Experience Cards)
- Dashboards & Alerts
- Customizations

Examples

Regular T&M
Multi APM Cluster 10.1 & 10.5
Consulting & Implementation
Customizations
- Team Center (Attributes)
- Functional Metrics & Trace decoration (User ID & Action)

British Gas

Set of small projects

APM 10.5

Agent Configuration (Command Center)

Agent customization

- Functional "double" correlation (along with HTTP correlation)

Sainsbury's

"On short-notice" project

APM 10.5 + Browser Agent (DxC) in aws

Optimal Tomcat & Browser agent Configuration (error filtering)

2 weeks to replace a competitor in production

Fast training to Operation level-1 support

Short project

APM 10.5 Agent customization

Correlation for multi-protocol custom framework between heterogeneous Java & AS

- The customer framework was modified to build the extension
  - Special API in the customer framework for the agent

Project

Cluster APM 10.1

Architecture & Sizing

Agent configuration

Agent customizations

- HTTP/EJB correlation on old agents (JRockit 1.5, Weblogic 9)

- Functional metric

Specific Project
Cluster APM 10.5 & 10.7 beta

Automate APM installation in "minutes" (one per application owner)
Cloud logic "create & destroy"

Build a private APM SaaS
- Red Hat OpenStack (special APM 10.5 installer)
- AWS VPC (Frankfurt) + APM 10.7 using Docker + Elastic Container Service

Work in progress
- Docker management with AWS Cloud Formation or Kubernetes

José Delfosse

CA Services Architect
jose.delfosse@ca.com

Thank You.