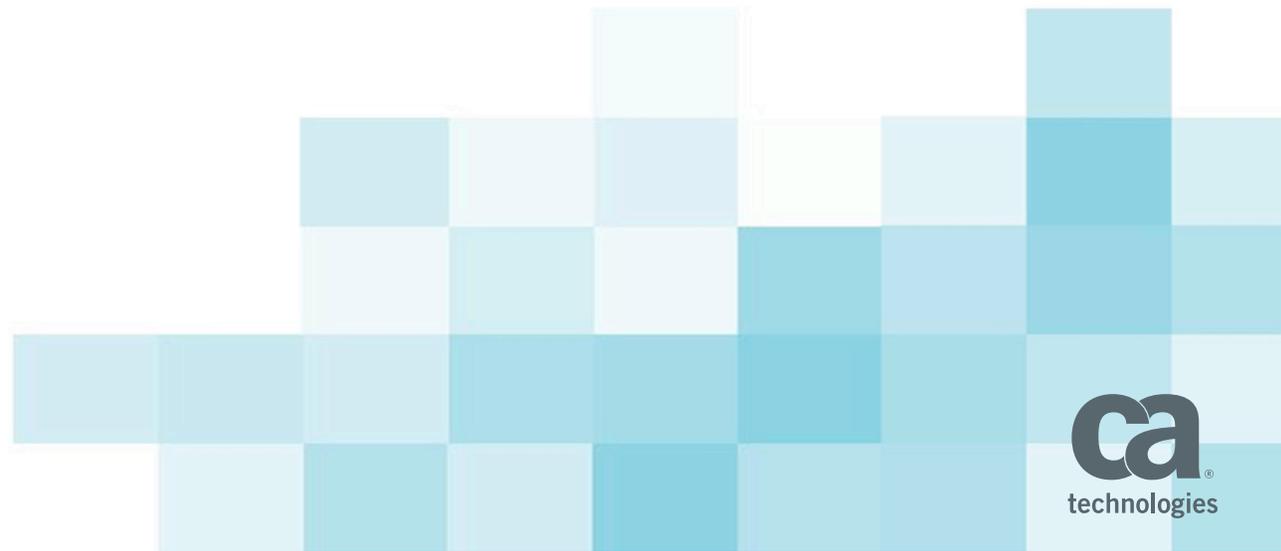


CA APM / CA AXA Strategy and Roadmap

Redefining APM in the App Economy

January 2017



ca
technologies



Experience is everything.

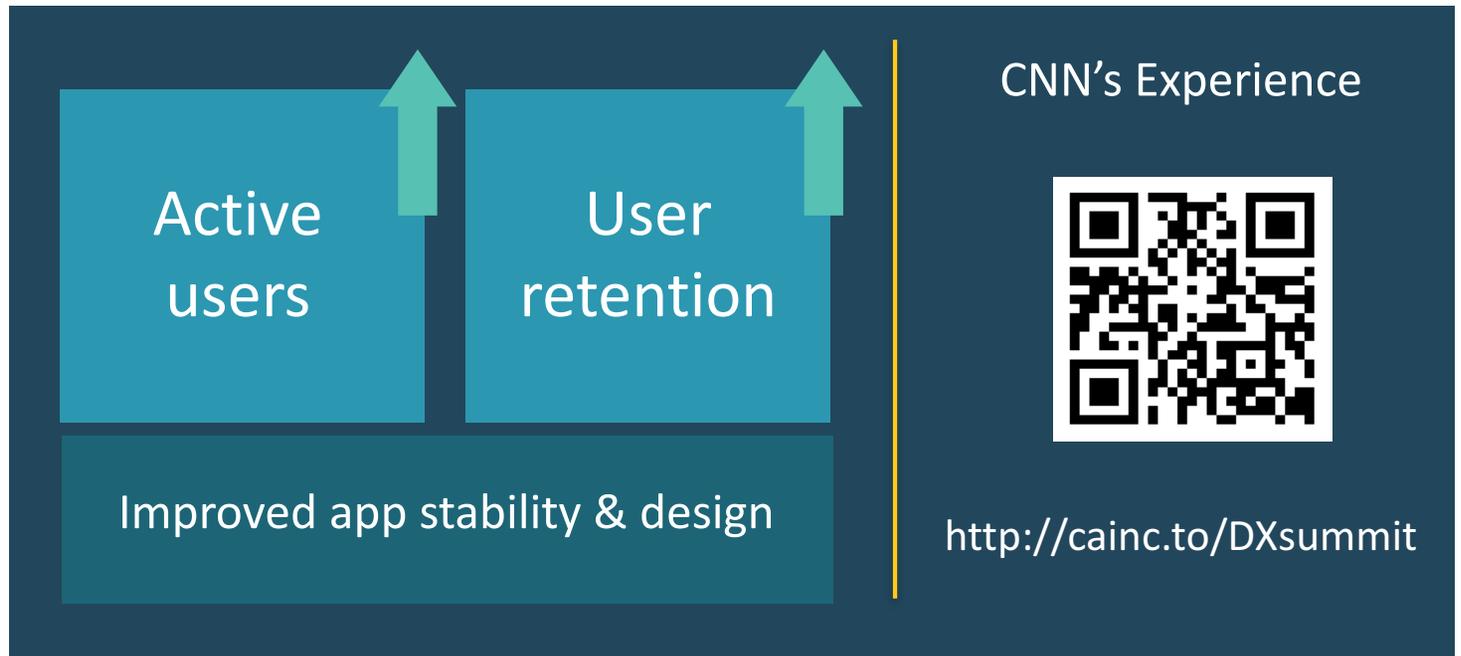
Customer Experience is the prime differentiator in business today.

A close-up photograph of a person's hand, wearing a blue sleeve, typing on a rugged, black laptop. The laptop is placed on the engine compartment of a car. The screen is tilted upwards and displays a white interface. The background shows a blurred workshop environment with red equipment. The text "Inside-Out" is overlaid in yellow on the right side of the image.

Inside-Out



Outside-In



CNN's Experience



<http://cainc.to/DXsummit>

Experience is everything.

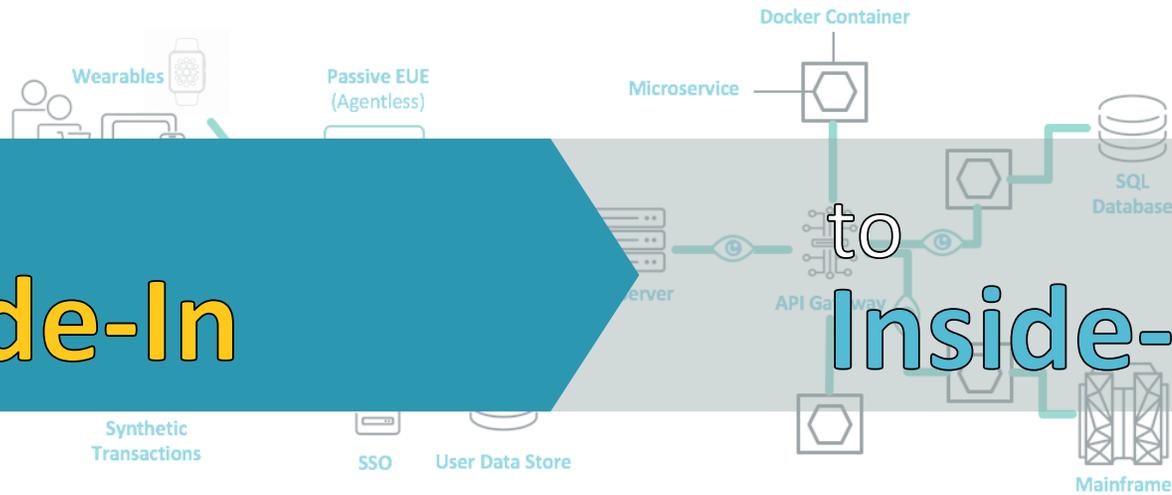
Durable Problems

Linking
Outside-In

Outside-In

to
Inside-Out

Inside-Out



Experience is everything.

Durable Problems

Outside-In

- User-Experience Analytics
- Proactive Customer Support
- Triage for App Owners
- Business Insights
- User-Frustration Index

- Assisted Triage
- Zero-Config Agent
- Mean Time to Resolution (MTTR) < 0
- Impact of Change
- App-to-Infra Correlation

Inside-Out

Experience is everything.

Durable Problems

Outside-In

- **User-Experience Analytics**
- Proactive Customer Support
- **Triage for App Owners**
- Business Insights
- User-Frustration Index

- **Assisted Triage**
- **Zero-Config Agent**
- **Mean Time to Resolution (MTTR) < 0**
- Impact of Change
- App-to-Infra Correlation

Inside-Out

Experience is everything.

Durable Problems

Outside-In

- User-Experience Analytics
- Productive Customer Support
- Triage for App Owners
- Business Insights
- User-Frustration Index

Business Insights

- Assisted Triage
- Zero-Config Agent
- Mean Time to Resolution (MTTR) < 0
- Impact of Change
- App-to-Infra Correlation

Operational Excellence

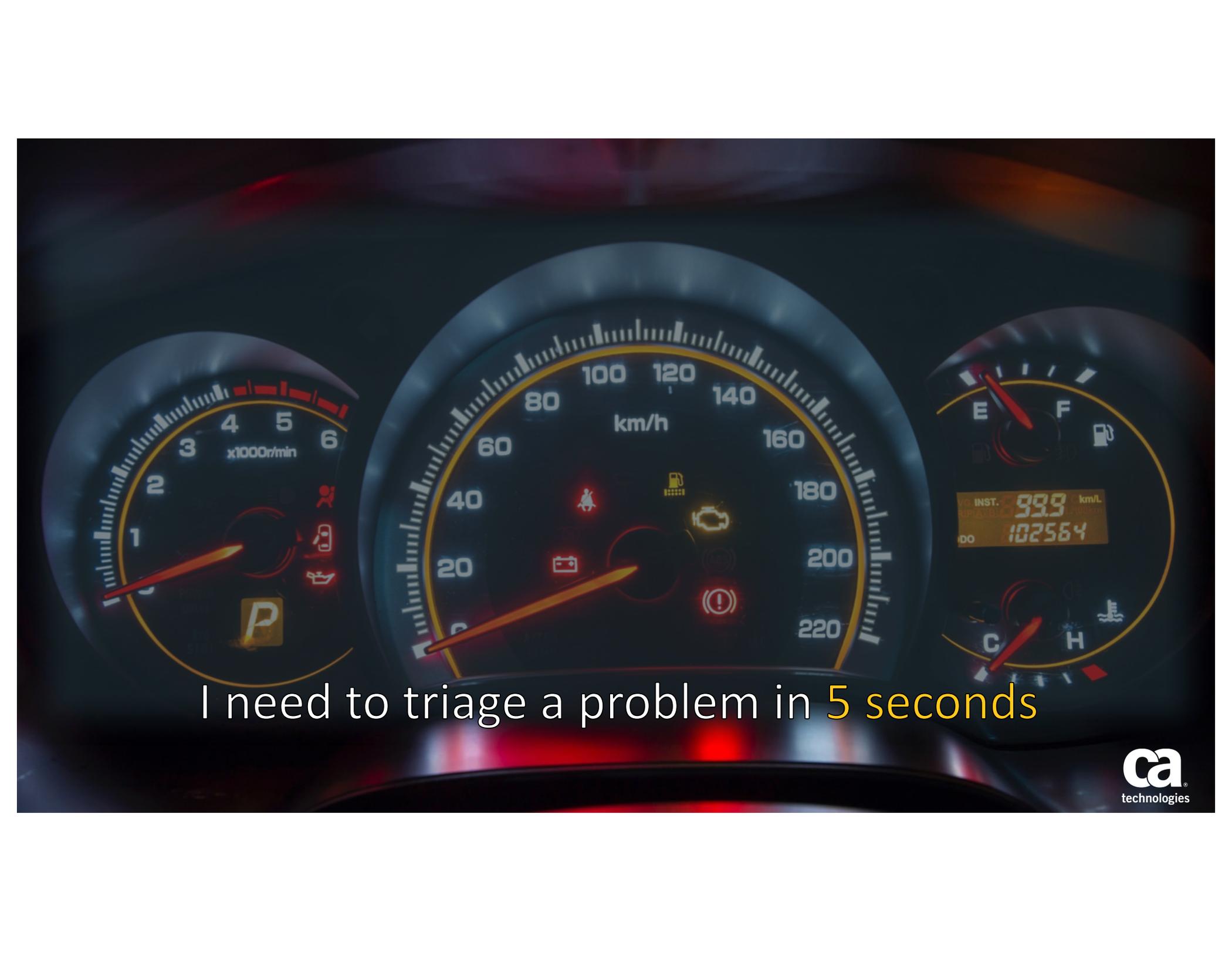
Inside-Out

Easy

Proactive

Intelligent

Collaborative



I need to triage a problem in 5 seconds



APM users care about 2 things:



the **app experience**

and the **root cause** of the poor **experience!**





Announcing CA APM 10.5



Experience View

Last 2 Hours LIVE

Today 5:55:41 AM - Today 7:55:41 AM Timeline

Experiences 0/4

Sorted by: My Order

Prague Tier 1 Owners

60 HEALTH Problems 3 Anomaly 1 Poor Transactions: 1.8k / 4.4k

1.8k	833	11	0	1.8k
1s	2s	2s+	SLOW	FAIL

RESPONSE TIME / SECONDS

Services in tas-cz-n25 compone..

54 HEALTH Problems 3 Anomaly 1 Poor Transactions: 676 / 1.5k

388	385	8	0	676
1s	2s	2s+	SLOW	FAIL

RESPONSE TIME / SECONDS

Applications in tas-cz-n25 com..

63 HEALTH Problems 0 Anomaly 1 Poor Transactions: 1.1k / 2.9k

1.4k	448	3	0	1.1k
1s	2s	2s+	SLOW	FAIL

RESPONSE TIME / SECONDS

By Location

60 HEALTH Problems 3 Anomaly 1 Poor Transactions: 1.8k / 4.4k

1.8k	833	11	0	1.8k
1s	2s	2s+	SLOW	FAIL

RESPONSE TIME / SECONDS

Groups of Experiences



Experiences owner 1/5 Sorted by: Experience Status

Sid -

57 HEALTH Problems **3** Anomalies **0**

Poor Transactions: **96 / 224**

1s	2s	2s+	SLOW	FAIL
36	69	23	0	96

James ✓

100 HEALTH Problems **0** Anomalies **0**

Poor Transactions: **0 / 32**

1s	2s	2s+	SLOW	FAIL
32	0	0	0	0

Ro -

88 HEALTH Problems **0** Anomalies **0**

Poor Transactions: **0 / 32**

1s	2s	2s+	SLOW	FAIL
1	0	0	0	88

Correlated Root Causes

▼ Problems

Name: Place Order, Login

- Problem isolated to backend file%customer-records (Hypersonic) 1
- Problem isolated to internal component DefaultServlet|service 1
- Problem isolated to internal component 127.0.0.1_7080|getService2 1
- Problem isolated to internal component JspServlet|service 1

Fernando ✓

100 HEALTH Problem **1** Anomalies **0**

Rejith ✓

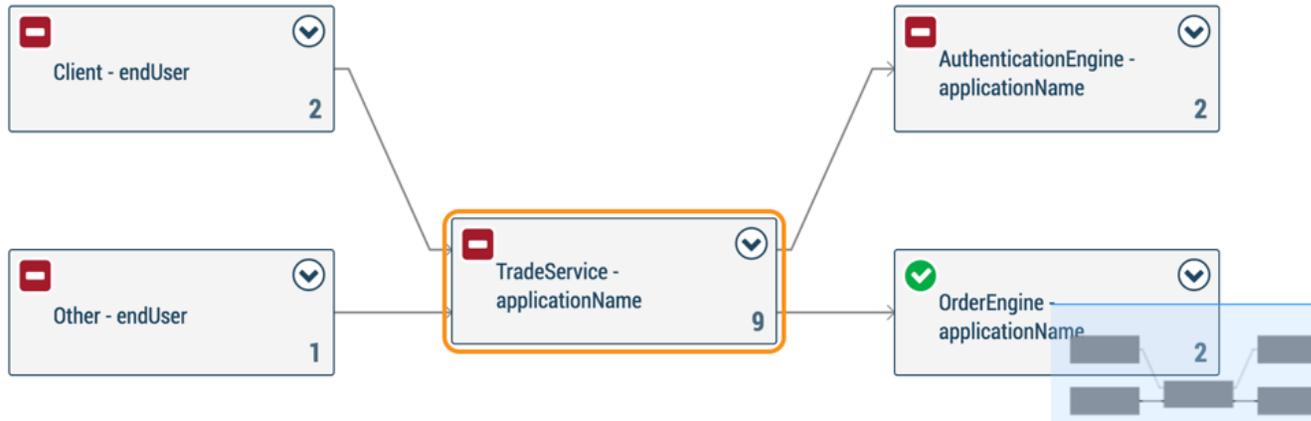
100 HEALTH Problems **0** Anomalies **0**

▼ Anomalies

No anomalies detected

Relationship Flow

End User, Application



Evidence: Gather the proof

Problems

Name : Place Order

- Problem isolated to internal component DefaultServlet|service
- First Appeared 11/1/16 10:08:02 PM
- Last Appeared 11/2/16 9:25:04 AM
- Owners: Sid
- Share URL

Evidence (2/3):

rt(s)	
Suspect	DefaultServlet service
firstOccurrence	11/1/16 10:08:00 PM
lastOccurrence	11/2/16 9:25:01 AM
alerts	SuperDomain:Default:Servlet Errors
SuperDomain:StatusTest	
MM:TradeOptionsAlert	

DefaultServlet|service has thrown 1 distinct error message(s)

Suspect	DefaultServlet service
firstOccurrence	11/1/16 10:03:59 PM
lastOccurrence	11/2/16 9:23:24 AM
errorMessages	HTTP Error Code: 404: /TradeService/css/styles.c

Metrics Overview for Application TradeService

Metric Comparison Time Offset: 24 Hours Preset

Blame Point Metrics Yesterday 9:22:34 AM

Blame Point Metrics Today 9:22:34 AM



Metrics Overview for SERVLET DefaultServlet|service

Metric Comparison Time Offset: 24 Hours Preset

Blame Point Metrics Yesterday 9:09:46 AM

Average Response Time (ms)

Errors Per Interval

Responses Per Interval

Stall Count

Blame Point Metrics Today 9:09:46 AM

Average Response Time (ms)

Errors Per Interval

Responses Per Interval

Evidence: See what changed

Component View

Name	DefaultServlet	DefaultServlet
Type	SERVLET	SERVLET

Basic Attributes

Name	Start time va...	End time va...
agent	tas-cz-na6 Tom	tas-cz-na6 Tom
agentDomain	SuperDomain	SuperDomain
Application	TradeService	TradeService
domain	ca.com	ca.com
Hostname	tas-cz-na6	tas-cz-na6
Name	DefaultServlet	DefaultServlet
servletClass...	DefaultServlet	DefaultServlet
servletMetho...	service	service
Source clust...	Enterprise Tear	Enterprise Tear
Type	SERVLET	SERVLET

Custom Attributes

Name	Start time va...	End time va...
location	Tokyo	Tokyo
owner	Sid	Sid
tier	2	2
Version	2.0	2.1

What's New in CA APM 10.5

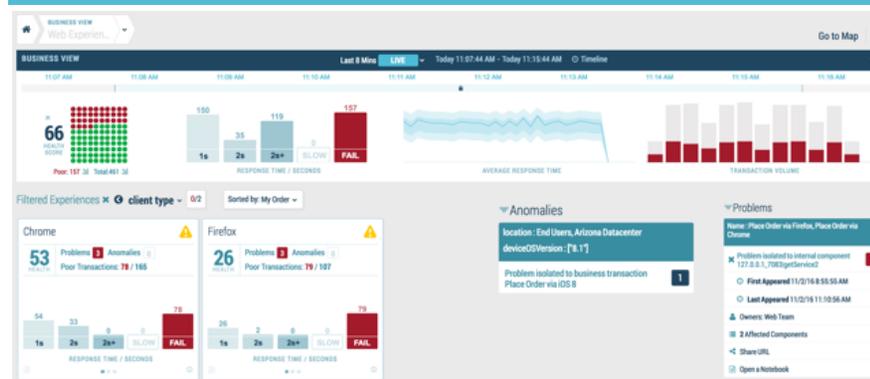
Extended Visibility

CA APM SQL
App Experience Analytics
API Management
BlazeMeter
CA APM to CA UIM

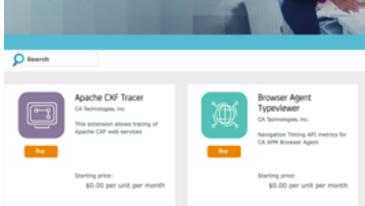


Experience Intelligence

Automatic Problem Identification with Assisted Triage
Proactive Anomaly Detection
Problem Identification & Analysis



Expand Application Monitoring
Download and use specialized packs for monitoring unique applications, containers or cloud technologies



AWS Marketplace
Consumptive Pricing

Simplified Monitoring

Automatic Backend Detection
Extension Hot-Deploy
Extension Marketplace
Streamlined Upgrades
Enhanced Cloud Support

Roadmap

NOTE: This roadmap has been redacted to include only shareable information. For complete roadmap details please schedule a session with CA Technologies product management or presales.

Linking
Outside-In

to
Inside-Out

EASY

HARD

Simplify

APM BEFORE...

Try it out!

Slight Tune

Max it out

Kill it

CA APM is
incredibly
powerful, but
myriad
configuration
options were
overwhelming to
new users

Simplification Improvements Completed

- A “New APM” Experience: Feels Like Home
 - Analytics Woven into the Entire Journey
- Assisted Triage
 - By watching known problem patterns, alert and guide novice users to effectively triage and diagnose challenging technical problems.
- Zero-Config Agent
 - Simplify agent management, add safety harness
- Streamlined Server Installation
- APM Marketplace

We've undertaken a number of efforts to ensure APM is immediately valuable after installation

Planned Simplification Improvements

- Zero-Config Agent Enhancements
 - Automatic agent upgrade using bootstrap agent
 - Marketplace direct integration
- User Interface Consolidation
 - Migration according to use-case workflow
- Easy APM Server Upgrade
 - Upgrade an entire APM server cluster in as little as 15 minutes

Continued investment in making APM easy while retaining the fine-grained tuning needed for complex environments

Monitoring in the Clouds

Announcing CA APM on AWS

APM On Demand: Pay-As-You-Go Metered Billing

- Use CA APM billed by agent-hour
- Activate and scale as needed; pay only what you use
- Procured and billed directly through Amazon
- Fully supported by CA

USE CASES

- Sporadic Pre-production Load Testing
- Cloud-Migration Testing
- Elastic Scaling



Available Now!
<http://cainc.to/AWS>

Planned Cloud-Monitoring Simplification

- Pay as you Go
 - CA APM on Azure
 - CA APM on Docker Marketplace
- APM SaaS for Production
- APM SaaS for Development
- Cloud-based Extensions
 - Docker (external Swarm flow maps)
 - AWS (automatic perspectives, performance, attributes)
 - Azure (automatic perspectives, performance, attributes)
 - OpenShift (performance)
- Lightweight-Footprint Microservices Agent

Putting Pieces Together

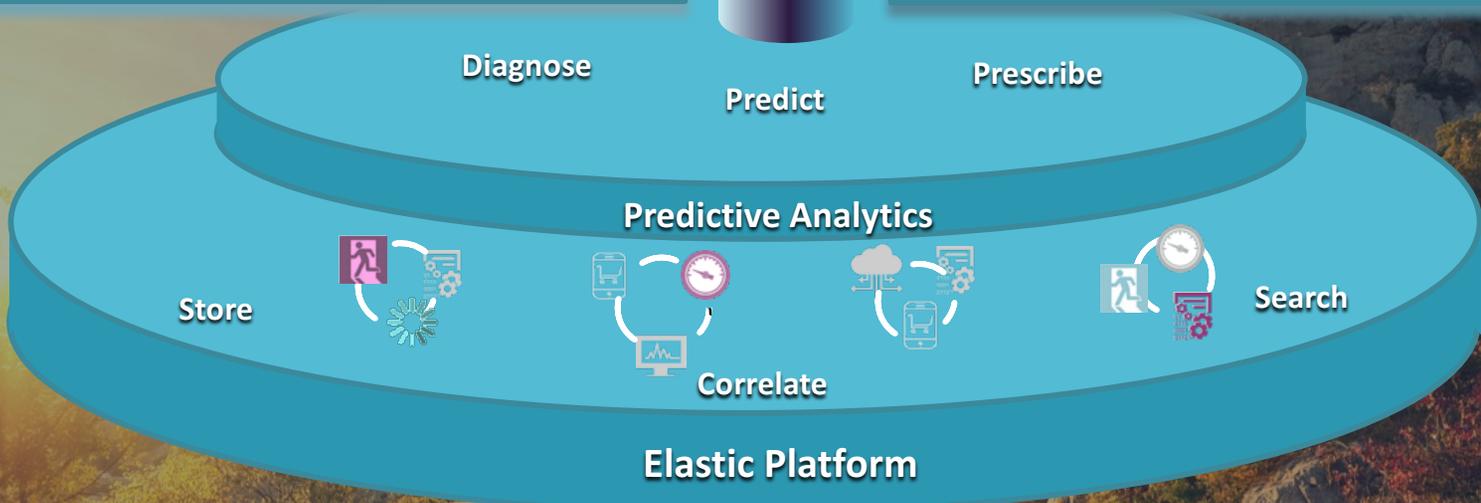
Building a Modern Platform



Business Insights



Operational Excellence



Abandonments Conversions Function usage

Load Response times Latency

Servers Systems Web and Apps Cloud

Release Velocity

APM 10.1

- Node.js
- Docker
- Cloud Foundry
- Microservices
- Hybrid Cloud POC

APM 10.2

- Enterprise ATC
- Universes
- ACC Agent Builder
- Mainframe integration

APM 10.3

- Rapid-triage enhancements
- Generic JMS Support
- Evidence collection

APM 10.5

- New workflow and home page triage
- Root-cause analytics powered by Assisted Triage

Oct
2015

Dec
2015

March
2016

April
2016

June
2016

Dec
2016

MAA 15.2

- Custom metrics for LOB
- Visual App Map
- Contextual link to APM

MAA 15.4

- Heat Maps
- App Flow
- Analytics for wearables
- Video Session Playback improvements

MAA 16.1

- Role based access
- Support Kony Mobile App Dev Platform
- HTTP Error Trends
- Android wrapping enhancements

AXA 16.3

- Evolution of MAA
- User Experience Analytics Across Web, Mobile and Wearables
- Data Studio
- SaaS

AXA 16.4

- Single-page apps
- Direct APM correlation
- On premise

New Platform Support

Supported since July 2016 (10.3-10.5)

- JBOSS/Wildfly 10, JBOSS EAP 6.4
- .NET 4.6.1
- .NET MVC, Remoting Support
- Node.js 4.x, 6.x
- Oracle WebLogic 12cR2
- Tibco EMS 8.3, Rendezvous 8.4, BW 5.13
- IBM MQ 9
- Siteminder Manager 12.0.4 on RHEL 6.6
- node.js agent on RHEL 7.X
- TIM 10.2/10.3 on RHEL 7.x
- SOI 4.0 CU1 with APM 10.3
- Siteminder SSO 13.x

Supported Extensions

(Use marketplace.ca.com/apm for software access)

- Automatic Attribute Decoration
- Datapower
- Docker
- PowerPack for WebSphere Portal “new mode”
- PowerPack for CICS Transaction Gateway (CTG) “new mode”
- Active MQ
- MongoDB 2.1 driver support for Node.js
- Automatic Attribute Decoration (@r)
- SQL agent with parameters
- Oracle SOA-BPEL-OSB 12c
- WebLogic Communication Tracing
- Tibco BW 5.12
- IBM IIB 10
- Apache Fuse
- Jboss Fuse
- Spring
- Web Methods Universal Messaging
- EJB Intelligent Naming

New Platform Support

Supported since October 2015 (10.1-10.2)

- APMDB on Oracle 12c
- EM on Windows 10, OEL 7
- TIM on RHEL 6.6
- Jboss 9 / Wildfly
- Jboss EAP 6.4
- IBM BPM 8.5.6
- .NET 4.6
- EEM 12.51 CR04
- Oracle 12c RAC for APMDB
- WebLogic 12.2.1 (12c R2), 12.1.3.0.5
- Tibco EMS 8.2.2
- TIM on MTP 10.4

Supported since June 2016 (10.3)

- APMDB on PostgreSQL 9.2.15
- EM on VMware ESXi 6.x
- IBM WAS 8.5.5 (Java 8)
- IBM WAS on AIX 7.2
- IBM BPM 8.5.7
- Solaris 11
- WebMethods 9.6
- Wildfly 8
- Fujitsu Interstage 11.x (Win2008 R2 & Solaris 11.x)
- Oracle 12c JDBC Driver with SQL agent



Enjoy the Journey!

Thank You

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