

Service Assurance:

Application Performance Management (APM)

Product Update & Roadmap

Scott Williamson, Sr. Director Product
Management

October 2012



Agenda

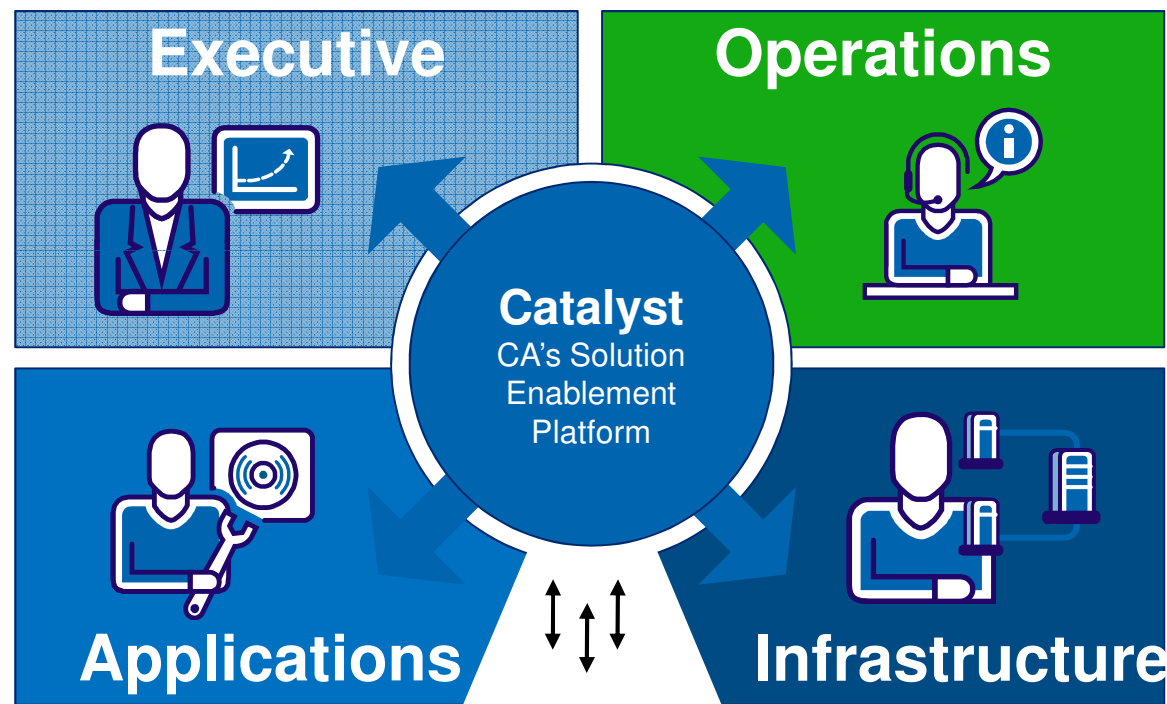
1. CA APM Big Picture Context
2. Two year roadmap
3. Sierra release preview
4. APM Communities
5. Enhancement voting

APM Big Picture Context



Service Assurance Users

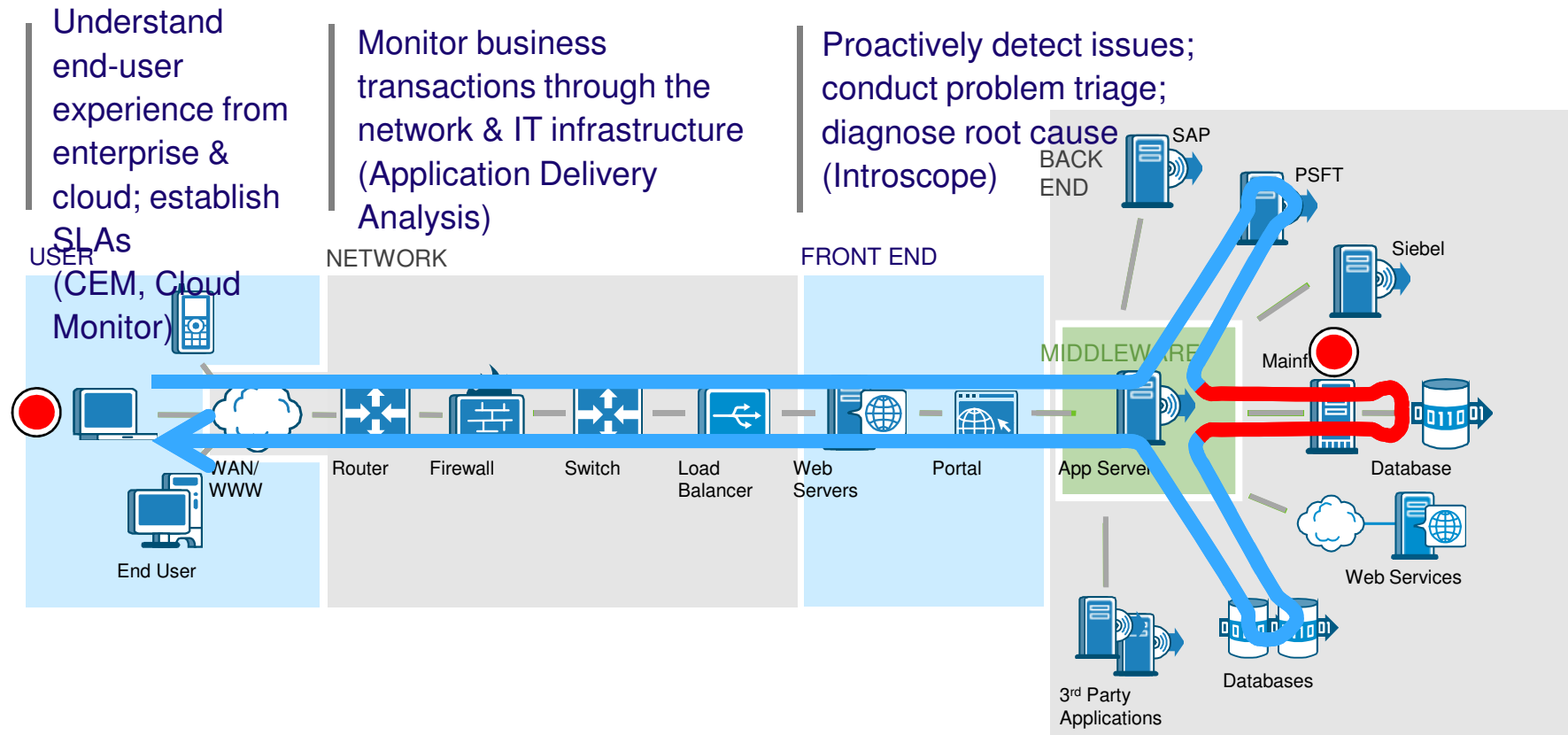
Deliver highly capable products that optimize the experience for well-defined roles with well-defined responsibilities



Open Standards Based Interfaces
Integration to CA and 3rd Party Data Sources

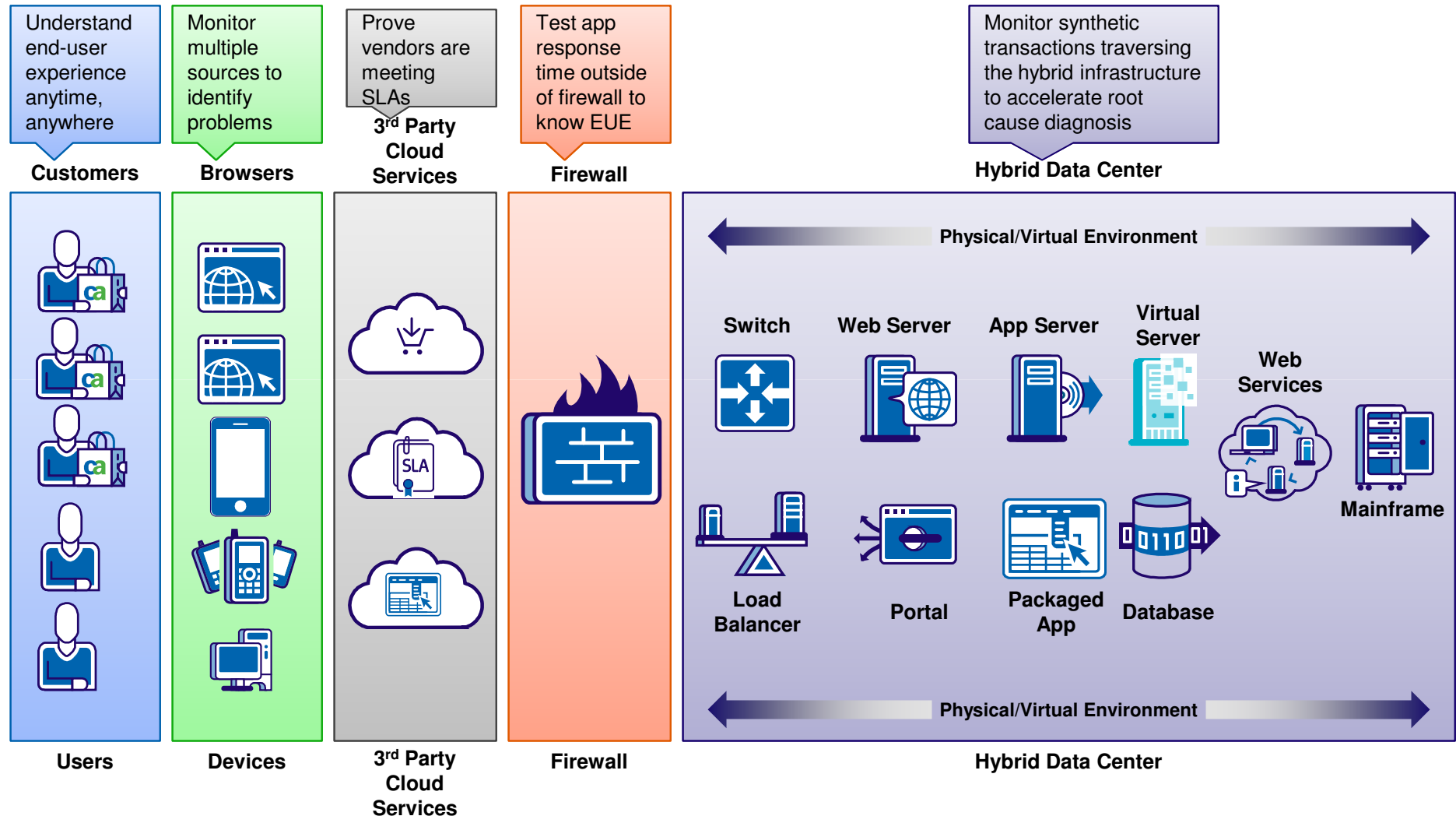
CA Application Performance Management

leverage and extend your existing investment



CA APM Cloud Monitor

SaaS-based APM for cloud, mobile and Web applications

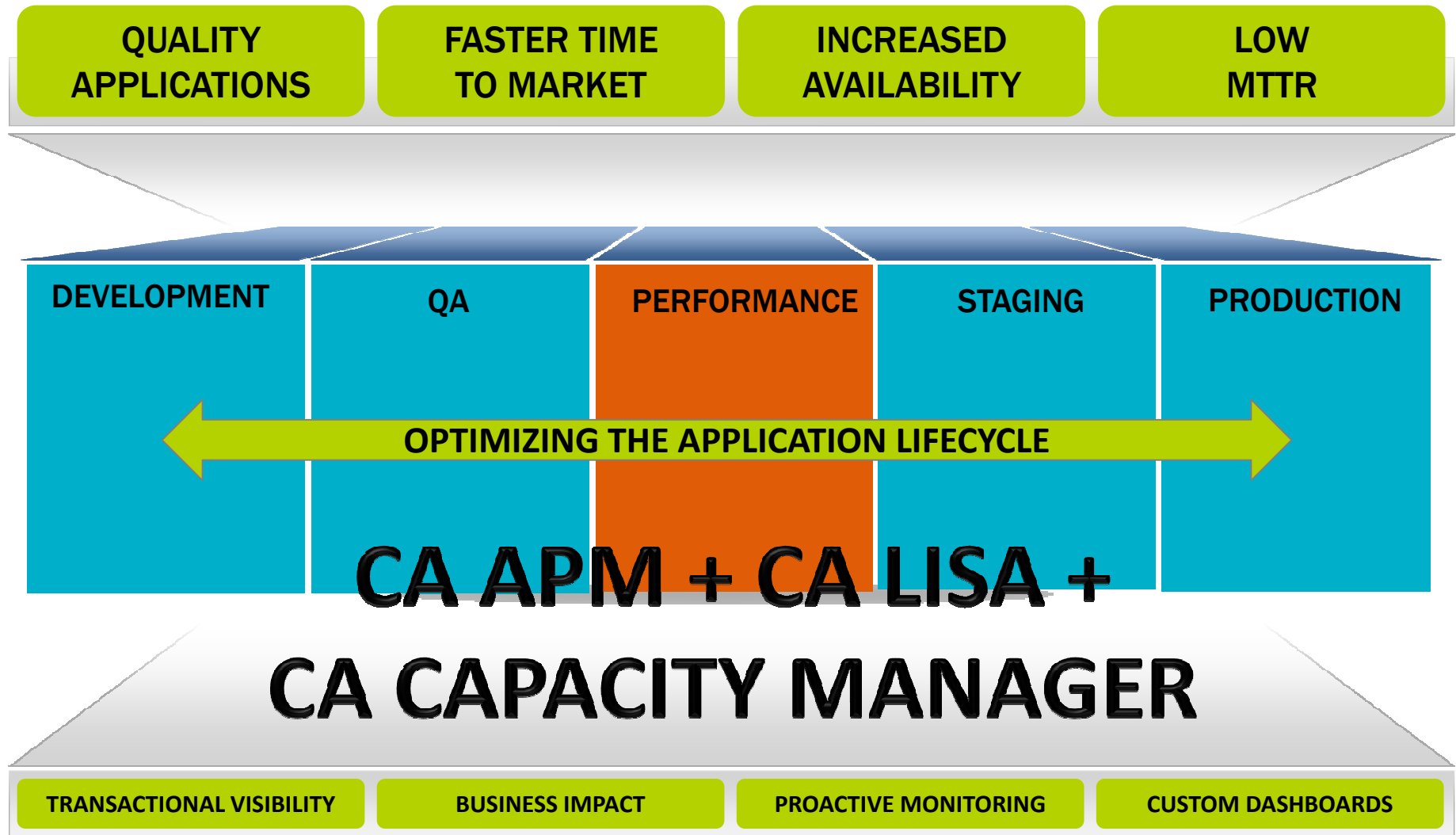


CA Executive Insight

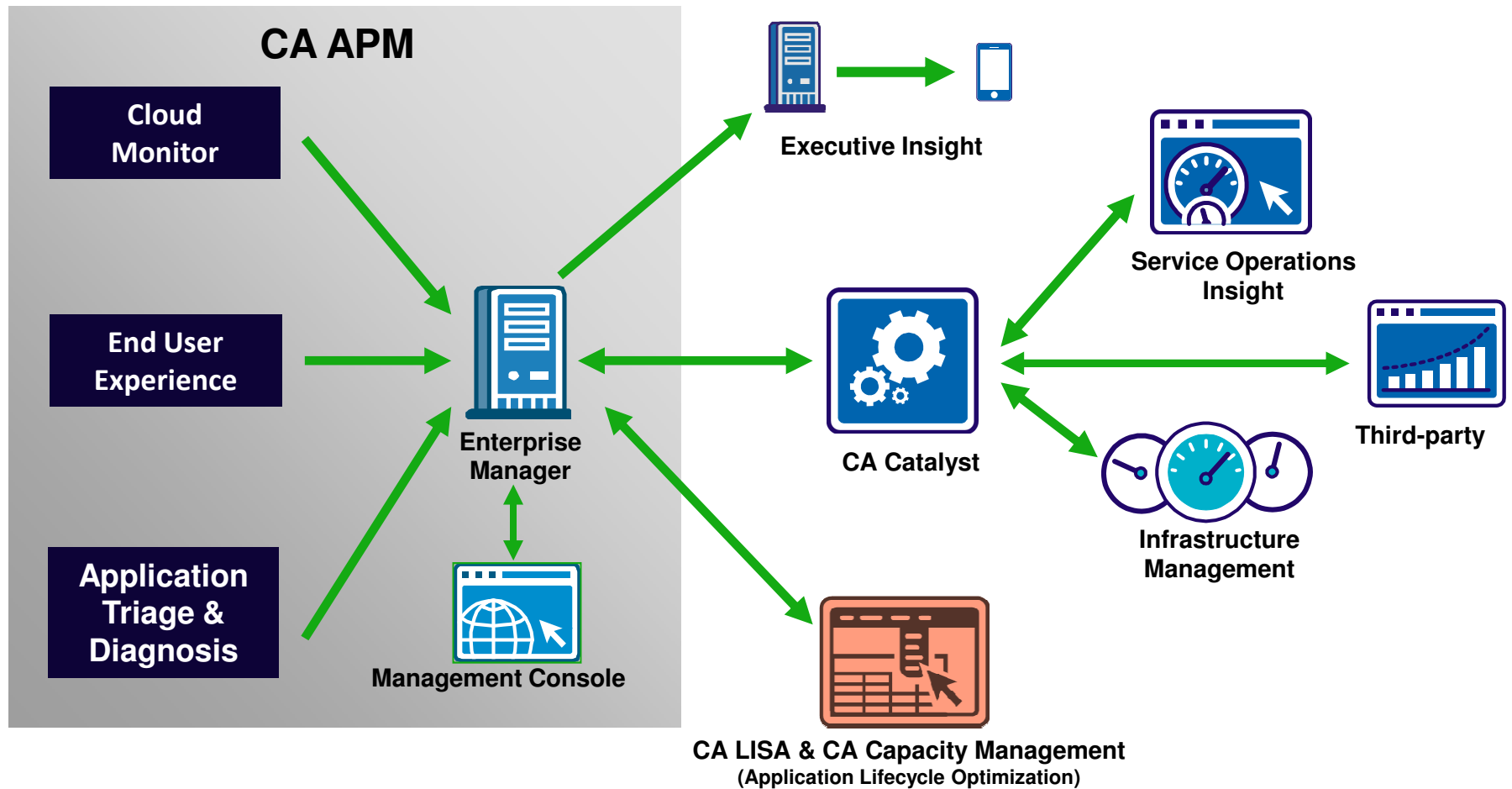
key performance indicators for executives on the go



optimizing the application lifecycle with solutions from CA Technologies



CA APM in the Big Picture



APM Two Year Roadmap



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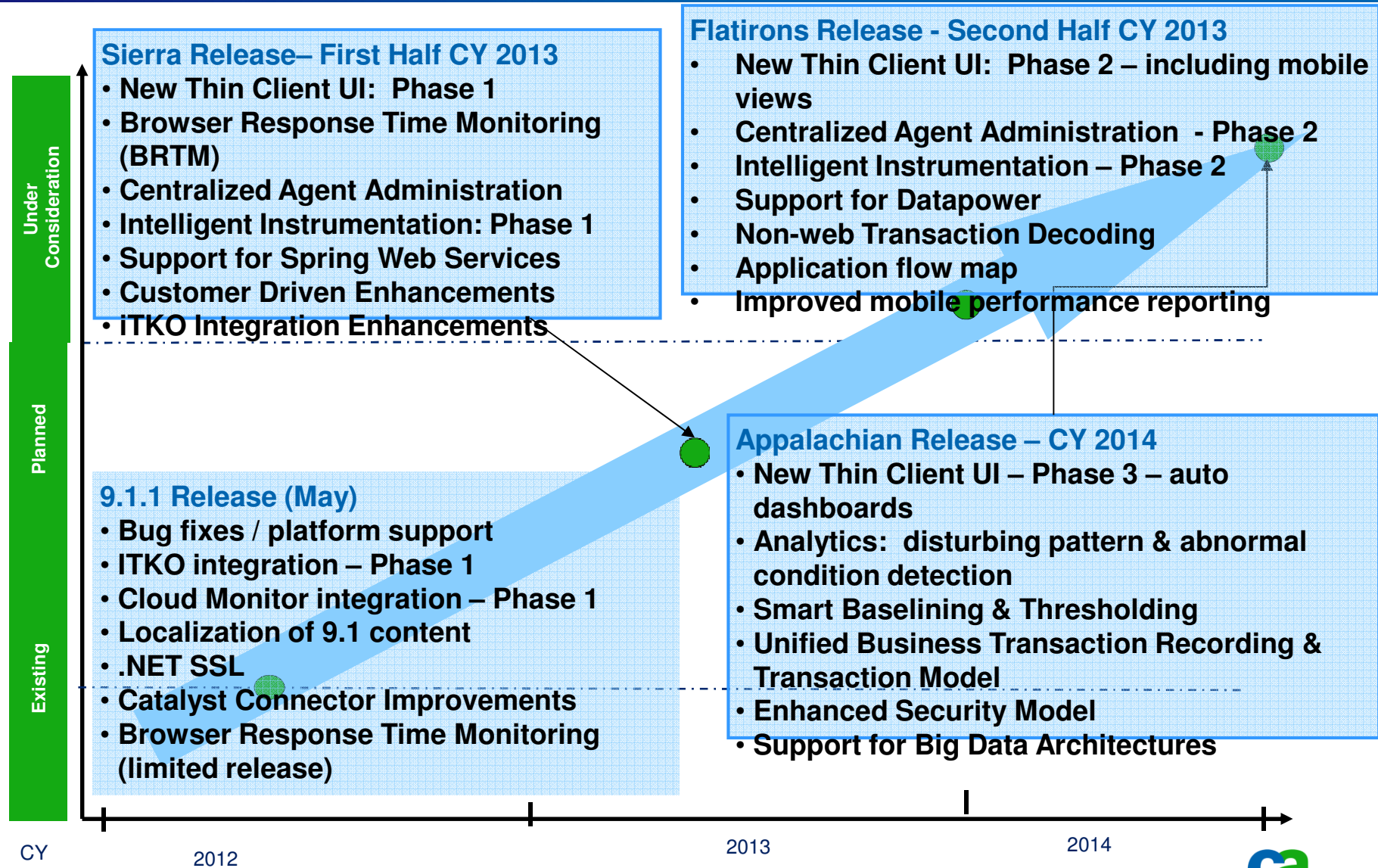
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CA Application Performance Management

product vision

Intelligent	Sophisticated analytics to mine rich APM data set to speed root cause diagnostics. Role specific workflows providing APM data in context.
Automatic	Automated dashboards, instrumentation, transaction discovery, and alert thresholds. Lower time to value and enable broader APM usage.
Flexible	Deployment (On Premise or SaaS) Consumption (Desktop or Mobile) Coverage (Cloud, Big data tech, Mobile)

Application Performance Management as of October 2012



APM Features & Functions Currently Being Considered

First Half CY 2012

- **New Thin Client UI: Phase 1:** Full transition of APM UI to a **web based client**, delivering improved monitoring and triage workflows as well as anytime anywhere access.
- **Browser Response Time Monitoring:** This planned feature will collect key “front-end” web page load **performance metrics from within the browser of real users** and integrate them with “backend” application performance as monitored by APM within the data center.
- **Centralized Agent Administration:** Planned to deliver a **centralized facility to deploy, configure and upgrade APM agents**, dramatically reducing administration costs and facilitating enterprise-wide rollouts.
- **Intelligent Instrumentation: Phase 1:** This feature is expected to provide **rapid root cause diagnostic capabilities with minimum configuration**. Users will gain full visibility into an application’s code execution path, even with zero manual configuration.□
- **Support for Spring:** Expected **out-of-the box support** for Spring Web Services
- **Customer Driven Enhancements:** Plan to partner directly with select customers to drive enhancements into the product
- **Integration with ITKO:** Expected to improve sophistication of “production data mining” integration between APM & ITKO

APM Features & Functions Currently Being Considered

Second Half CY 2012

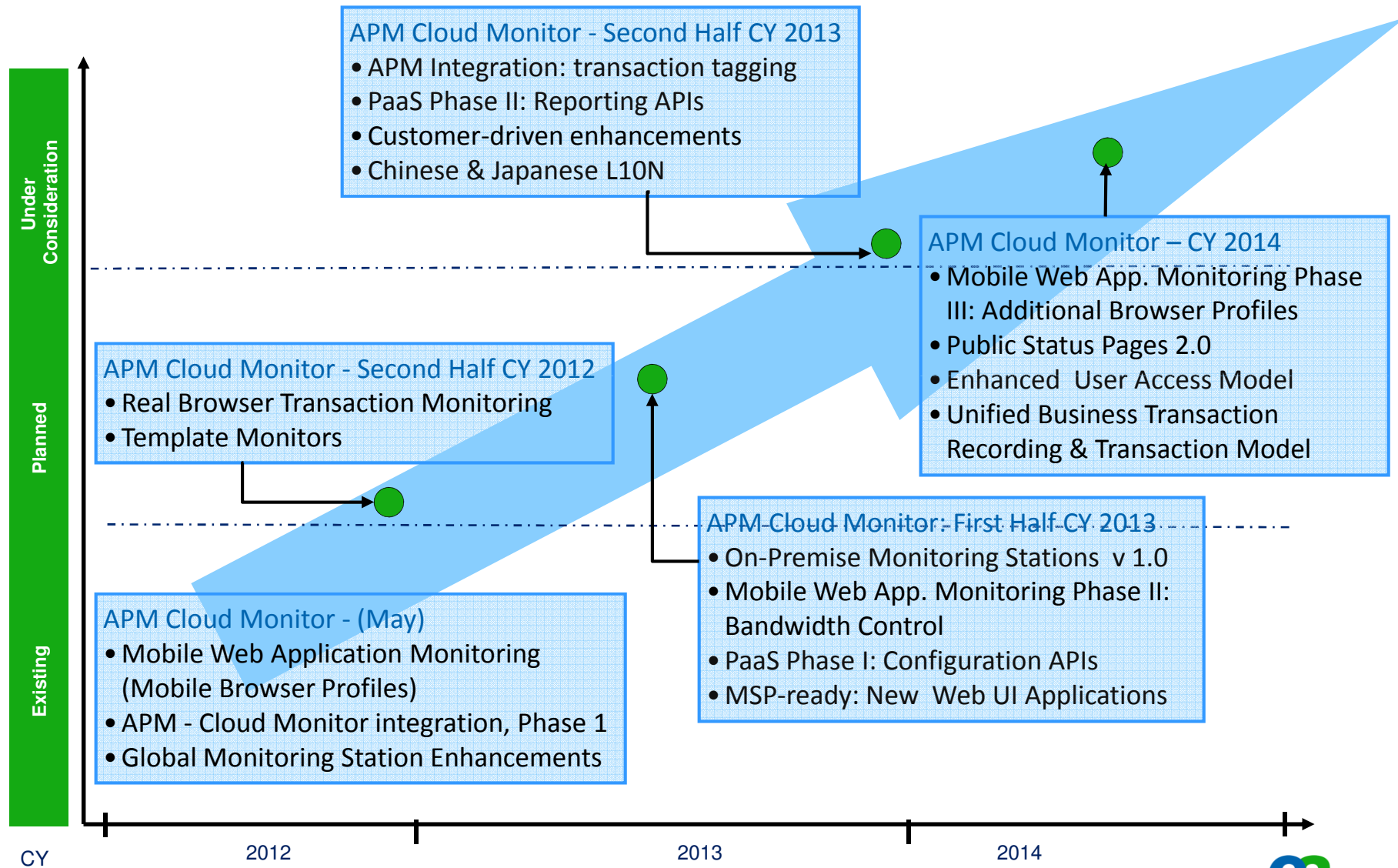
- **New Thin Client UI: Phase 2:** Full transition of APM UI to a web based client, delivering improved monitoring and triage workflows as well as anytime anywhere access. Also expecting mobile first views of APM information.
- **Intelligent Instrumentation: Phase 2:** This feature allows APM agents to intelligently strike a balance between visibility and overhead to enable optimal production monitoring, rapid application triage and diagnosis activities. Transaction patterns and performance characteristics will be analyzed to drive dynamic instrumentation rules.
- **Central Agent Management: Phase 2:** Phase 2: Expected to facilitate mass agent installs & upgrades from a UI, enabling much more rapid deployments and upgrades in large environments
- **Non-Web Transaction Decoding:** Expand coverage for protocol decoding for non-web transactions Oracle & MSFT SQL, Oracle Forms, and SAPgui
- **Application Flow Map:** Planned to extend map to non-web tiers via TCP level mapping
- **Improved mobile application monitoring:** Expected to include more granular end user experience reporting on Mobile device, carrier, and OS performance

APM Features & Functions Currently Being Considered

CY 2014

- **New Thin Client UI: Phase 3:** New automatic dashboard views organized around business transactions, automatically rendering performance data from a host of sources: synthetics, real users, browsers, deep app diagnostics, & network delivery statistics.
- **Analytics:** This feature is expected to detect disturbing patterns and abnormal conditions, providing proactive alerts to users that issues are occurring, and helping rapidly arrive at root cause diagnoses.
- **Smart Baseline & Thresholding:** Expected to provide intelligent, automatic alert baselining based on past application behavior & patterns
- **Unified Business Transaction Recording and Transaction Model:** This feature is expected to enable users to record business transactions once, and share that transaction and associated model throughout APM.
- **Enhanced Security Model:** Expected to provide a richer security model throughout APM, enabling fine grained access control to business transactions, applications, and specific APM features.
- **Support for Big Data architectures:** Expected to expand APM's coverage to popular "big data" infrastructure components such as Hadoop and Cassandra.

APM Cloud Monitor as of October 2012



APM Cloud Monitor Features & Functions

Existing - First Half CY 2012

- **Mobile Web Application Monitoring, (Browser Profiles):** This capability augments existing capabilities to monitor full page retrieval through mobile applications *using browser emulation* to identify performance differences in how various mobile browsers process JavaScript and CSS, load images and third-party objects, the number of parallel network connections they open, and how they render web pages.
- **Metric-Level Monitoring Integration with on-premise APM:** real-time synthetic metrics from APM Cloud Monitor can be pulled into an APM/Introscope Enterprise Manager. By this measure, an application that is monitored with APM also now has some contextual metrics as to the performance of the application, as seen from around the globe

Available as part of currently shipping APM solution.

APM Cloud Monitor Features & Functions

Second Half CY 2012

- **Real Browser Transaction Monitoring (RBTM):** Planned capability intended to provide transaction scripting that navigates browser UIs, records actions on the UI, then provides play-back as UI actions. RBTM also makes it easy for users to record this interaction, save it as a script, send it in to the Cloud Monitor dashboard and have it run and monitor their website.

This planned implementation further allows compatibility among other types of transaction recorders (webdriver format), both internal ones from other CA products that do web recording and, eventually 3rd party recorders

- **Template Monitors:** planned functionality will deliver out-of-the-box monitor formats & scripts for commonly used enterprise application packages

APM Cloud Monitor Features & Functions

First Half CY 2013

- **On-premise monitoring stations:** This planned capability is expected to deliver synthetic transaction performance visibility from an internal application users point of view by deploying Points of Presence/monitoring stations in the same location as on-premise users, behind the company firewall
- **Mobile Web Application Monitoring:** This phase II capability is planned to provide enhanced synthetic monitoring for mobile web applications and APIs by limiting bandwidth and imposing latency in order to *emulate mobile network traffic*. Mobile web application performance metrics (e.g. page load time) to reflect how performance would be evaluated in an actual mobile network
- **Platform-as-a-Service (PaaS):** This phase I capability is planned to deliver the first set in a series of well-defined APIs for customers to access the data and functions of the APM Cloud Monitor services, accelerating delivery of synthetic monitoring capabilities. **Configuration APIs** enable accounts, monitors, contacts, ... to be created, organized, updated, and deleted
- **New Web UI/Applications:** Develop & deliver new Cloud Monitor UI leveraging available platform APIs. Cloud Monitor applications to be deployable to any web server for “drop-in” accessibility from within any other Enterprise web app

APM Cloud Monitor Features & Functions

Second Half CY 2013

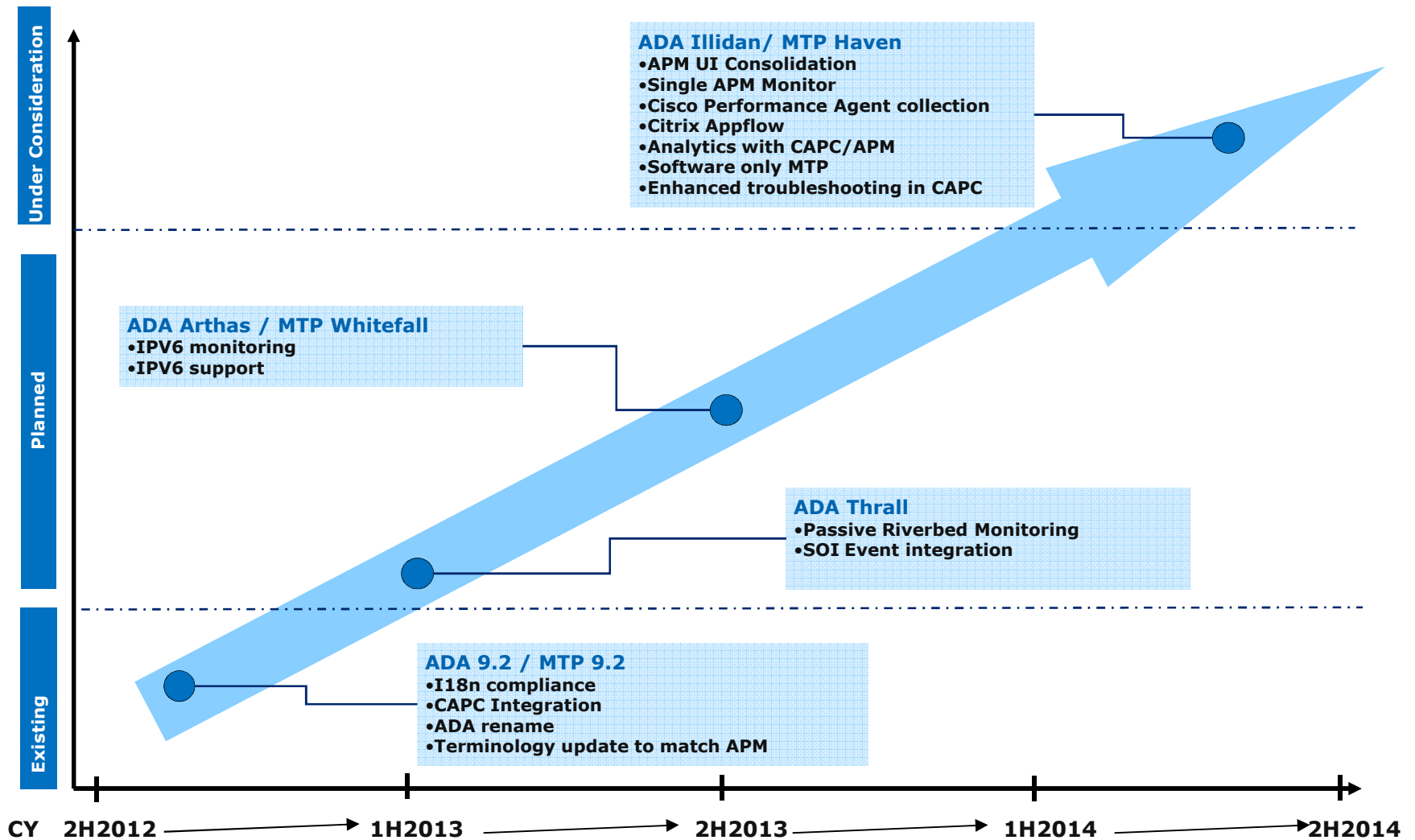
- **APM Integration (Transaction Tagging):** This capability is intended to enable APM to track and monitor synthetic transactions generated by CA Cloud Monitor. All synthetic transactions will be marked as synthetic in the APM/CEM console, allowing easy identification and use of the transactions to proactively address issues within a web site or web application
- **Platform-as-a-Service (PaaS):** This phase II capability under consideration is expected to deliver **Reporting APIs** and additional configuration APIs as the final set in a series of APIs accelerating delivery of synthetic monitoring capabilities via set of well-defined APIs. The **Reporting APIs** enable fast and scalable access to raw and aggregated data, ready for display in charts and tables and integration in third party web apps
- **Customer-Driven Enhancements:** Plan to partner directly with select customers to drive enhancements into the product
- **Simplified Chinese, Japanese Translation:** Planned capability includes review of English language items for the CA Cloud Monitor portal and underlying Configuration Management System (CMS), and translate these items into Simplified Chinese and Japanese using the same CMS. Objective is to have consistent textual content on the English version of the CA Cloud Monitor portal, and to have excellent native translations

APM Cloud Monitor Features & Functions

CY 2014

- **Mobile Web Application Monitoring:** This phase III capability under consideration is expected to introduce additional browser profiles, operating systems and capabilities to assess performance differences in how various browsers process JavaScript and CSS, how they load source code, images and third-party objects, the number of parallel network connections they open, and how they render web pages
- **Public Status Pages 2.0:** The capabilities being explored include ways to improve and extend current Public Status Page functionality with an ability to scroll back to view historical performance results & status for time periods greater than 1 week, provide a user-configurable UI /layout and self-service design upload (look and feel). The latest in charting technology & display will be considered to render existing charts better and rollout new ones
- **Enhanced User-Access Model:** Expected to provide a richer, role-based set of user controls to include more fine-grained permissions for accessing, using, and administering the monitoring service
- **Unified Business Transaction Recording and Transaction Model:** This feature is expected to enable users to record business transactions once, and share that transaction and associated model throughout APM (*see also APM Roadmap*)

Application Delivery Analysis & Multi-Port Monitor Roadmap as of October 2012



Application Delivery Analysis Features & Functions Currently Being Considered – 1st Half 2013

First Half CY 2013

- **IPV6 Monitoring:** Adding support for monitoring applications, networks and servers using IPv6 for ADA collectors and the MTP platform.
- **Multi-Tenancy support on Multi-Port Monitor:** Plan to support assigning logical ports to separate domains on the MTP platform. Will allow service providers to use a single MTP to monitor multiple customers.
- **URL Monitoring on MTP:** Add support for URL monitoring and XFF to MTP.

Sierra Release Preview

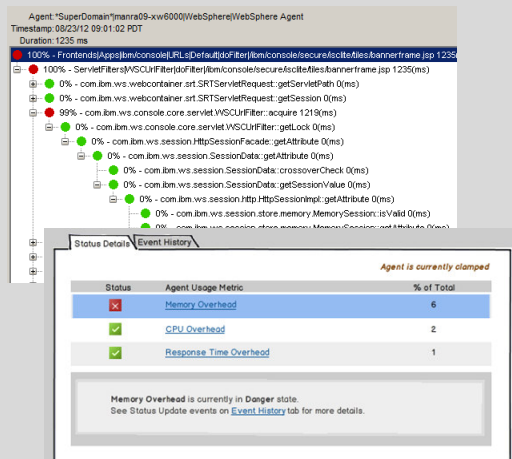


sierra agent improvements

Instrumentation improvements

1 Deep diagnostics with zero configuration

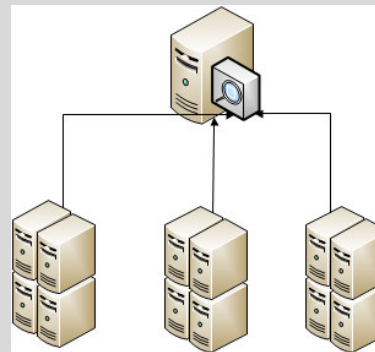
2 Agent self monitoring



Customer Enhancements

3 Remote JMX agent

4 .NET enhancements



Broaden Coverage

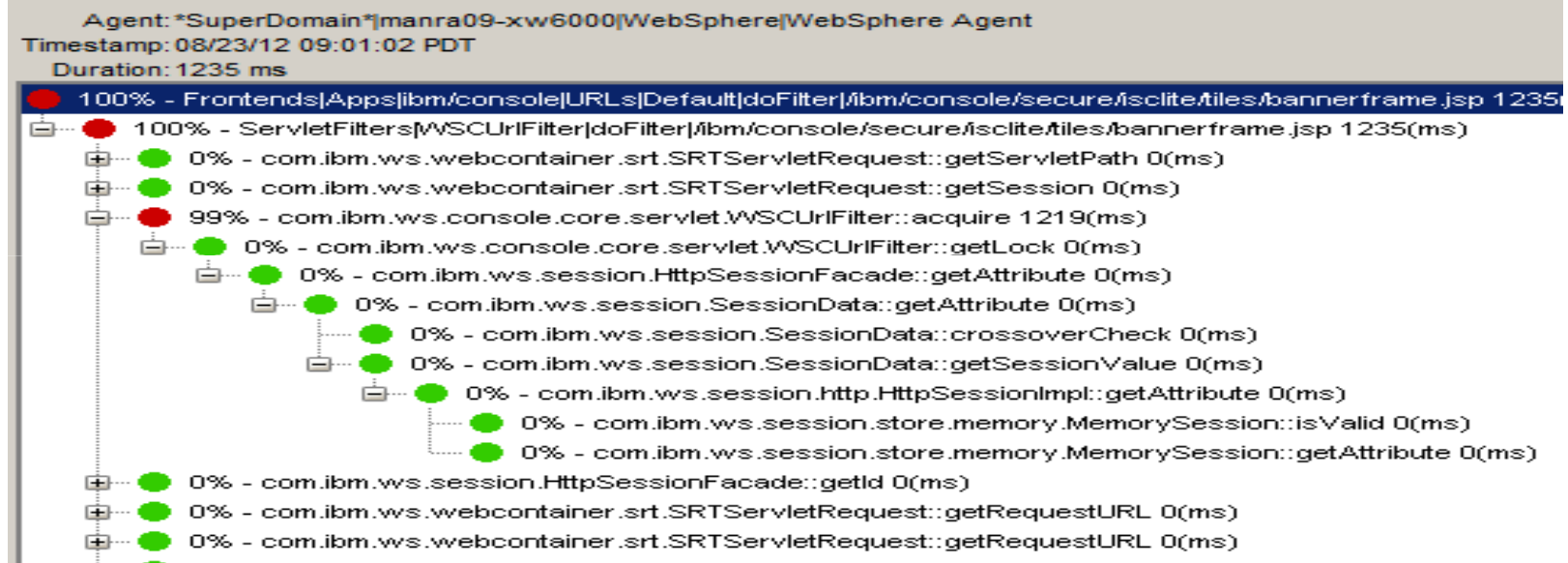
5 Java 7

6 Spring Web Services

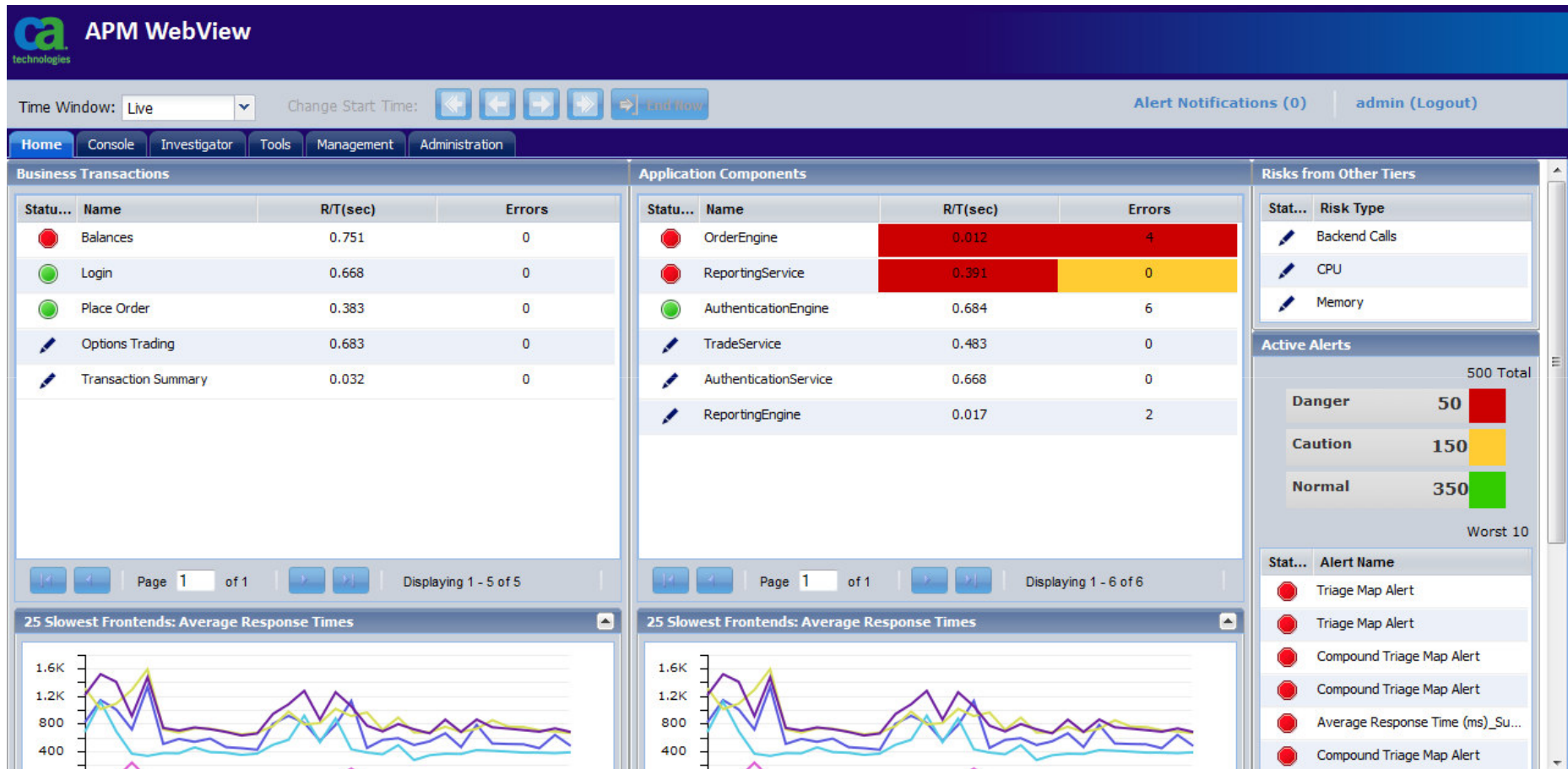
7 Triage Map coverage for extensions

Intelligent Instrumentation – Phase 1

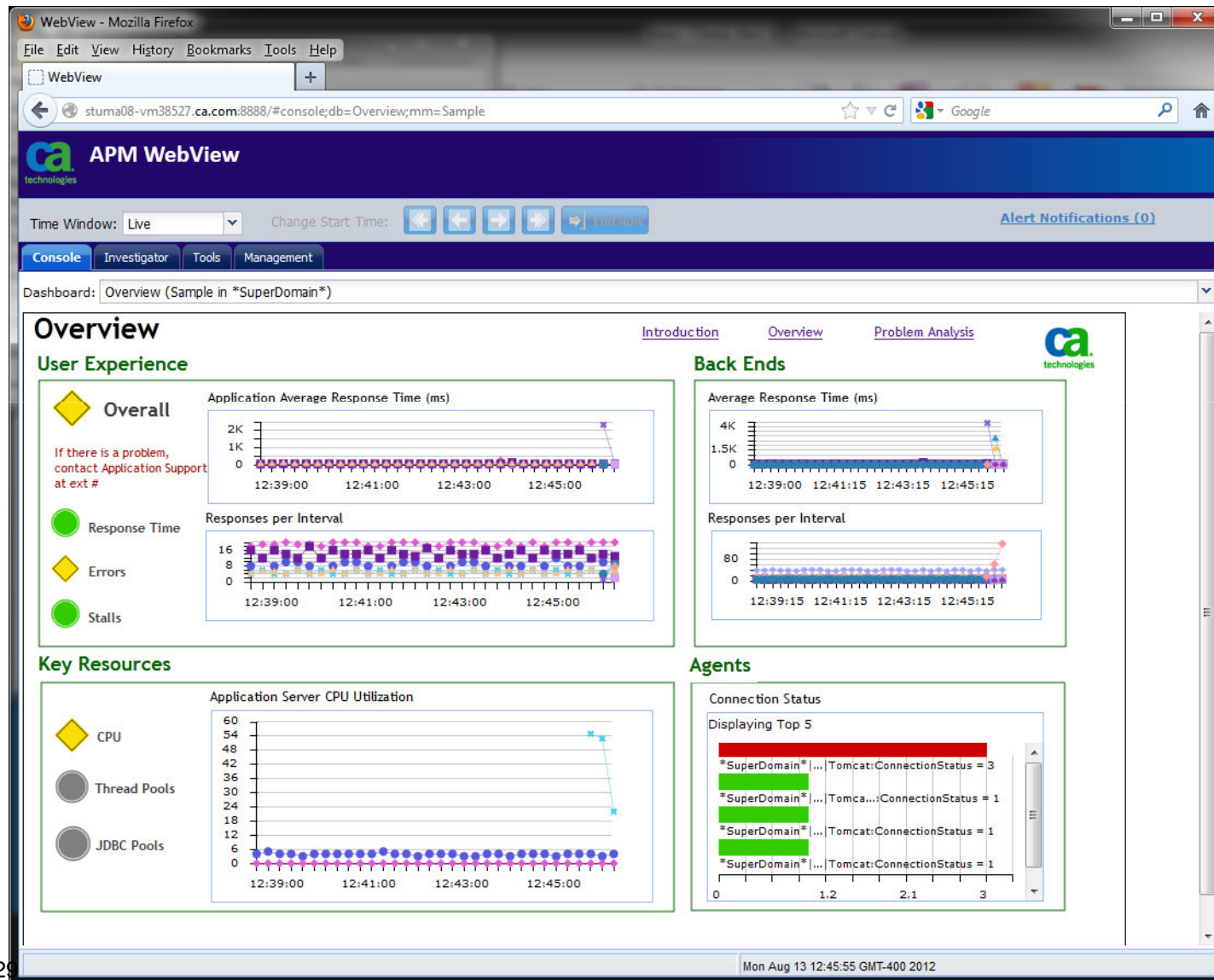
Deep Diagnostics with Zero Configuration



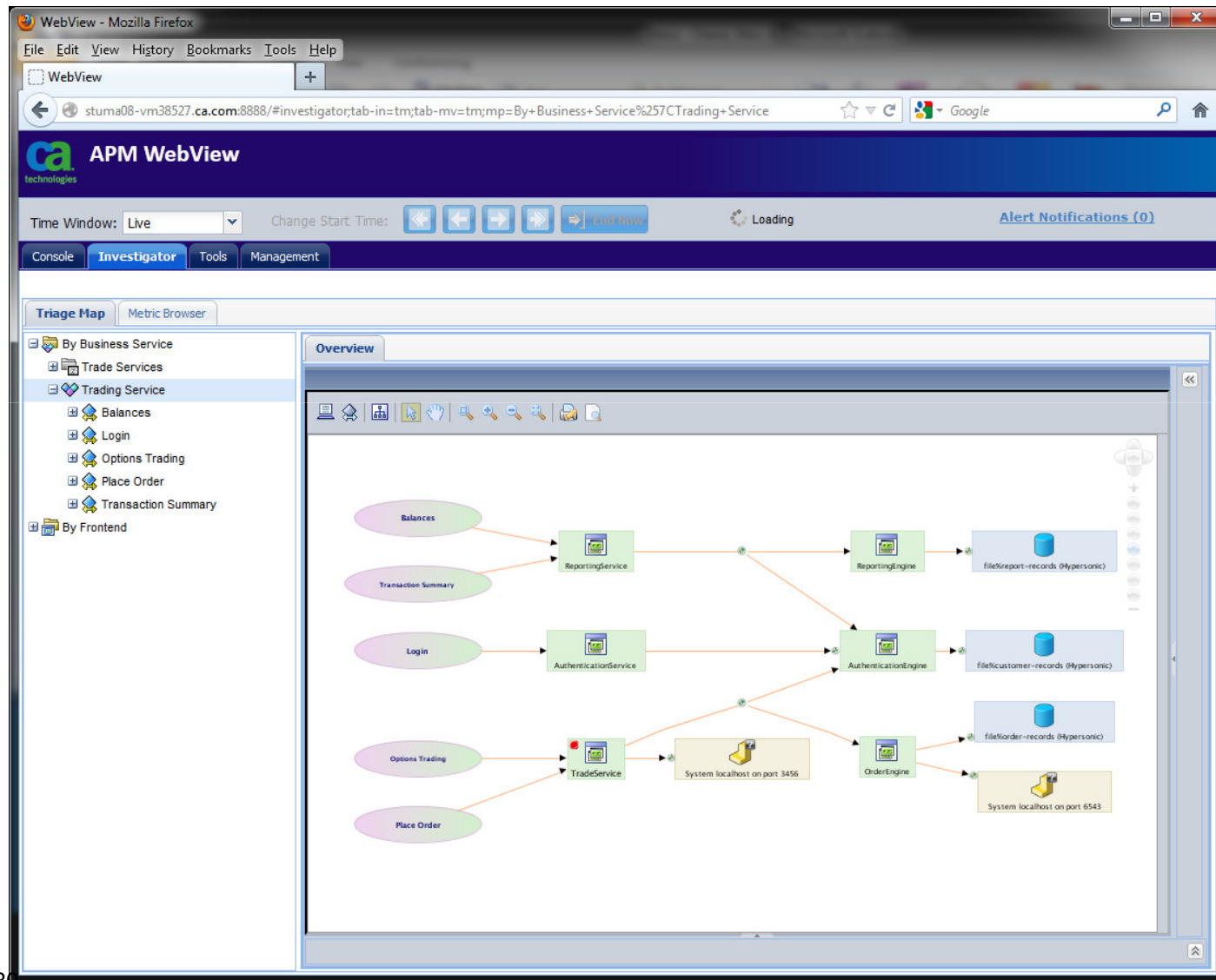
New WebView UI: Home Page – Automated Dashboard



New WebView UI: Native Dashboards



New WebView UI: Application Triage Map



New WebView UI: Transaction Tracing

The screenshot displays the APM WebView interface in a Mozilla Firefox browser window. The address bar shows the URL `stuma08-vm38527.ca.com:8888/#tools;tab-to=tt`. The interface includes a navigation bar with tabs for Console, Investigator, Tools, and Management. The Tools tab is active, showing the Transaction Tracer. The Transaction Trace List table contains the following data:

Type	Domain	Host	Process	Agent	Timestamp	Duration	Description	UserID
T	test	stuma08-VM43360	Tomcat	Tomcat	2012 Aug 13 13:31:29	72	/TradeService/TradeOptions	
T	test	stuma08-VM43360	Tomcat	Tomcat	2012 Aug 13 13:31:27	71	/TradeService/PlaceOrder	
T	test	stuma08-VM32337	Tomcat	Tomcat	2012 Aug 13 13:31:28	67	/TradeService/PlaceOrder	
T	test	stuma08-VM32337	Tomcat	Tomcat	2012 Aug 13 13:31:30	66	/TradeService/PlaceOrder	

Below the table, the Trace View is selected, showing a detailed view of a transaction. The transaction details include:

- Agent: test|stuma08-VM43360|Tomcat|Tomcat
- Timestamp: 2012 Aug 13 13:31:29
- Duration: 72 ms

The transaction is visualized as a horizontal bar chart with a timeline from 0 to 70 milliseconds. The chart shows the following components:

- Business Segment|Trading Service|Options Trading|Check Options (72 ms)
- Frontends|Apps|TradeService|URLs|Default (72 ms)
- Servlets|TradeOptions (72 ms)

The Component Details section at the bottom provides further information:

- Identification
- Type: Servlets
- Name: TradeOptions
- Path: Servlets|TradeOptions

The status bar at the bottom indicates "Traced 44 transactions: exceeding 5 milliseconds" and "Active Tracing ended".

Browser Response Time Monitor Metrics

Page Load Complete Time – (loadEventStart time - navigationStart time) True End User Experience Time, time from when the user clicks on a URL until the time when the page is ready to be displayed to the user

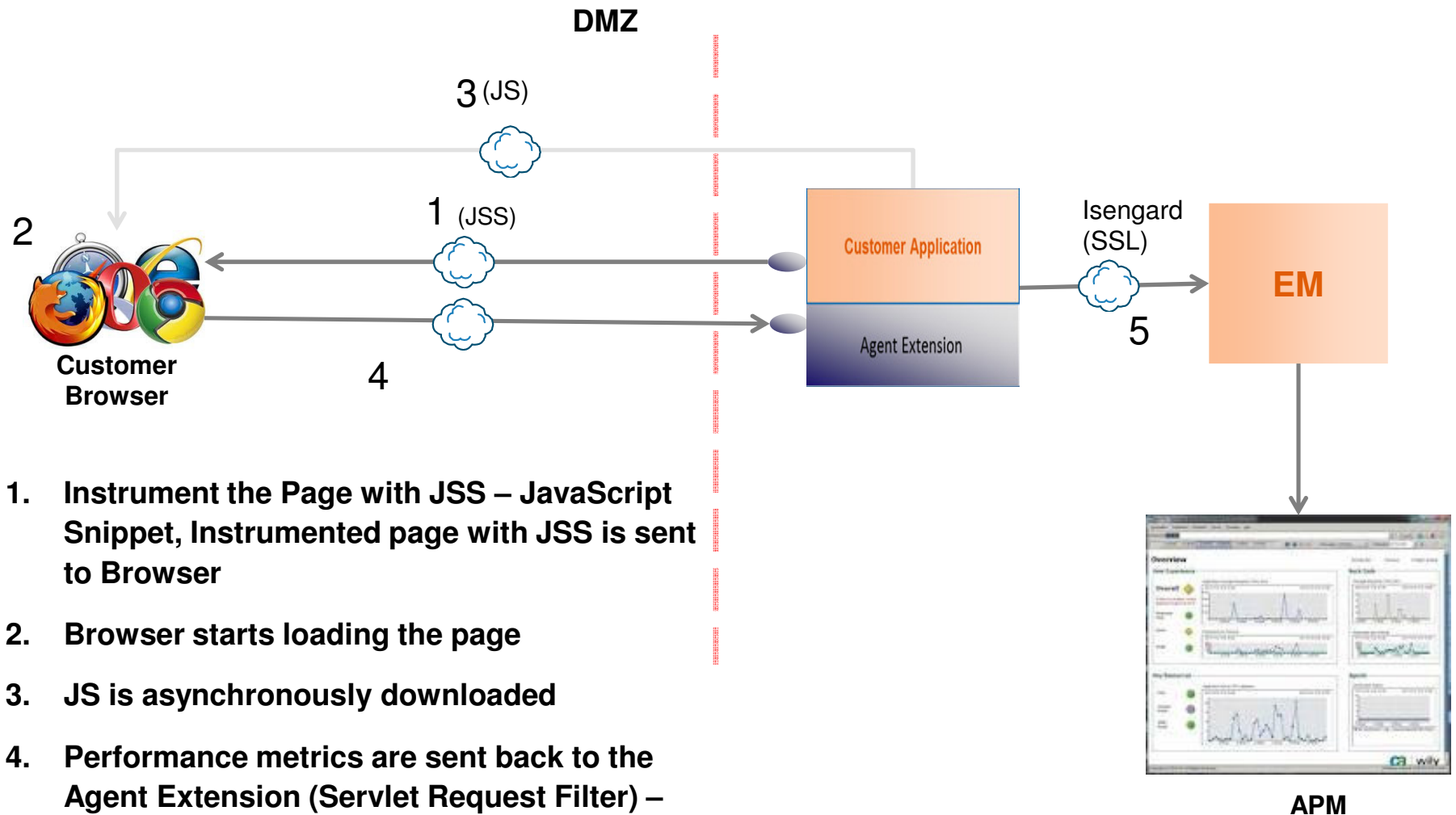
Browser Render Time – (loadEventStart time – domLoading time) This represents the time spent by the browser to parse the page, load Java scripts and components.

Page Round Trip Time – (responseEnd time – requestStart time) This represents the time when the browser first requests the page until the entire response is received. This metric in conjunction with the Introscope agent application timings will provide the ability to determine browser network time.

Previous Page Unload Time – (unloadEnd time - navigationStart time) If there was no previous page to unload then no value will be accumulated.

DOM Construction Time – (domContentLoaded time - navigationStart time) This is when the DOM is constructed but not when all page components have been retrieved.

Browser Response Time Monitor Architecture



5. Metrics sent to EM via an agent (SSL)

Centralized Agent Management Charter

1. Monitor Agent Health

“As an APM Administrator, I should be able to recognize poorly performing Agents from a Centralized Admin UI. I need to know if anything under my control could be harming the business-critical applications.”

2. Remote Agent Configuration

“As an APM Administrator, I should be able to configure an Agent’s properties remotely from a Centralized Admin UI. I need to balance application visibility with the impact of APM on the business-critical applications.”

3. Upgrade Existing Agents

“As an APM Administrator, I require a simple mechanism to remotely perform in-place upgrades of my existing APM Agents.”

Agent Monitor -- Find the agent

CA APM WebView

Time Window: Live Change Start Time: [Icons] End Now Alert Notifications (0) admin (Logout) Help

Home Console Investigator Tools Management Administration

Agents

Filter agents by: Name Search

Status	Domain	Host Name	Agent ID	Last Modified	Result
	SuperDomain	THUSA01-W7	WebSphere Agent		
	SuperDomain	THUSA01-W7	Tomcat		

Agent Actions Agent Settings

Status Configuration Instrumentation

Status information for WebSphere Agent on THUSA01-W7 :

Status Details Event History

Status	Agent Usage Metric	% of Total
	CPU Overhead	100
	Memory Overhead	-
	Response Time Overhead	0

CPU Overhead is currently in No Data state.
See Status Update events on [Event History](#) tab for more details

Search and Sort to find the agents of interest.

Agent Monitor -- Agent Status

The screenshot displays the APM WebView interface. At the top, the 'ca technologies' logo and 'APM WebView' title are visible. Below this, a navigation bar includes links for Home, Console, Investigator, Tools, Management, and Administration. The 'Agents' section is active, showing a table of agents. A red circle highlights the '*SuperDomain*' entry in the 'Domain' column, with a blue arrow pointing to a text box that reads 'Toggle between Status Summary and Individual Agent Status'. The table lists two agents: 'WebSphere Agent' and 'Tomcat', both associated with 'THUSA01-W7'. To the right, the 'Agent Status Summary' panel shows a total of 2 agents and a breakdown of their status: 1 Danger (red), 0 Caution (yellow), 1 Normal (green), and 0 Turned Off / Disconnected (grey).

Time Window: Live Change Start Time: [Icons] End Now Alert Notifications (0) admin (Logout) Hel

Home Console Investigator Tools Management Administration

Agents

Filter agents by: Name Search [Input] [Icon]

Agent Actions Agent Settings

Status	Domain	Host Name	Agent ID	Last Modified	Result
[Red Circle]	*SuperDomain*	THUSA01-W7	WebSphere Agent		
[Green Circle]	*SuperDomain*	THUSA01-W7	Tomcat		

Agent Status Summary 2 total agents

Danger 1 [Red Bar]

Caution 0 [Yellow Bar]

Normal 1 [Green Bar]

Turned Off / Disconnected 0 [Grey Bar]

Toggle between Status Summary and Individual Agent Status

Agent Monitor -- Status Details

CA APM WebView

Time Window: **Live** | Change Start Time: [Buttons] | End Now | Alert Notifications (0) | admin (Logout) | Help

Home | Console | Investigator | Tools | Management | **Administration**

Agents

Filter agents by: Name Search [Input] [Icon] | Agent Actions | Agent Settings

Status	Domain	Host Name	Agent ID	Last Modified	Result
	SuperDomain	THUSA01-W7	WebSphere Agent		
	SuperDomain	THUSA01-W7	Tomcat		

Status information for WebSphere Agent on THUSA01-W7 :

Status Details | Event History

Status	Agent Usage Metric	% of Total
	CPU Overhead	90
	Memory Overhead	-
	Response Time Overhead	0

CPU Overhead is currently in **No Data** state.
See Status Update events on [Event History](#) tab for more details

Status Details shows the Overhead metrics for the chosen agent.

Agent Monitor -- Event History

APM WebView

Time Window: **Live** Change Start Time: [Buttons] End Now Alert Notifications (0) admin (Logout) Help

Home Console Investigator Tools Management **Administration**

Agents

Filter agents by: Name Search [Input] [Icon]

Agent Actions Agent Settings

Status	Domain	Host Name	Agent ID	Last Modified	Result
	SuperDomain	THUSA01-W7	WebSphere Agent		
	SuperDomain	THUSA01-W7	Tomcat		

Status information for WebSphere Agent on THUSA01-W7 :

Status Detail **Event History**

Select an event to view the details below.

Time	Event Type	Description
Oct 4 2:54:45 AM	Agent Health	
Oct 4 2:58:00 AM	Agent Health	CPU Overhead is in Danger.
Oct 4 3:01:15 AM	Agent Health	
Oct 4 3:32:15 AM	Agent Health	CPU Overhead is in Danger.
Oct 4 3:33:45 AM	Agent Health	
Oct 4 3:36:15 AM	Agent Health	
Oct 4 3:36:30 AM	Agent Health	CPU Overhead is in Danger.
Oct 4 3:38:15 AM	Agent Health	
Oct 4 3:42:15 AM	Agent Health	CPU Overhead is in Danger.
Oct 4 3:43:30 AM	Agent Health	
Oct 4 3:45:45 AM	Agent Health	CPU Overhead is in Danger.
Oct 4 3:51:00 AM	Agent Health	
Oct 4 3:51:30 AM	Agent Health	CPU Overhead is in Danger.
Oct 4 3:52:45 AM	Agent Health	
Oct 4 3:54:45 AM	Agent Health	CPU Overhead is in Danger.

Event History shows the Agent Events for the chosen agent. This agent has been cycling between Normal and High CPU Overhead.

Agent Toggle -- Edit Agent Properties

The screenshot displays the APM WebView interface. The top navigation bar includes the 'ca technologies' logo, 'APM WebView', and a 'Time Window' set to 'Live'. The 'Administration' tab is selected, showing a list of agents. The 'Configuration' tab for the 'WebSphere Agent on THUSA01-W7' is active. A table lists various properties, with 'logskippedclasses.enabled' highlighted. A blue callout box points to the 'false' value in this property's dropdown menu.

Agents Table:

Status	Domain	Host Name	Agent ID	Last Modified	Result
●	*SuperDomain*	THUSA01-W7	WebSphere Agent		
●	*SuperDomain*	THUSA01-W7	Tomcat		

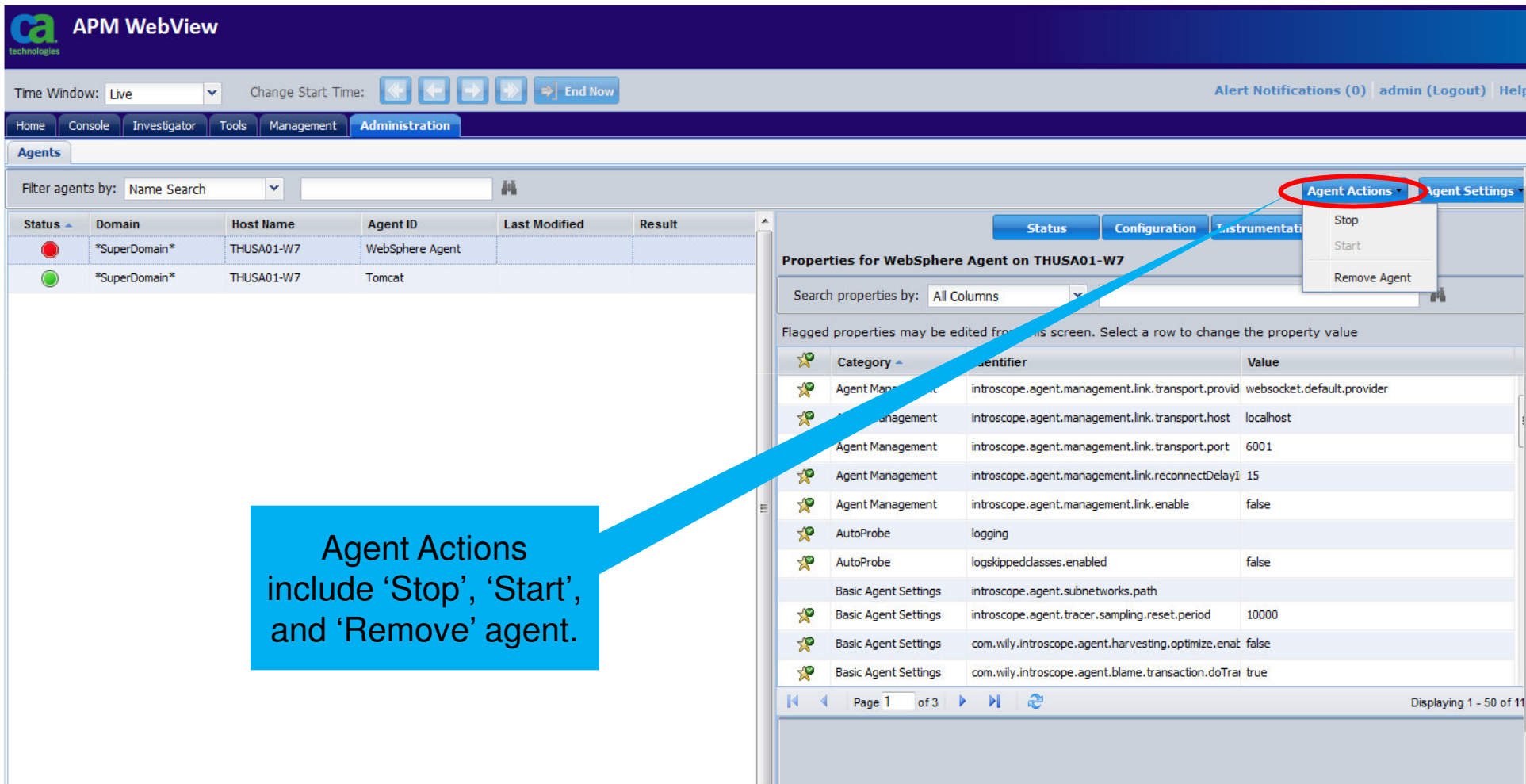
Properties for WebSphere Agent on THUSA01-W7

Category	Identifier	Value
Agent Management	introscope.agent.management.link.transport.provider	websocket.default.provider
Agent Management	introscope.agent.management.link.transport.host	localhost
Agent Management	introscope.agent.management.link.transport.port	6001
Agent Management	introscope.agent.management.link.reconnectDelayI	15
Agent Management	introscope.agent.management.link.enable	false
AutoProbe	logging	
AutoProbe	logskippedclasses.enabled	false
	introscope.agent.subnetworks.path	
Basic Agent Settings	introscope.agent.tracer.sampling.reset.period	10000
Basic Agent Settings	com.wily.introscope.agent.harvesting.optimize.enab	false
Basic Agent Settings	com.wily.introscope.agent.blame.transaction.doTrai	true

Property Name: introscope.autoprobe.logskippedclasses.enabled
Current Value: false

The Configuration Tab allows edits to dynamic agent properties.

Agent Toggle -- Actions



APM WebView

Time Window: Live Change Start Time: [Icons] End Now

Alert Notifications (0) admin (Logout) Help

Home Console Investigator Tools Management Administration

Agents

Filter agents by: Name Search

Status	Domain	Host Name	Agent ID	Last Modified	Result
●	*SuperDomain*	THUSA01-W7	WebSphere Agent		
●	*SuperDomain*	THUSA01-W7	Tomcat		

Agent Actions

- Stop
- Start
- Remove Agent

Properties for WebSphere Agent on THUSA01-W7

Search properties by: All Columns

Flagged properties may be edited from this screen. Select a row to change the property value

Category	Identifier	Value
Agent Management	introscope.agent.management.link.transport.provider	websocket.default.provider
Agent Management	introscope.agent.management.link.transport.host	localhost
Agent Management	introscope.agent.management.link.transport.port	6001
Agent Management	introscope.agent.management.link.reconnectDelayI	15
Agent Management	introscope.agent.management.link.enable	false
AutoProbe	logging	
AutoProbe	logskippedclasses.enabled	false
Basic Agent Settings	introscope.agent.subnetworks.path	
Basic Agent Settings	introscope.agent.tracer.sampling.reset.period	10000
Basic Agent Settings	com.wily.introscope.agent.harvesting.optimize.enab	false
Basic Agent Settings	com.wily.introscope.agent.blame.transaction.doTrai	true

Page 1 of 3

Displaying 1 - 50 of 11

Agent Actions include 'Stop', 'Start', and 'Remove' agent.

Control: Monitor – Toggle - Monitor

The screenshot shows the CA APM WebView interface. The top navigation bar includes the CA logo, 'APM WebView', and a 'Time Window' dropdown set to 'Live'. Below this is a toolbar with navigation icons and an 'End Now' button. The main navigation menu includes 'Home', 'Console', 'Investigator', 'Tools', 'Management', and 'Administration'. The 'Agents' section is active, showing a list of agents with columns for Status, Domain, Host Name, Agent ID, Last Modified, and Result. Two agents are listed: 'WebSphere Agent' and 'Tomcat', both with a green status icon. To the right, the 'Status' tab is selected for the 'WebSphere Agent' on host 'THUSA01-W7'. The 'Status Details' sub-tab is circled in red, and a blue callout box points to it with the text: 'Following any property changes, return to Status Details to see the impact of the changes.' The 'Status Details' view shows a table of agent usage metrics: CPU Overhead (0), Memory Overhead (-), and Response Time Overhead (0). Below the table, a message states: 'CPU Overhead is currently in No Data state. See Status Update events on Event History tab for more details.'

Following any property changes, return to Status Details to see the impact of the changes.

Sierra CEM improvements

CEM administration

- 1 Software-only TIM
- 2 Define maintenance windows
- 3 TIM-TESS backward compatibility
- 4 Configurable TIM ports

Functional improvements

- 5 Reporting by geo-location
- 6 TIM parallelization
- 7 TIM-TESS data compression
- 8 CEM export tool enhancements

Customer enhancements

- 9 Incident management settings
- 10 Multiple character encoding formats
- 11 Incident closure privilege
- 12 Service desk incident closure

APM Communities



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Become a CA Champion



Join the conversation
around both technical and
business topics with CA
Communities



Share ideas, tips, information
and insights among peers
and technical experts

Improve Your Results

- Maximize benefits received from CA technology
- Maximize value by learning from others
- Improve effectiveness of staff and time to resolution
- Provide feedback on technology and releases
- Both online and face to face peer networking

Community Benefits

- Best practices, use cases and insight
- Product training and peer to peer knowledge sharing
- Self help and community based issue resolution
- Voice your business requirements and be heard
- Virtual and Regional User Group forums

CA Communities

How can I get involved with the Communities?

CA Global Communities

- Social networking platform that allows online conversations 24x7
- Find resources on CA APM/Wily and CA APM Cloud Monitor
- Interact virtually via webcasts, message boards, blogs and chat
- Start by joining the CA Wily/APM Global User Community and subscribe to a message board

Regional User Groups

- Face to face meetings in your local area
- Share knowledge and experiences with customers and CA employees
- Join the regional group of your choice and attend a meeting
- Regional groups are listed underneath the global community

How to Join

- Login communities.ca.com, click communities, +view all/join communities...
- Join the CA Wily/APM Global User Community
- Click Message Board in the navigation bar
- Click the Action button to the right of the category
- Click Subscribe

+ Join Community

Actions

✓ Subscribe

Sierra Customer Validation Program

- **Follow along our Agile Process:**
 - View “End of Sprint” Demos every 5-6 weeks
 - Provide feedback early in the development cycle
 - Get connected with specific feature development teams
- **Available on CA Support online**
 - Access to Private Community with message board, release documents, & end of sprint recordings.
 - **Register Now!!:** <http://supportconnectw.ca.com/cso/closed-betas/apmsierra/apmsierrabeta.asp>

Enhancements Voting – Top 10 Features Requested by Customers (176 voters)

Enhancements	Average \$\$ Spent	# of Investors	% of Investors
Centralized Agent Administration	2207	117	67%
Intelligent Instrumentation	2092	112	64%
Business KPI Reporting	1486	85	49%
Smart Alerting Heuristics	1274	62	36%
Flexible Reporting Framework	1012	73	42%
Expanded Web Application Protocol Coverage	980	91	52%
Improved transaction tracing and triage to the database	869	70	40%
Unified EM Administration	867	71	41%
Support for Long Running Transactions	855	71	41%
Non-web transaction monitoring	796	59	34%
Updated UI	787	55	32%
Advanced analytics for end user transaction quality	778	67	39%
Support for Spring and Datapower	775	54	31%
Client Side Rendering Times	710	50	29%
QA / Testing Features	452	43	25%
Improved Domain Security Model	405	44	25%
Cloud/Hosted APM Offering	268	34	20%
Akamai Integration	145	21	12%

Merci!

scott.williamson@ca.com

What's New in APM 9.1.1

what's new in APM 9.1.1

Integrations

1 CA APM Cloud Monitor
(metric-level integration)

2 CA LISA
(closed-loop integration,
plus synthetic user ident)

3 APM-CAPC integration

Enhancements

4 TIM Web pages protect
option

5 CA APM-EEM integration
in FIPS mode

6 New API to integrate CA
APM and CA Siteminder

7 .NET agent to EM
communication over
HTTP/HTTPS

8 SQL agent support for
Oracle RAC DB

Broaden Coverage for Platforms

9 Inclusion of all supported
platforms for APM 9.0.8

10 Jboss 6 & 7, Tomcat 7,
(support for Java 7 apps)

11 BPM 7.5 (WPS metrics)

12

Localization (Korean & Docs for Chinese, Japanese)

13

Customer / Sustaining & Internal Fixes

other enhancements

- Cross Process Transaction Tracing between Java and CTG
 - Ability to trace transactions to the Mainframe via CTG.
- .NET agent communication to EM over HTTP/HTTPS
- Synthetic transaction identification
- Enhanced Introscope SQL agent
 - Reporting metrics for SQL queries on Oracle RAC DB
- Higher historical metric limit
 - `introscope.enterprisemanager.metrics.historical.limit`. It is default set to 1200000, but can be increased to 5M.

APM 9.1.2 (CY 2012)

APM 9.1.2 Enhancements

- Support IBM JVM for WebServer extension on AIX
- Weblogic Server 12c (1.6 and 1.7 JVMs)
- SQL agent for Oracle DB 11g 2
- SQL agent for MS SQL Server 2012
- Tibco Enterprise Message Service 6.1
- Webmethods 8.2.2 with IBM JRE on AIX
- Tibco Business Works 5.9.3
- Oracle DB 11g R2 with RAC option as APM DB
- IBM Message Broker 8.1
- IBM MQ 7.1
- Oracle Service Bus 11.1.1.5
- Support for Oracle DB 11g R2
- IBM WAS 8.5 (Core agent support with 1.6JVM)