

APM 9 overview

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agenda

- Service Assurance Context
- New Features
- Architecture
- APM 9 Training

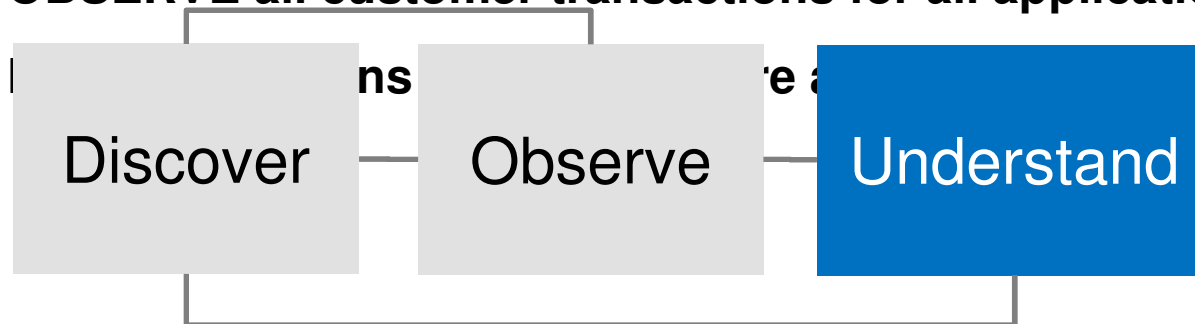
service assurance

Service Assurance is the IT practice of ensuring optimized business

service performance across any rapidly-changing environment

Service Assurance requires:

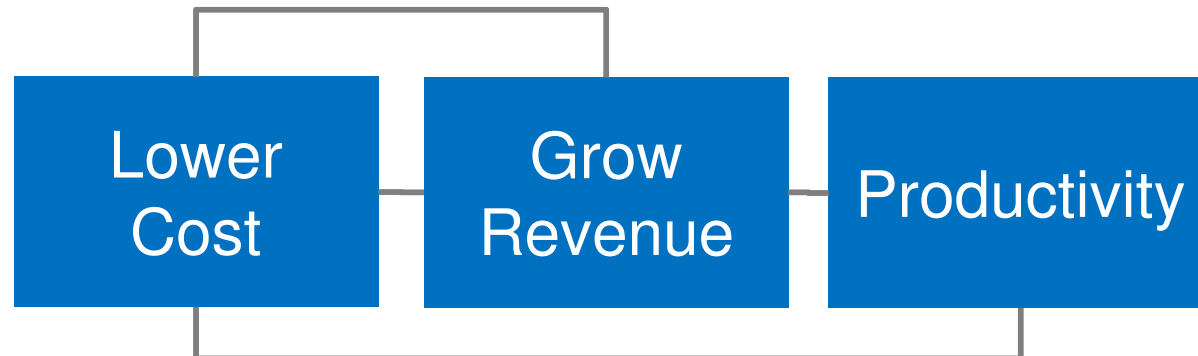
1. Ability to **DISCOVER** the entire infrastructure and maintain dynamic service model across a constantly changing infrastructure
2. Ability to **OBSERVE** all customer transactions for all application types
3. Ability to **UNDERSTAND** business services



business case for CA Service Assurance

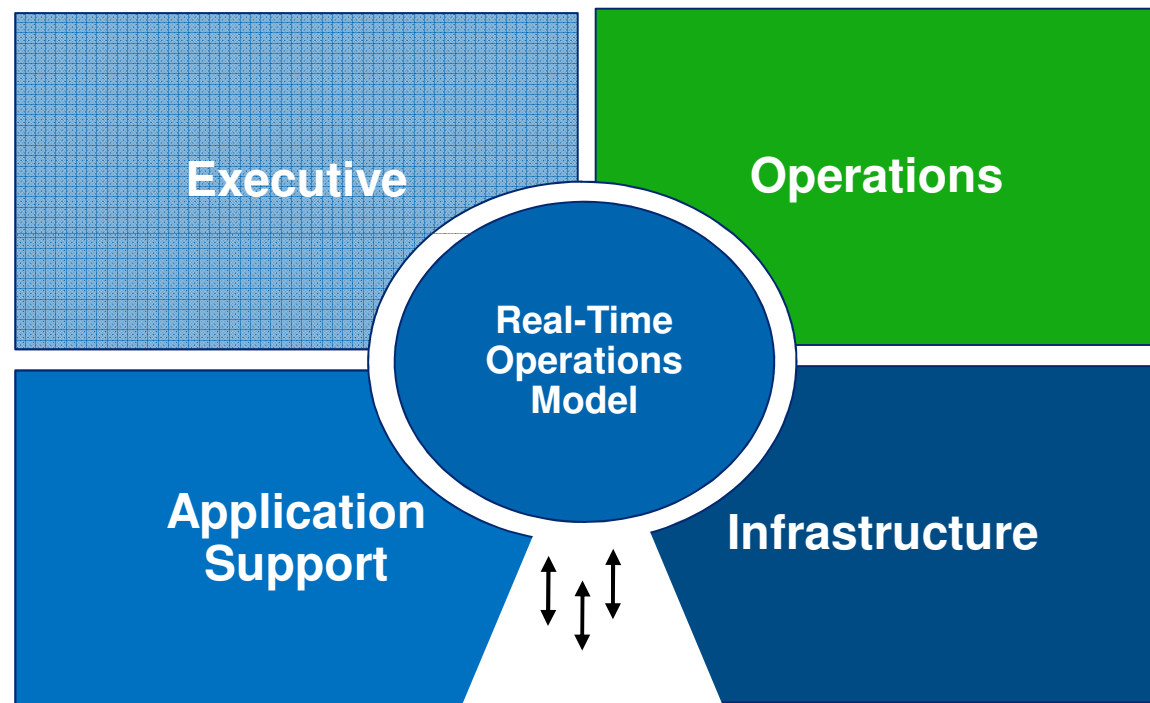
CA Service Assurance experience will ...

1. Lower the cost to manage the IT Infrastructure supporting your most important Business Applications
2. Assure that All users for All applications have the best experience – “*Keep them coming back for more*”
3. Focus resources on highest value functions – have confidence to deploy applications faster – solve problems quickly



our strategy

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

our themes

—Build upon Core Competence:

- CA has a market-leading portfolio of highly capable products that together enable service assurance

—Application to Infrastructure Linkage:

- Use our transaction aware Unified Service Model to link user experience to the infrastructure

—Infrastructure to Application Linkage:

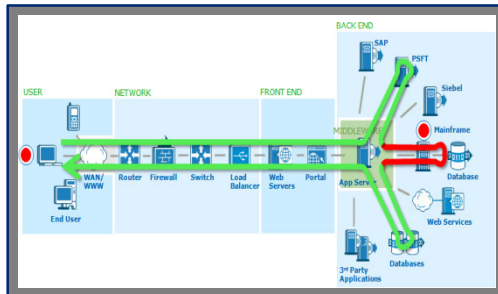
- Use our Transaction aware Unified Service Model to link infrastructure to transactions (the apps)

—Simple Service Assurance:

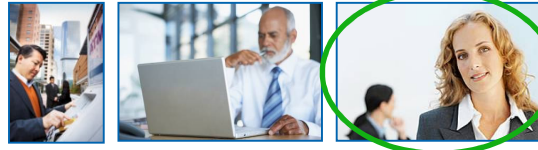
- Make the solution easy to use, provide rapid time to value. Align solutions along common policies for administering and using the solution

APM solution context

End-to-End Transaction Visibility

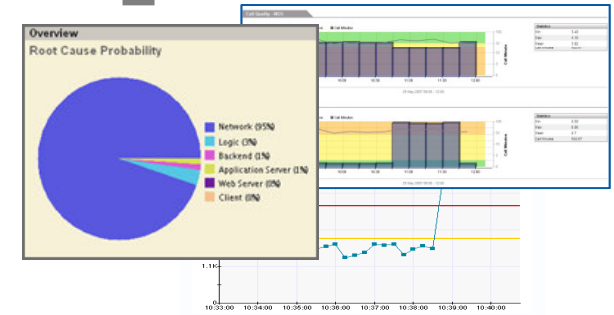


Real End User Experience Monitoring



Incident Management			
Incident Details - Affected Users -- click on any link to view more			
Overview Troubleshoot Affected User Groups Affected Users			
Affected User List for Incident 1000			
User	Login Name	Impact Level	User Group
Thorson, Jane	jthorson	Critical	Online
Blumfield, Rose	rblumfield	Critical	CallCenter
Green, Silas	sgreen	High	Online
Jellico, Mikeal	mjellico	High	Online
McIlroy, Dermot	dmcilroy	High	Online
Tuomo, Jesper	jtuomo	High	Online
Alba, Fiona	falba	Medium (Default)	Dublin
Allgood, Stephanie	sallgood	Medium (Default)	CallCenter

Proactive Performance Management



Link Transactions to Infrastructure

Correlate End-User-Experience To Business Impact

Detect, Triage, Diagnose Root Cause

APM 9: new features



Introscope 9: marquee features

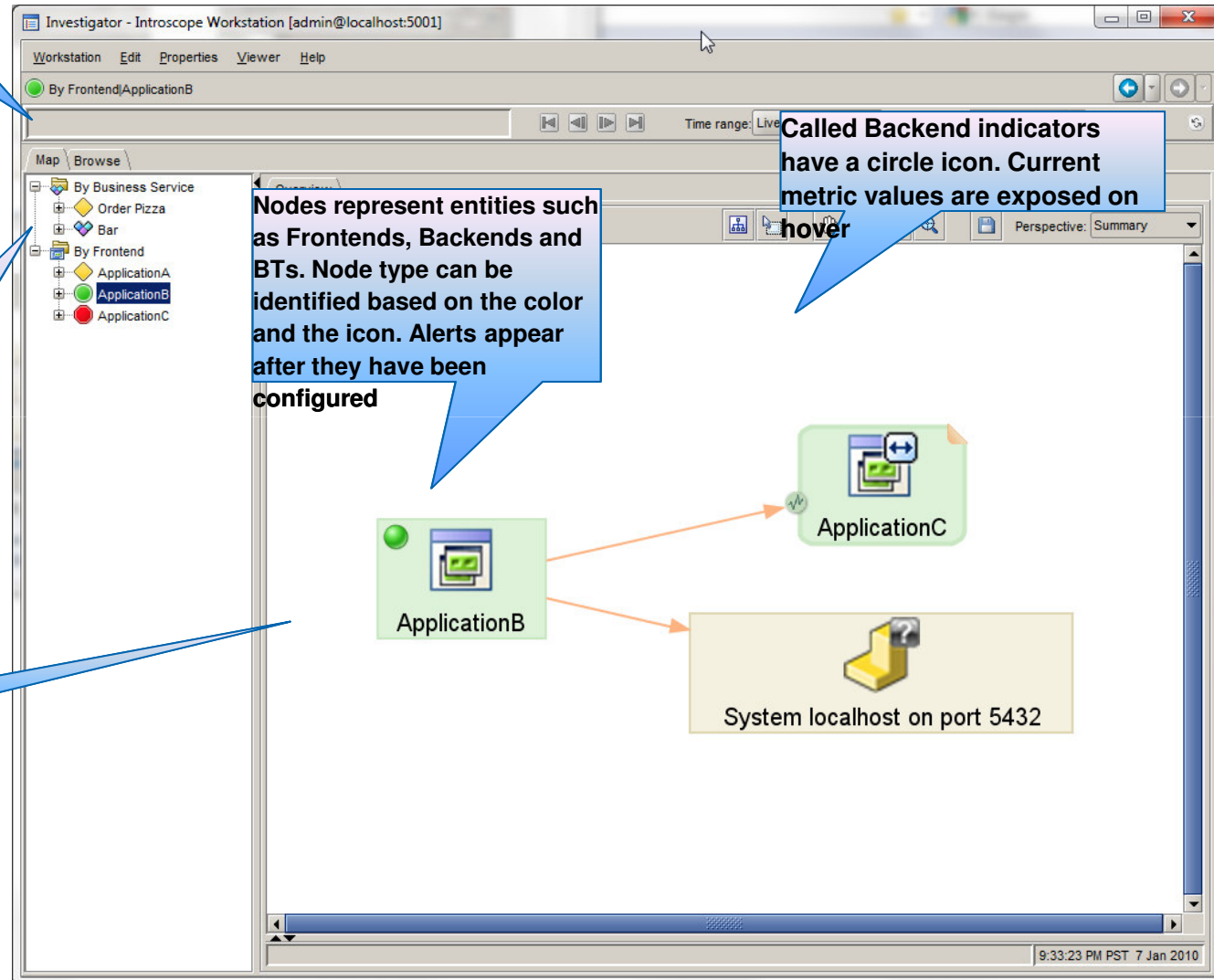
Marquee Features	Description	Business Value
Business Centric Management	Performance and Availability data presented in business centric terms (manage apps rather than agents) so users can more quickly and easily understand the health of their applications and communicate with business owners	Improve the alignment and help bridge the gap between business and IT through the ability to view a transaction in a business context while maintaining the ability to drill deeper into the application infrastructure
Application Triage Map	Faster problem triage and Mean-Time-To-Resolution with real-time visual application map, reducing need for time consuming custom dashboard creation	OOTB discovery provides instant visibility into application health, reducing TCO while improving MTTR
Dynamic Instrumentation	Non experts can customize instrumentation via UI and implement without restarts, increasing time to value	Accelerate deployment and simplify root cause diagnosis, improving time-to-value and further reducing TCO

Application Triage Map: overview

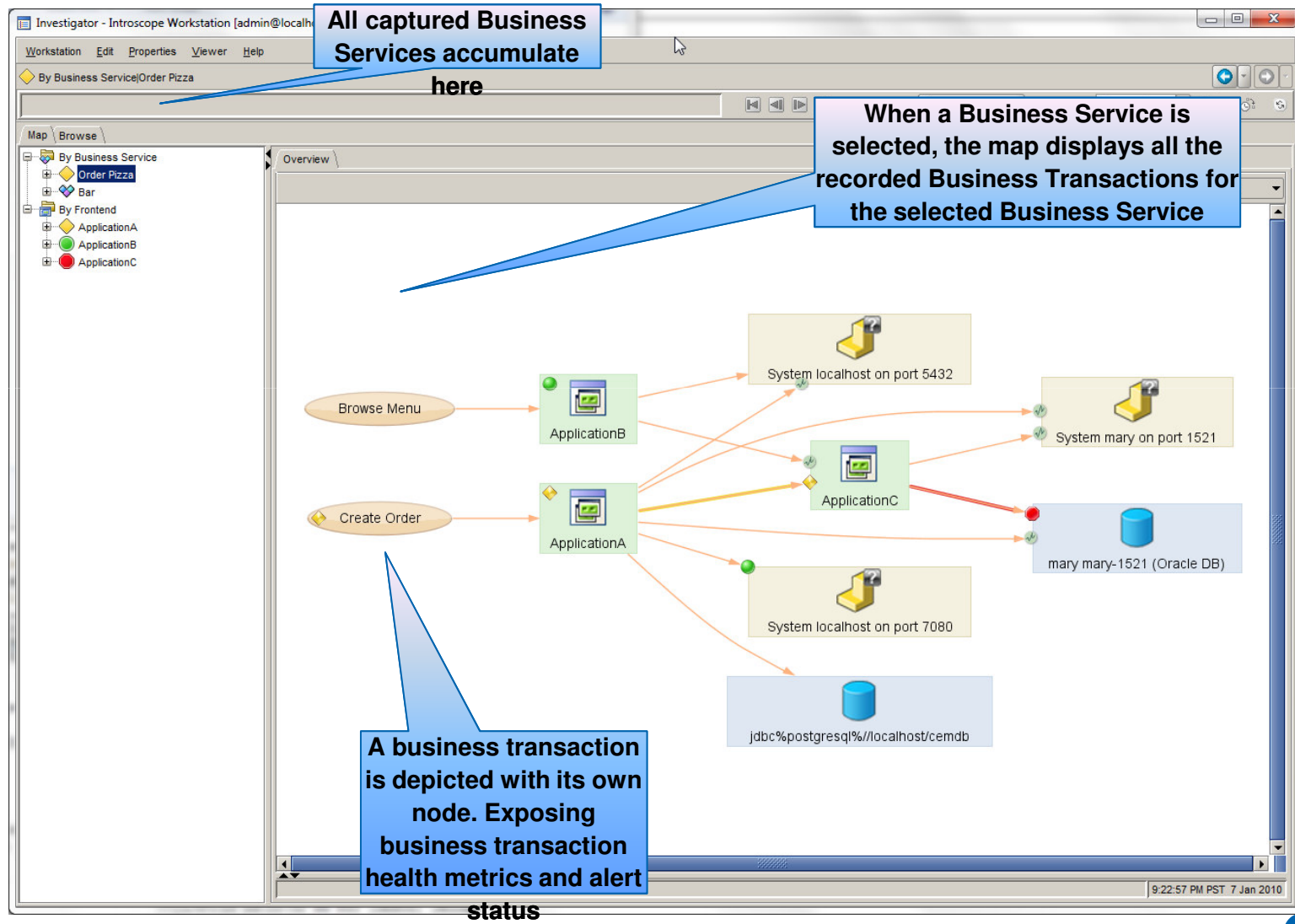
New Investigator Tab
contains the AppMap
tree and the map

AppMap tree
organizes business
items by Business
Services and
Frontends

Tree selection
defines the context
of the map



Application Triage Map: business services and business transactions



dynamic instrumentation

Transaction Trace Viewer - Introscope Workstation [Admin@APM9:5001]

Workstation Edit Trace Properties Help

Type	Domain	Host	Process	Agent	Timestamp	Duration (ms)	Description	UserID
T	*SuperDomain*	APM9	Tomcat	RecordingTomcat	Thu Apr 29 22:35:36 PDT 2010	16	/AuthenticationEngine/s...	
T	*SuperDomain*	APM9	Tomcat	RecordingTomcat	Thu Apr 29 22:35:36 PDT 2010	31	/OrderEngine/services/...	
T	*SuperDomain*	APM9	Tomcat	RecordingTomcat	Thu Apr 29 22:35:36 PDT 2010	125	/TradeService/PlaceOrder	

Open up the trace, right-click on the and select View All Called Methods
Select the method and click Add Instrumentation.

View All Called Methods

Called by **com.wily.test.app.b.PlaceOrder.service:**

Instrumentable Other

to add temporary instrumentation. Right-click an instrumented row for more information.

Instrumented?	Class	Method
	HttpServlet	doDelete
	PlaceOrder	doGet
	HttpServlet	doHead
	HttpServlet	doOptions
	HttpServlet	doPost
	HttpServlet	doPut
	HttpServlet	doTrace
	HttpServlet	getLastModified

Class with Package:com.wily.test.app.b.PlaceOrder

Method Signature:doGet(Ljavax/servlet/http/HttpServletRequest;Ljavax/servlet/http/HttpServletResponse;)V

Add Instrumentation Close

Active Tracing ends in 0:04:08

Name: PlaceOrder
Path: Servlets/PlaceOrder

Performance

Duration: 125 ms
Timestamp (relative): 0 ms
100% of total transaction time

Properties

Application Name: TradeService
Class: com.wily.test.app.b.PlaceOrder
Context Path: /TradeService
HTTP Method: GET
Method: service
Normalized URL: Default
Referring URL: http://127.0.0.1:7081/TradeService/

Traced 3 transactions exceeding 10 milliseconds

Active Tracing ends in 0:04:08 Stop Restart

Start Services Command Prompt My Computer Investigator - Intr... Management Modu... http://127.0.0.1:7... Transaction Trac... 10:41 PM

dynamic instrumentation

Transaction Trace Viewer - Introscope Workstation [Admin@APM9:5001]

Workstation Edit Trace Properties Help

Type	Domain	Host	Process	Agent	Timestamp	Duration (ms)	Description	UserID
T	*SuperDomain*	APM9	Tomcat	RecordingTomcat	Thu Apr 29 22:01:19 PDT 2010	21375	/AuthenticationEngine/services/Authen...	
T	*SuperDomain*	APM9	Tomcat	RecordingTomcat	Thu Apr 29 22:01:40 PDT 2010	10953	/OrderEngine/services/OrderService	
T	*SuperDomain*	APM9	Tomcat	RecordingTomcat	Thu Apr 29 22:01:18 PDT 2010	33250	/TradeService/PlaceOrder	
T	*SuperDomain*	APM9	Tomcat	RecordingTomcat	Thu Apr 29 22:03:32 PDT 2010	20516	/AuthenticationEngine/services/Authen...	
T	*SuperDomain*	APM9	Tomcat	RecordingTomcat	Thu Apr 29 22:03:53 PDT 2010	10344	/OrderEngine/services/OrderService	
T	*SuperDomain*	APM9	Tomcat	RecordingTomcat	Thu Apr 29 22:03:32 PDT 2010	30985	/TradeService/PlaceOrder	

Summary

Agent: RecordingTomcat

Timestamp: Thu Apr 29 22:03:32 PDT 2010

Duration: 30985 ms

0 ms 1000 2000 3000 4000 5000 6000 7000 8000 9000 10000 11000 12000 13000 14000 15000 16000 17000 18000 19000 20000 21000 22000 23000 24000 25000 26000 27000 28000 29000 30000 31000 32000

Business Segment: Trade Order[Submit Order]

Frontends[App][AuthenticationEngine][URLs][Default]

Servlets[PlaceOrder]

Temporary Instrumentation[Servlets[PlaceOrder] called doGet (DI)]

Backends[WebService at http://127.0.0.1_7081/AuthenticationEngine/services/AuthenticationService]

WebServices[Client[http://127.0.0.1_7081/AuthenticationEngine/services/AuthenticationService]

WebServices[Client[http://127.0.0.1_7081/AuthenticationEngine/services/AuthenticationService]getService2]

Frontends[Apps][AuthenticationEngine][URLs][Default]

Zoom

Temporary Instrumentation[Servlets[PlaceOrder] called doGet (DI) in Investigator

- View All Called Methods...
- Add Temporary Instrumentation to All Called Methods
- Remove Instrumentation...
- Make Instrumentation Permanent...

Performance

Duration: 30985 ms

Timestamp (relative): 16 ms

100% of total transaction time

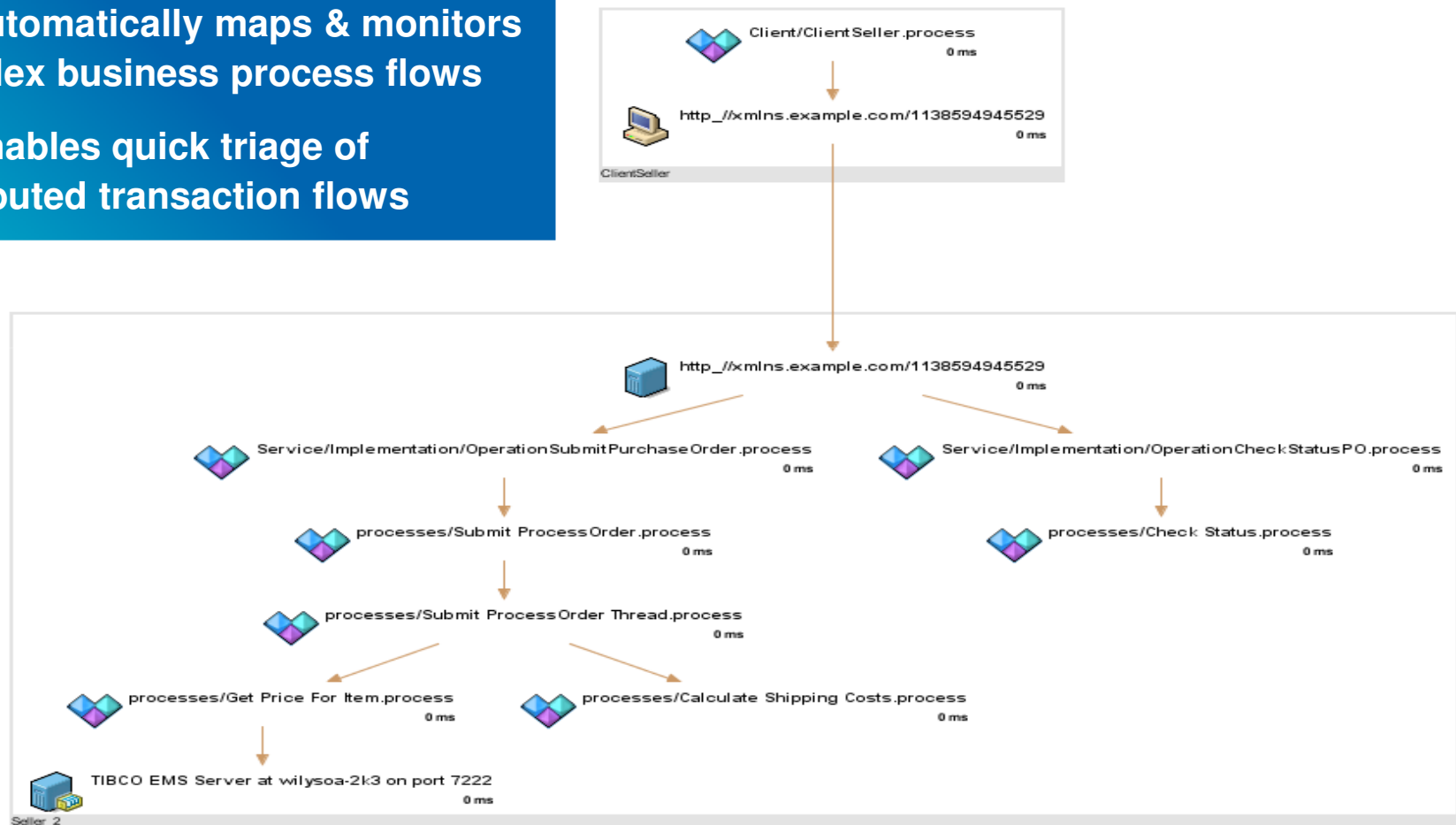
Properties

Introscope SPM 9 marquee features

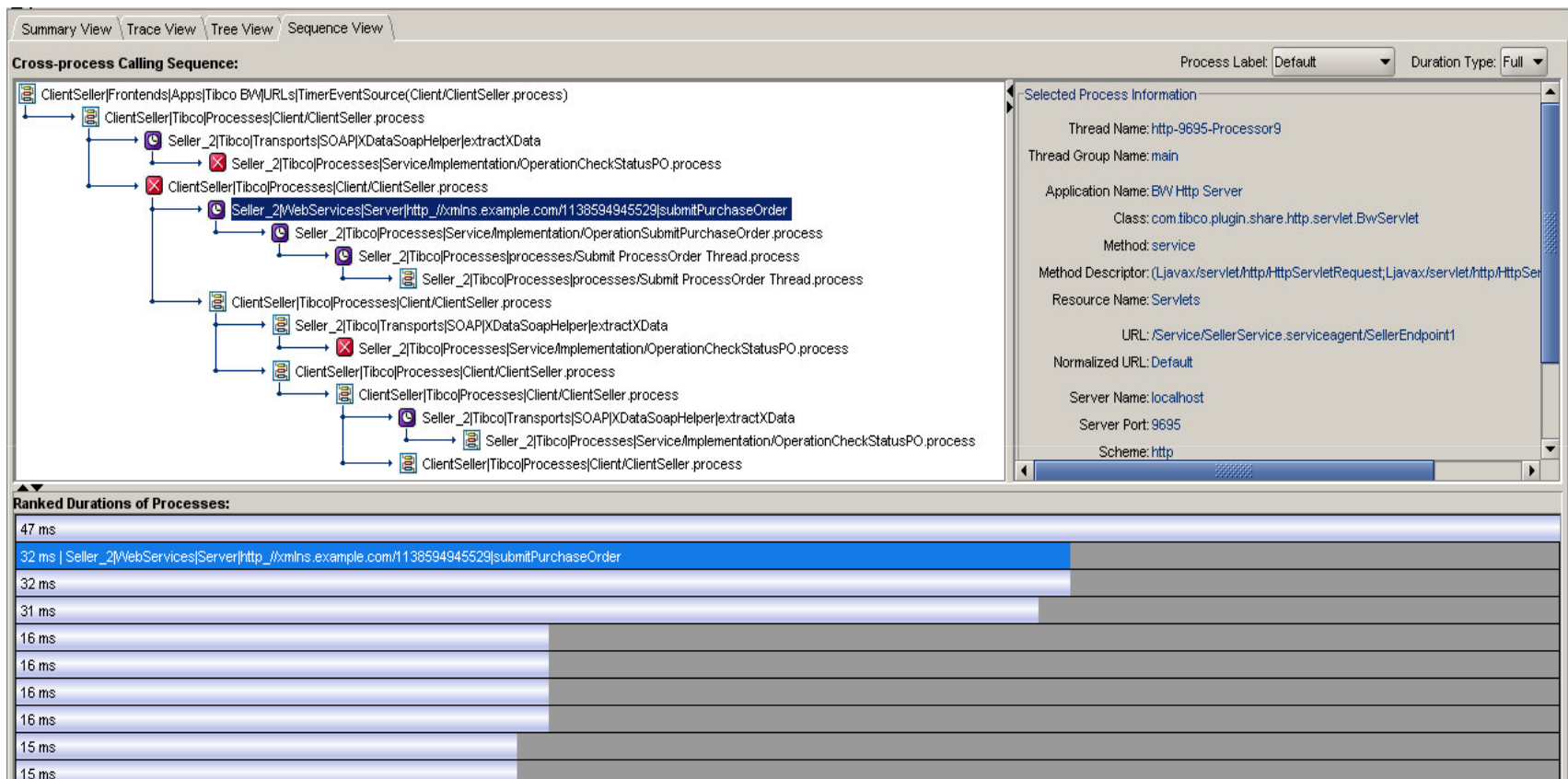
Marquee Features	Description	Business Value
Business Process Mapping & Monitoring	Presents a graphical visualization of business process flows within the SOA Enables the Application Support manager to instantly grasp the layout of the SOA in a visual manner	Increased awareness of the SOA through business process mapping, faster time to resolution, easier/clearer communications with stakeholders, and ability to optimize your SOA investment
Enhanced Transaction Tracing Visualization	Improved Sequence View to more clearly represent the path of cross-tier transactions and speed problem triage	Reduces MTTR for performance issues with complex cross-process transactions
Support for Leading SOA Infrastructure	Provides OOB performance management for TIBCO Business Works, TIBCO EMS, webMethods Integration Server, webMethods Broker, Apache CXF, and JBOSS Web Services, providing critical visibility to help IT Operations teams quickly troubleshoot distributed performance issues involving these important SOA environments.	Confidently deploy on popular SOA platforms knowing they will be effectively monitored

business process mapping & monitoring

- Automatically maps & monitors complex business process flows
- Enables quick triage of distributed transaction flows



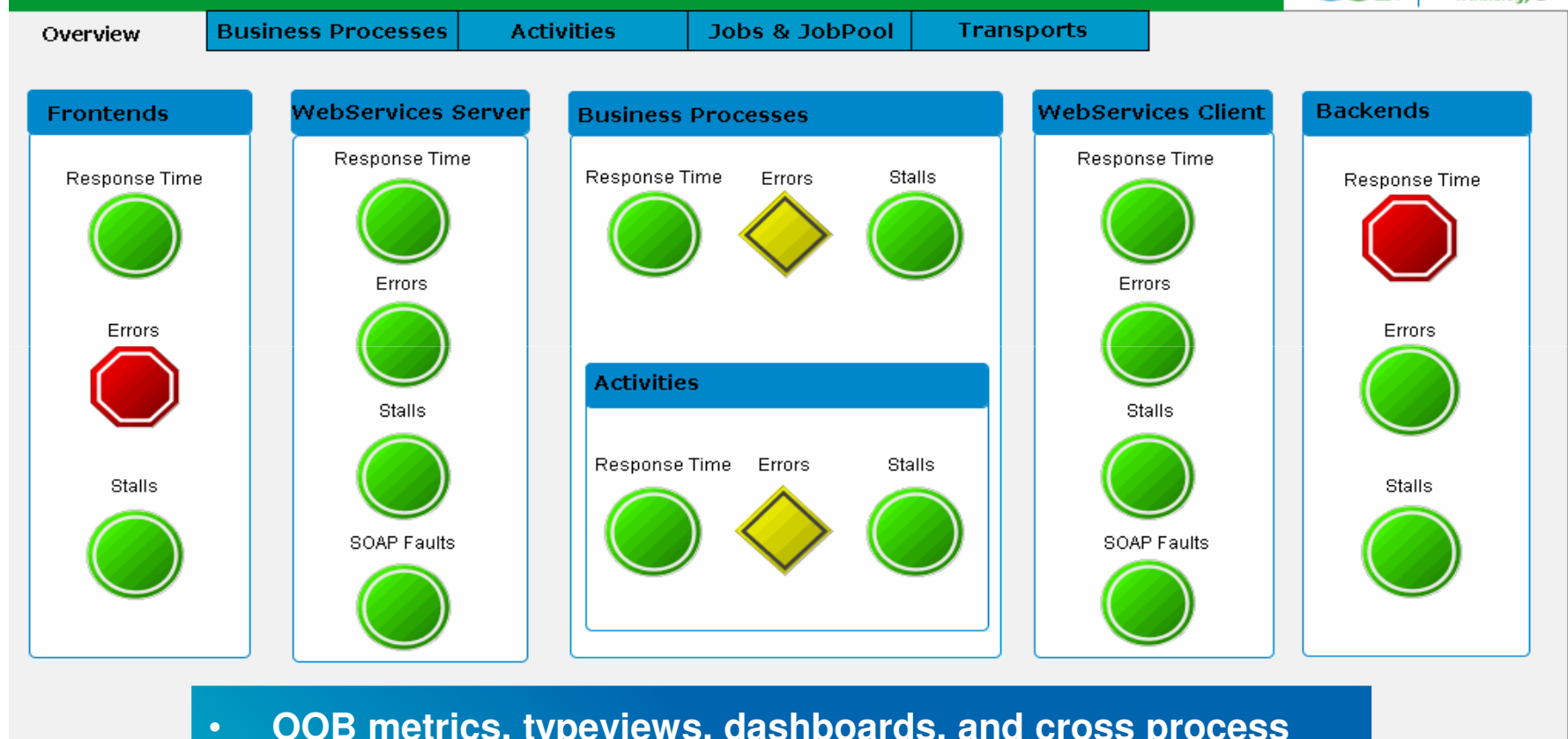
improved cross process trace visualization



- Clearly depicts cross-thread call sequence
- Enables sorting of each thread segment by response time
- Quickly triage complex multi-threaded transactions

support for TIBCO Business Works

Tibco BW - Overview



- OOB metrics, typeviews, dashboards, and cross process tracing
- Business Process Mapping
- TIBCO Business Works & EMS Support

CEM 5 marquee features

Marquee Features	Description	Business Value
Common APM Transaction Model	Provides a common set of Business Service/Transaction definitions for rapid integration between CEM and Introscope when Introscope customers purchase the CEM upgrade	Rapidly achieve full value of APM by accelerating CEM/Introscope integration with a common real-time model
Automated Transaction Identification	Analyzes network traffic flows and automatically extracts prospective transaction definitions, making it possible for non experts to quickly set up CEM	Simplify and accelerate deployment, improve TTV and reduce TCO
Business Service Based Security	Segregates access to key user experience data by user groups, and secures data by business service. Enables single sign-on through Embedded Entitlement Manager (EEM).	Provide solid data security and streamlined user access

automated transaction identification

CA Wily Customer Experience Manager - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites GCS gm SAP

Address http://ummq-t4.ca.com:8081/wily/cem/tess/app/admin/autoGenTransactionTemplateList.html?pTemplateId=1

Wily Customer Experience Manager™

Logged in as: (Log Out)

Transaction Template

Overview Applications Business Processes Specifications User Groups Correlation

Transaction Template

List of automatic business transaction templates.

General Transaction Template Parameters

New Enable Disable Delete

<input type="checkbox"/>	Name	Status	Description	Content Type	URL Path	Application	Number of Parameters
<input type="checkbox"/>	Avitek	Enabled	Avitek Financial	text/html	/	Default Application	2

Transaction
Templates

Parameters

CA Wily Customer Experience Manager - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites GCS

Address http://ummq-t4.ca.com:8081/wily/cem/tess/app/admin/autoGenParametersList.html?pid=1

Wily Customer Experience Manager™

Logged in as: (Log Out)

Parameters

Overview Applications Business Processes Specifications User Groups Correlation

Parameters

List of parameters for transaction templates.

General Transaction Template Parameters

Transaction Template:

Avitek

New Delete Update

<input type="checkbox"/>	Type	Name	Action	Pattern	Required
<input type="checkbox"/>	Query	event	Matches	*	<input type="checkbox"/>
<input type="checkbox"/>	Post	event	Matches	*	<input type="checkbox"/>

discovered transactions

CA Wily Customer Experience Manager - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help

Address http://ummq-t4.ca.com:8081/wily/cem/tess/app/admin/tranSetDefList.html?pld=1&type=4

Help About My Account
System Security Setup Administration Tools CEM

Logged in as: cemadmin cemadmin (Log Out)

Business Processes > Business Transactions

Overview Applications Business Processes Specifications User Groups Correlational SLAs Recording Sessions Automatic Definition

Monitors are not synchronized

Business Processes

- Business Processes
 - Autogen
 - bea.portal.framework.internal.portlet.edit
 - bea.portal.framework.internal.portlet.event
 - button.login
 - link.confirmbuy
 - link.login
 - Show All

Business Process: Autogen

A business process is an arbitrary collection of business transactions that your customers complete via web applications. More...

General Business Transactions Access Policies

New Delete Enable Disable Import Export Move to: Move

	Name	First Discovered Date	Last Discovered Date	Number of Times Detected	Transaction Template
<input type="checkbox"/>	bea.portal.framework.internal.portlet.edit	2009-09-23 11:02:33.523	2009-09-23 11:02:33.523	1	Avitek Financials
<input type="checkbox"/>	bea.portal.framework.internal.portlet.event	2009-09-23 11:02:38.57	2009-09-23 11:02:38.57	1	Avitek Financials
<input type="checkbox"/>	button.login	2009-09-23 11:02:18.523	2009-09-23 11:02:18.523	1	Avitek Financials
<input type="checkbox"/>	link.confirmbuy	2009-09-23 11:02:38.57	2009-09-23 11:02:38.57	1	Avitek Financials
<input type="checkbox"/>	link.login	2009-09-23 11:02:08.694	2009-09-23 11:02:08.694	1	Avitek Financials
<input type="checkbox"/>	link.logout	2009-09-23 11:01:58.693	2009-09-23 11:02:03.568	3	Avitek Financials

Local intranet

business-service based security

- Resources that can be secured
 - Business Service
 - CEM Tabs
- Actions allowed on Business Service
 - View
 - Edit
 - Access secure data
- CEM/APM is integrated with CA Embedded Entitlements Manager (EEM)

Access Policy
Create a new application by first specifying general characteristics.

Save

Name: All permissions for Avitek
Description: Allow all permissions for
Policy Option: Explicit Grant
Enabled: ☒

Actions

View:	<input checked="" type="checkbox"/>
Edit:	<input checked="" type="checkbox"/>
View Sensitive Data:	<input checked="" type="checkbox"/>

Business Processes

	Name
<input type="checkbox"/>	Autogen
<input checked="" type="checkbox"/>	Avitek Financial Services

Security Groups

	Name
<input type="checkbox"/>	Admin
<input checked="" type="checkbox"/>	Avitek Admins
<input type="checkbox"/>	CEM Analyst
<input type="checkbox"/>	CEM Configuration Administrator
<input type="checkbox"/>	CEM Incident Analyst
<input type="checkbox"/>	CEM System Administrator
<input type="checkbox"/>	Guest

CEM 5 high priority features

High Features	Description	Business Value
Monitor Transactions in Multi-Byte Languages	Provides users the ability to monitor business transactions of applications written in double-byte languages, particularly Japanese	Broader, global transaction coverage
Deliver CEM as a software appliance	Delivers APM business-centricity by integrating TESS services on EM platform. Reduces CA dependence on hardware management and overhead costs. Delivers to users a more flexible method of CEM software delivery. TIM delivered in set of CDs/DVDs.	Users will be able to use the hardware of their choice, reduce the contract cost, and further promote a unified way of purchasing APM

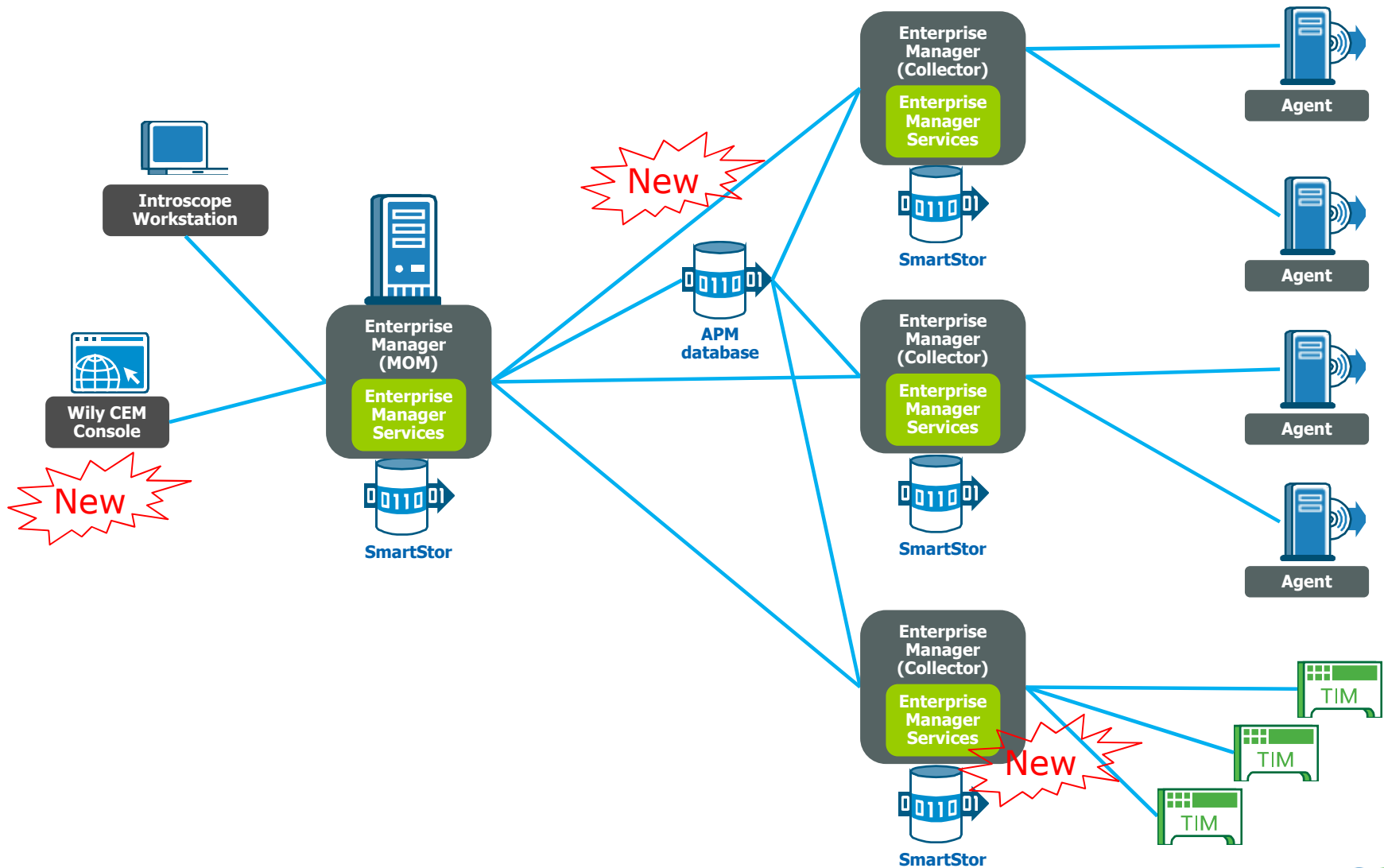
APM 9: architecture



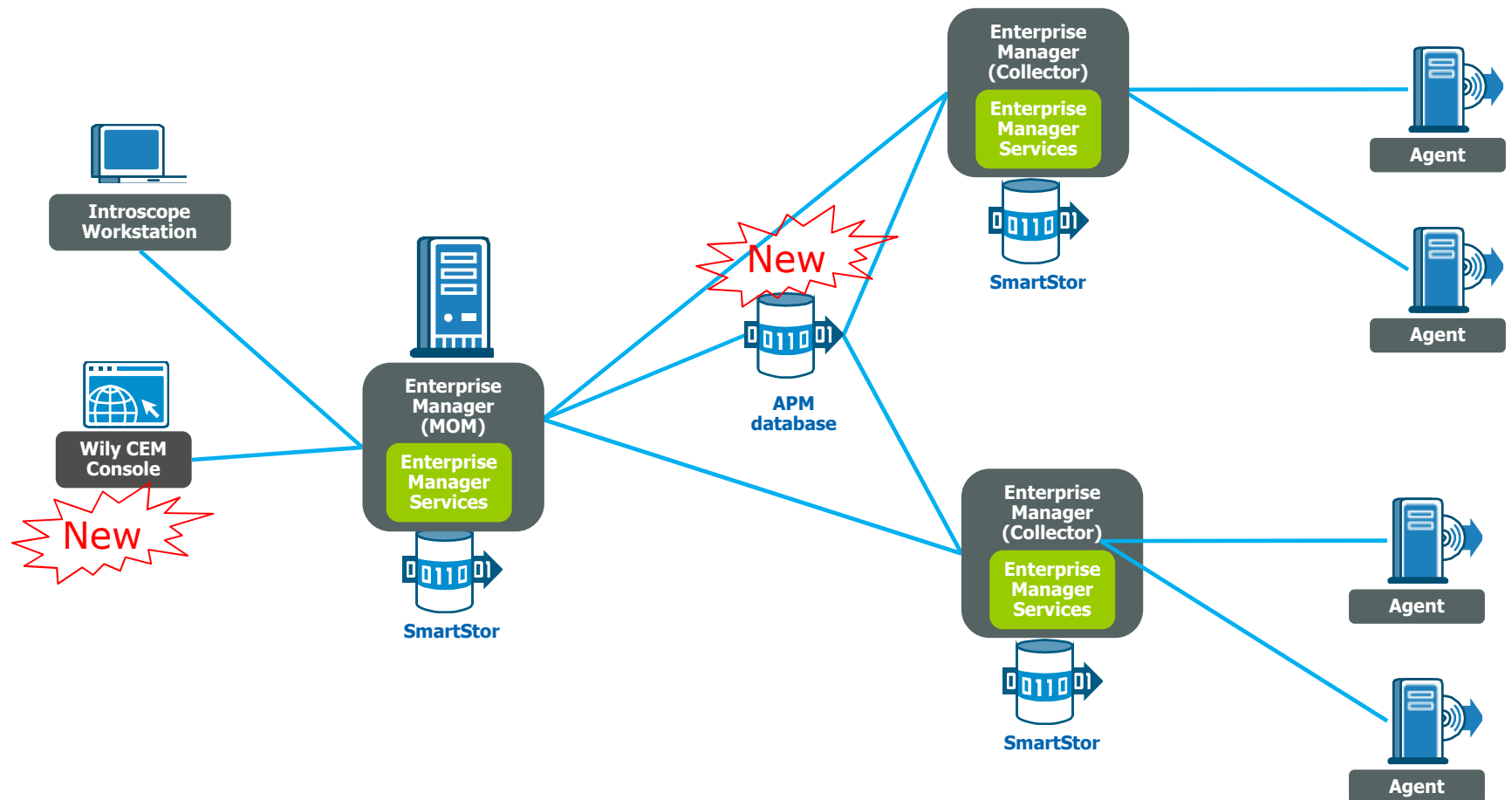
architecture change highlights

- TESS services run inside the Enterprise Manager
 - TIM Collection Service
 - Database cleanup service
 - Stats Aggregation service
- MOM is mandatory for APM
 - The Wily CEM Console is served by MOM
- Introscope uses APM Database (PostgreSQL) for storing Application Triage Map data
- TIM now delivered as a software appliance; customers buy their own supported hardware

APM 9 architecture



Introscope 9 architecture



APM 9 training:



APM 9 training

09CEM20071 200	CA Wily Customer Experience Manager r5: Up and Running
09CEM20080 refer to catalog	CA Wily Customer Experience Manager r5: Differences 200 :
09ITS20610	CA Wily Introscope r9: Differences 200 : refer to catalog
09ITS2062B : Jun 28-Jul 2	CA Wily Introscope for Java r9: Up and Running Bundle 200**
09ITS20671	CA Wily Introscope r9: EM Capacity Management 200
09ITS20681	CA Wily Introscope r9: Plug-In Development 200
09ITS2069B Bundle 200**	CA Wily Introscope for Microsoft.NET r9: Up and Running
09ITS20740	CA Wily Introscope r9: SOA Performance Manager 200
08ITS2017B Running Bundle	CA Productivity Accelerator for Wily Introscope for Java r9 : Up and
09ITS30041	CA Wily Introscope r9: Diagnostic Tools and Customizations 300

thank you

