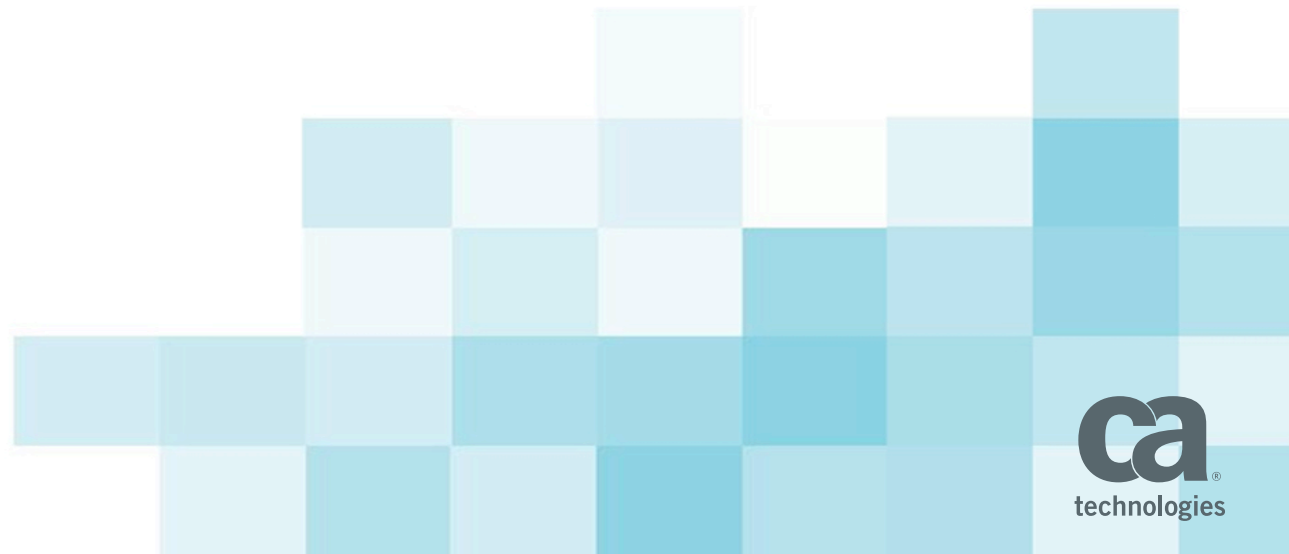


CA APM / CA AXA Strategy and Roadmap

Redefining APM in the App Economy

January 2017





Experience is everything.

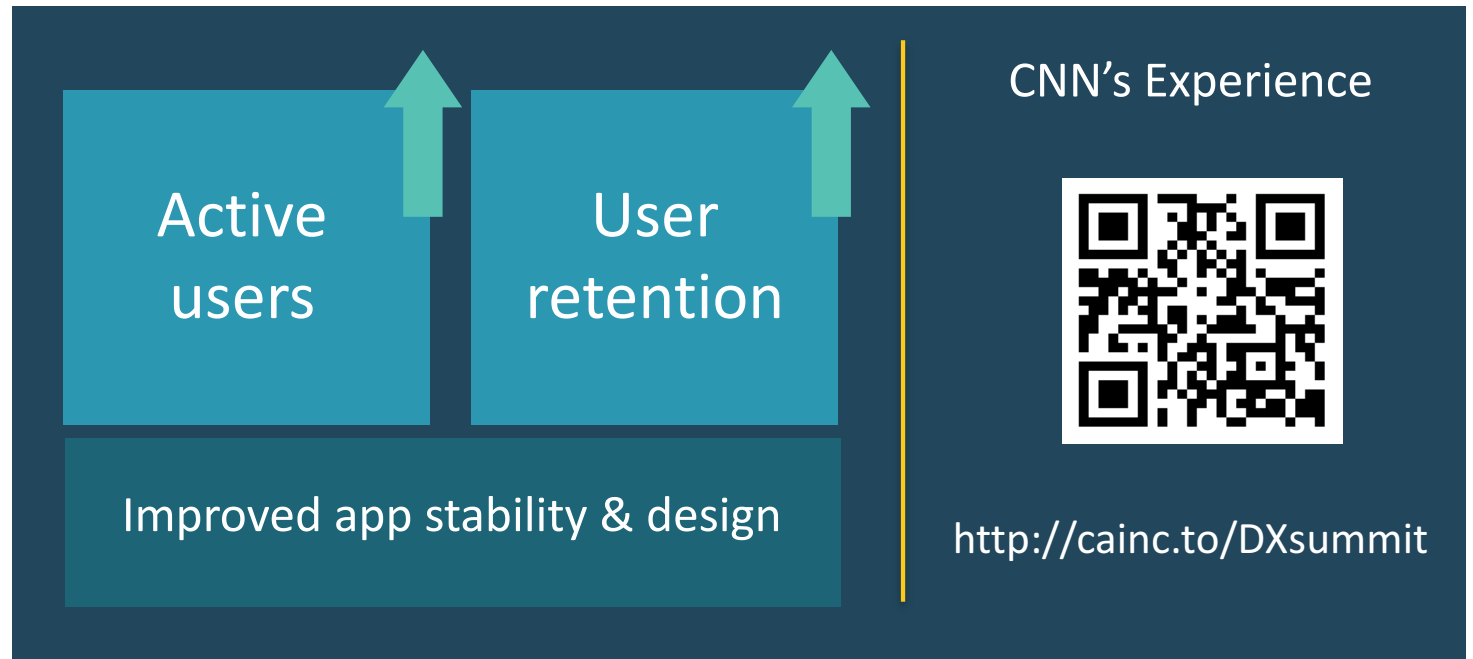
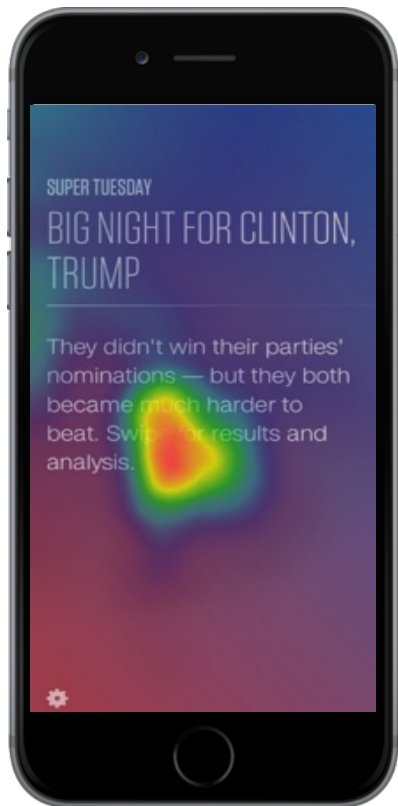
Customer Experience is the prime differentiator in business today.

A close-up photograph of a person's hand, wearing a blue sleeve, typing on a rugged, black laptop. The laptop is open and positioned on top of a car's engine compartment. The screen is tilted back and shows a bright, overexposed image. The background is slightly blurred, showing a red tool chest and other engine components. The text "Inside-Out" is overlaid in yellow on the right side of the image.

Inside-Out



Outside-In

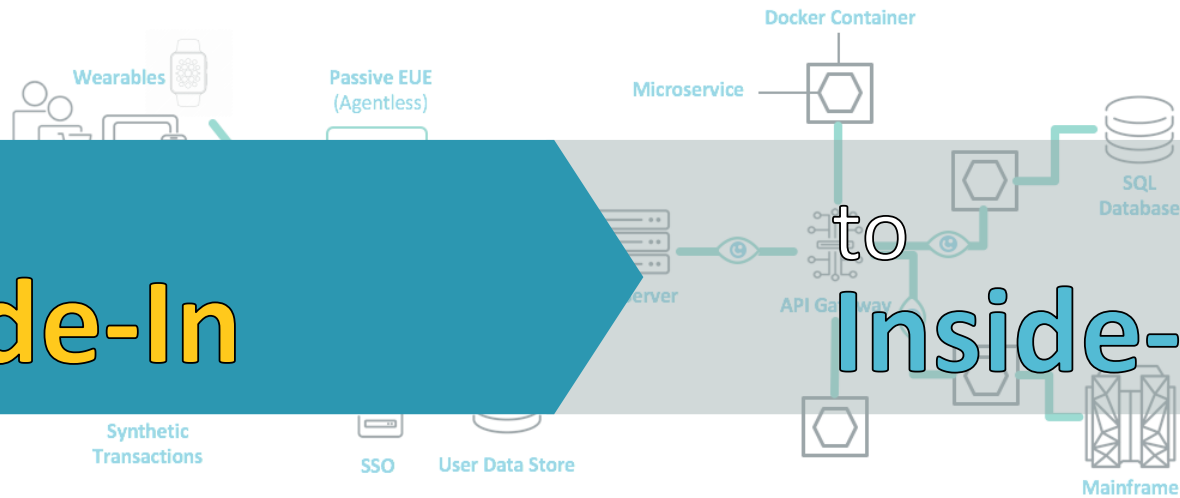


Experience is everything.

Durable Problems

Outside-In
Linking
Outside-In

to
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**
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Inside-Out

Experience is everything.

Durable Problems

Outside-In

- User-Experience Analytics
- Proactive 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

A close-up photograph of a car's instrument cluster. The central speedometer shows 0 km/h. To the left, the tachometer shows 0 x1000r/min. To the right, the fuel gauge shows approximately 1/4 full, and the temperature gauge shows approximately 1/2 full. Several warning lights are illuminated: the parking brake light (P), the battery light, the oil pressure light, the engine light, the ABS light, and the brake system light. A digital display on the right shows 'INST. 99.9 km/L' and 'ODO 102564'.

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



RESPONSE TIME / SECONDS

Services in tas-cz-n25 compone..



54
HEALTH

Problems 3 Anomaly 1
Poor Transactions: 676 / 1.5k



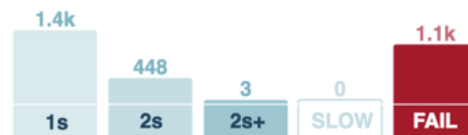
RESPONSE TIME / SECONDS

Applications in tas-cz-n25 com...



63
HEALTH

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



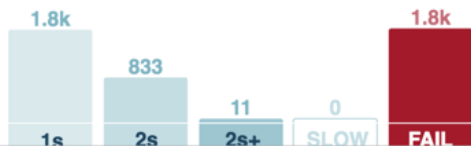
RESPONSE TIME / SECONDS

By Location



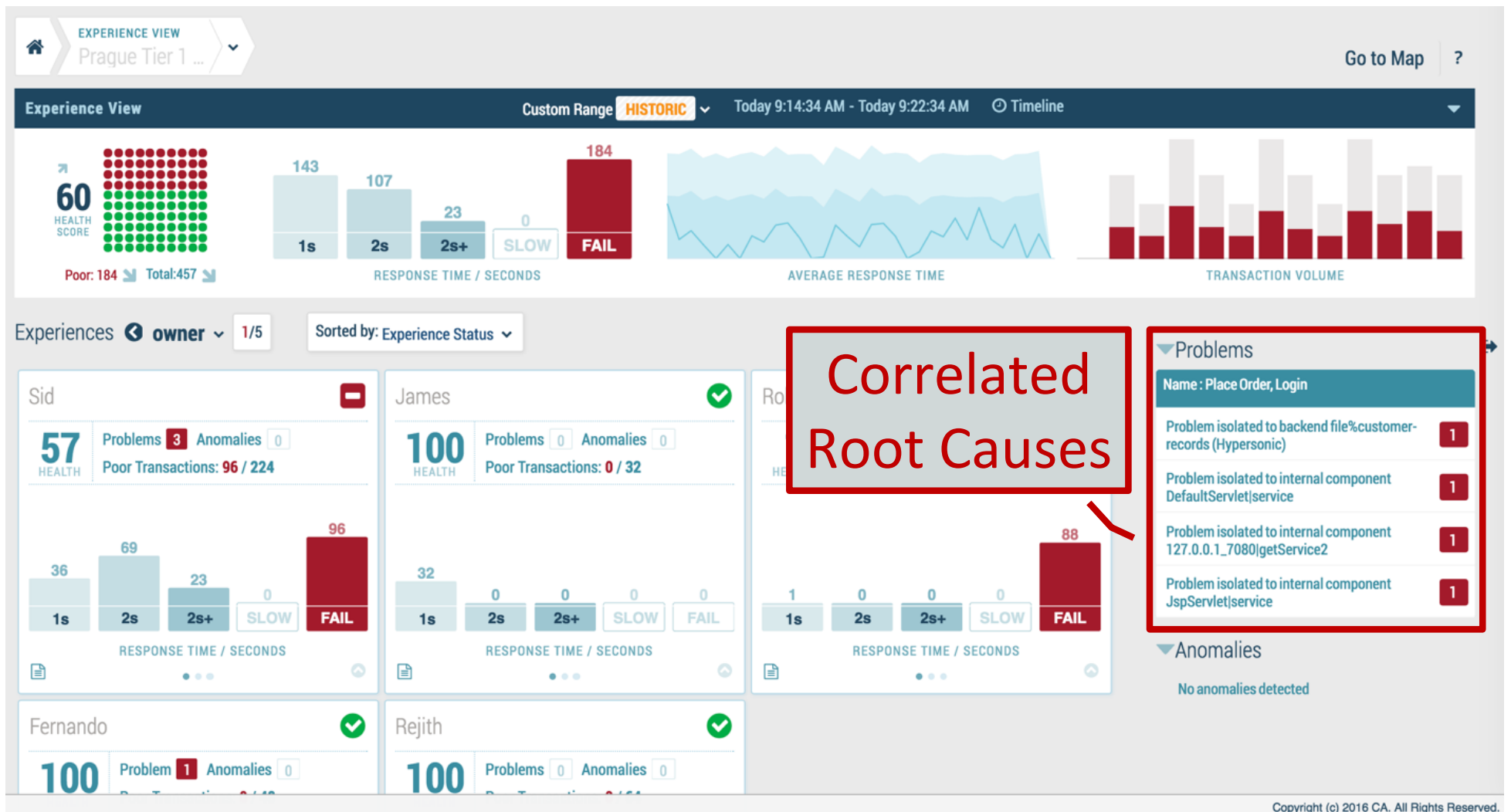
60
HEALTH

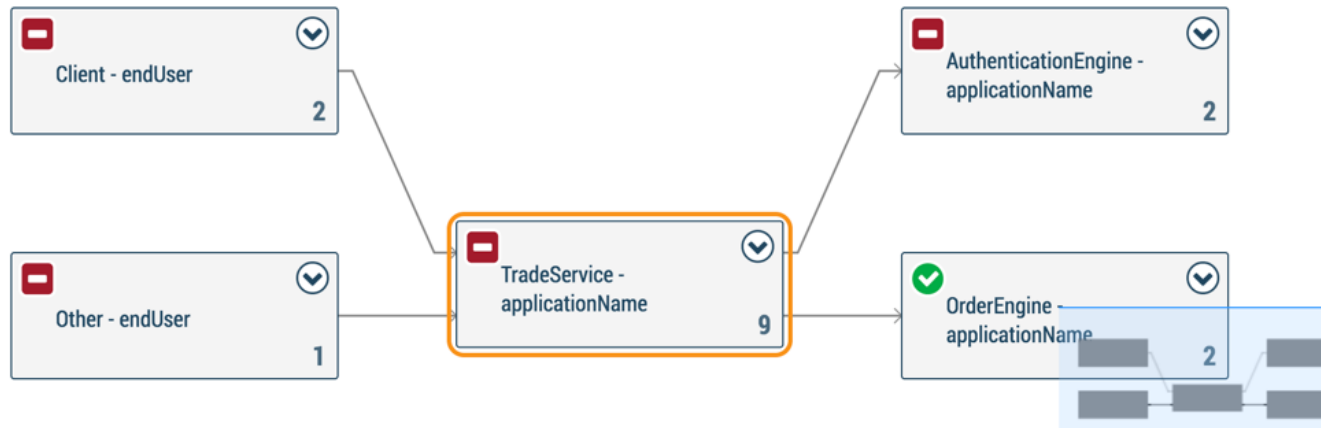
Problems 3 Anomaly 1
Poor Transactions: 1.8k / 4.4k



RESPONSE TIME / SECONDS

Groups of Experiences





Evidence: Gather the proof

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

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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)



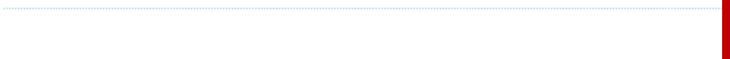
Errors Per Interval



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 val...
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 val...
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

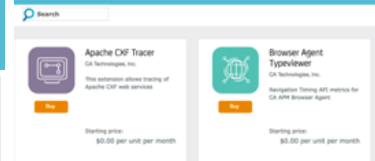


Experience Intelligence

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

Release Velocity

New APM
Platforms
Supported

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

ca[®]
technologies