APM Maturity model

Mike Sydor

Senior Engineering Architect, CA Technologies

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Agenda

— Why APM Best Practices

— APM Maturity Model

— Service Bureau

— On-boarding Service Catalog

Why APM Best Practices

— Anybody can sell you a hammer.

— How do you build a shed? A house? A condominium complex?

— What are challenges for small organizations?

— How do you grow an APM initiative and show value?

— What are the characteristics of large, successful, APM initiatives?

APM Maturity Model

Our Roots

— CMMI

- Characteristics of successful software engineering initiatives
- 5 levels of achievement that reflect a vendors' ability to deliver a software project
- Addresses the software lifecycle from development perspective

— ITIL

- Library of IT standard practices
- Service Management, Operational Guidance, Planning
- Small-scale implementation is supported
- Does not address software lifecycle significantly

APM is a Lifecycle mindset - Initial

Pre-Production

Production

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APM is a Lifecycle mindset - Growing

Pre-Production

Production

QA Testing

UAT

Alerting

Triage

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APM is a Lifecycle mindset - Mature

Pre-Production   Production

QA Testing   UAT   Alerting   Triage

Unit   Functional   Performance Optimization   Baselines   Root-cause

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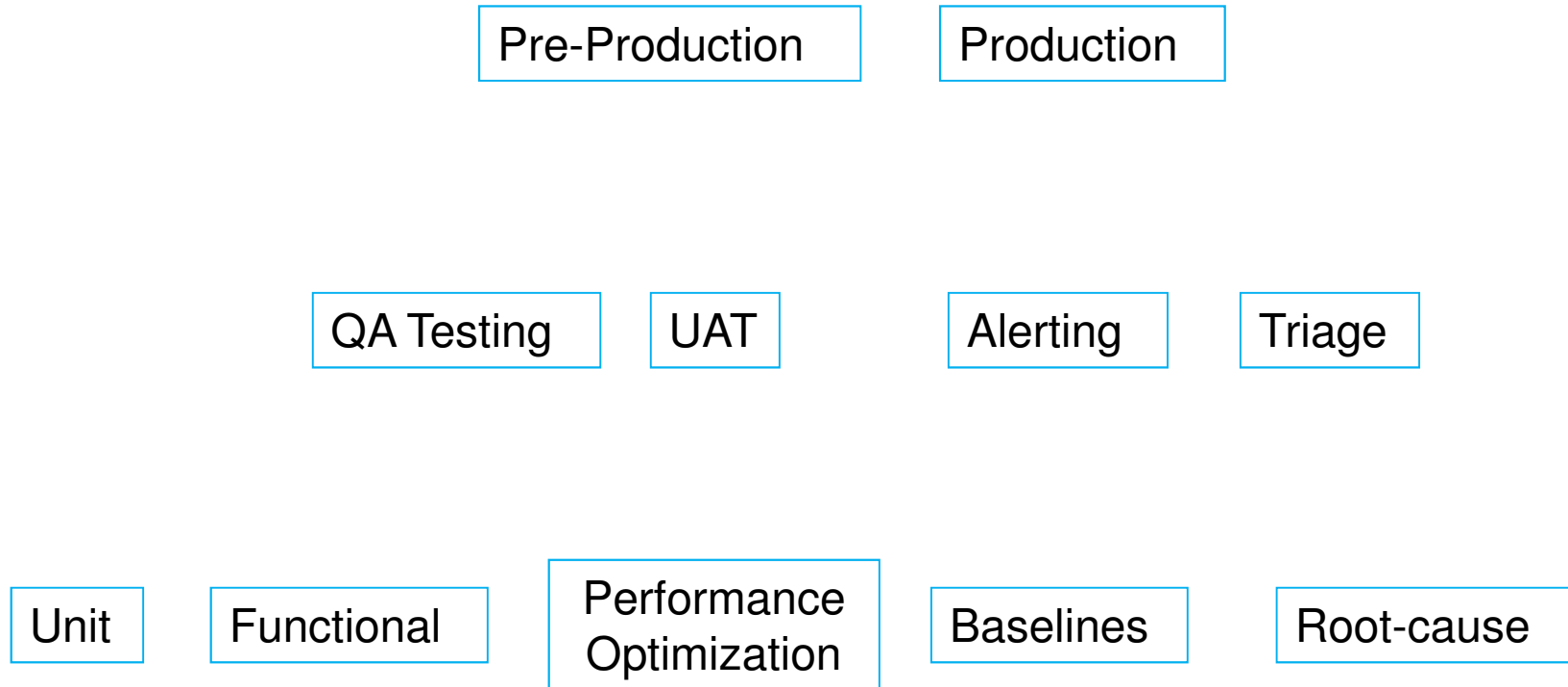
APM is a Lifecycle mindset – Management Capability

Pre-Production	Production

Reactive

Directed

QA Testing	UAT	Alerting	Triage

Predictive

Unit	Functional	Performance Optimization	Baselines	Root-cause

Proactive
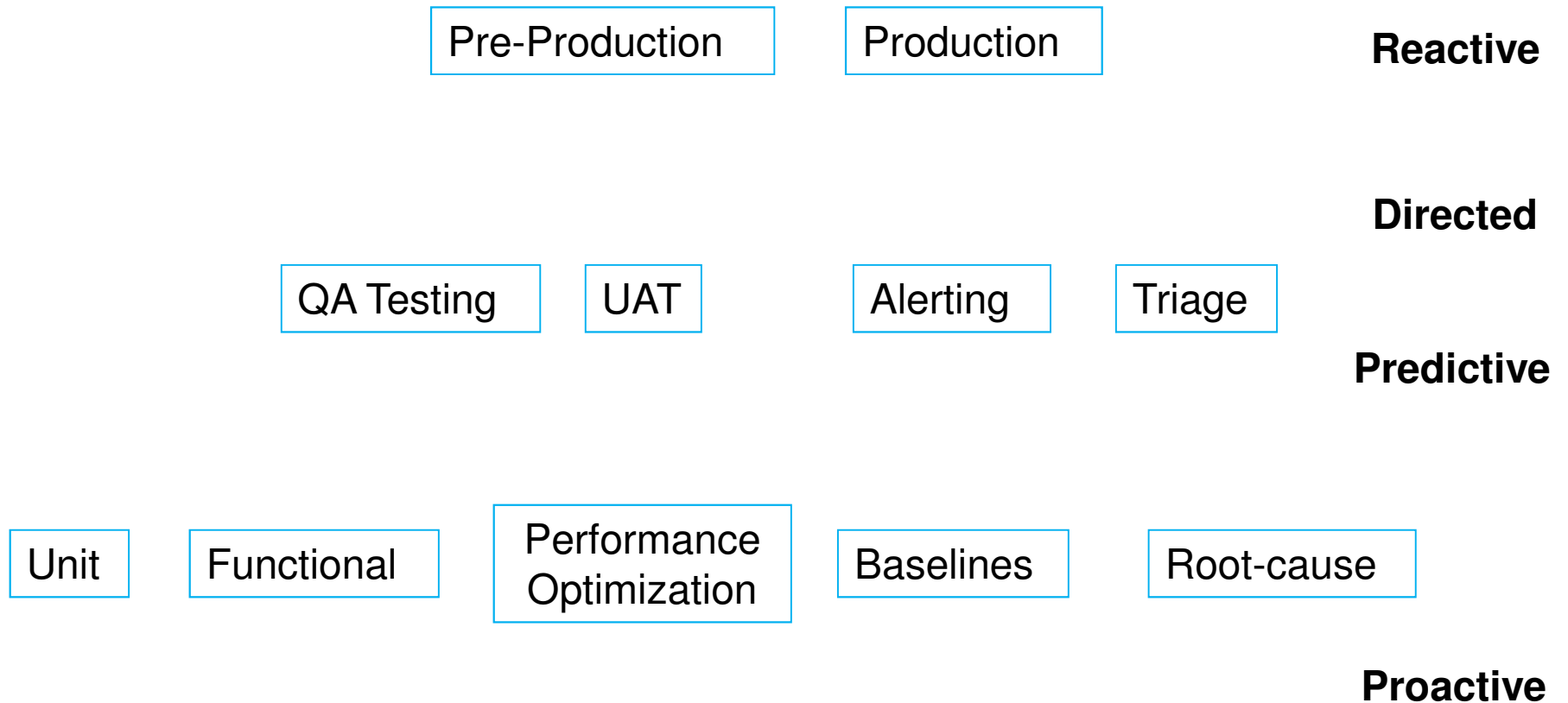
APM Best Practices and Organizational Maturity

—APM Maturity is a combination of factors

 – APM implementation experience

   • Pilot, Initial, Growing, Repeatable, Mature

 – APM Skills

   • Deployment Planning and Sizing, Rapid Deployment, Application Audit, Performance Tuning, Triage

 – Visibility into the application lifecycle

   • Unit, Functional, Performance, UAT, Operations, Triage

 – Collaboration among stakeholders

   • Cross-silo interactions

     – Cooperation, Acceptance Criteria, Baselines, SLAs

How Do We Build An APM Practice

— Identify the Gaps in Your Organization

- Skills, Process and Competencies
- Reuse existing Visibility (Tools and Infrastructure)
- Define an Tactical Evolution from Availability to Performance Monitoring

— Basic Triage

— Leverage QA during Functional and Stress Testing

— Enhance the Deployment Mechanism

— Realize Collaborative Monitoring across the Application Lifecycle

Repeat Twice, each time increasing the skills and process definition/enrichment/reuse

Service Bureau Model

Service Bureau Variants

— On-boarding Practice

- – Brings on new application with APM configured and optimal for production monitoring. Limited testing is done but sufficient to assess the manageability of the applications.

— Deployment Practice

- – Limited to the planning and deployment of APM technology on behalf or application owners. No ownership of triage.

— QA Practice

- – Limited to the monitoring of the testing cycle, acceptance criteria, application audit, prepare alerts, dashboards and reports. No production monitoring.

— Triage Practice

- – Limited to rapid deployment of APM technology as part of firefighting critical events, review of QA testing results for application audit and performance tuning.

On-boarding Service Catalog

| Initial	Growing	Mature
Agent and transaction definition, install and configuration	APM Capacity and Performance Management	APM Technology Configuration and Management
Phased Deployment Planning	*APM Capacity Management Competency*	
Rapid Deployment Competency	Advanced APM Configurations	
Triage with Single Metrics	**Application Audit Competency**	APM Gauntlet (acceptance criteria)
APM Test Plans	Triage with Baselines	
Reporting	Test Plan Quality Assessment	
Acceptance Criteria	Dashboards and Alerting	
Baselines	Run-book Documentation	Pre-Production Review
	Firefighting Process	Incident Review

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What is the current state of Your APM Expertise?

—Who has received training?

- How many. Are they still here?

—Who has received mentoring?

—What APM Roles are established?

—What exactly can you do with APM today?

- Build dashboard?

- Build reports?

- Deploy agents?

- Deploy EM-collectors?

- Custom agent configurations and tracing?

—Is your APM environment stable?

We can lead your assessments... in order to build a plan going forward.

— Skills Assessment

   – Are there any gaps that will limit your adoption of APM?

— Application Survey

   – Understanding which APM technology is appropriate and how it will impact the existing APM solution

— Solution Sizing and Capacity Forecast

   – Application Audit

      • Identify the performance characteristics for an application and how to best manage it operationally

   – EM Performance and Capacity Audit

      • Verify correct configuration and use of the APM environment

— Enterprise Visibility Assessment

   – Interviews, Incident Analysis, Solution Architecture and Deployment Plan for business justification and large-scale implementation planning

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Or you can do it yourself
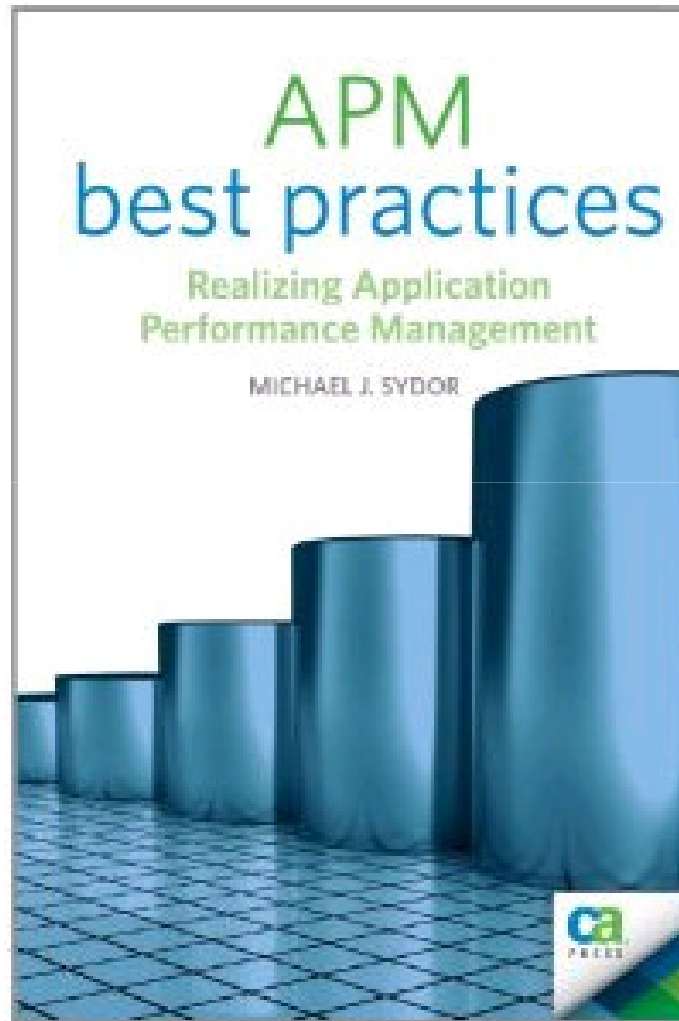
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Questions