APM und Agile Operations

APM Roadmap

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December 10, 2015

"Software is eating the world"

- Marc Andreeson

Wall Street Journal, Why Software is Eating the World, August 2011

$316B

Public cloud services market expected to grow to $316 Billion by 2019

welcome to the **Application Economy**

268B

By 2017, mobile apps will be downloaded more than 268 billion times[2]

50%

By 2018, more than 50% of B2B collaboration will take place through Web APIs[3]

[1] Gartner Forecast: The Gartner Cloud report -- Forecast Analysis: Public Cloud Services, Worldwide, 1Q15 Update 17 June 2015 G00277763
[2] Gartner Press Release, "Gartner Says by 2017, Mobile Users Will Provide Personalized Data Streams to More Than 100 Apps and Services Every Day" January 22, 2014 http://www.gartner.com/newsroom/id/2654115
[3] Gartner Hype Cycle for Application Development, 2014, Thomas E. Murphy, et al, 29 July 2014

How CA supports your digital transformation

AGILE MANAGEMENT

Scalable, enterprise-class SaaS agile platform

Most experienced agile coaching and consulting staff in the industry

BUSINESS INITIATIVE

PLAN

MEASURE

| Apps | ↔ | APIs |

DEV & TEST

OPERATE

DEPLOY

DEVOPS

Speed and quality across all stages of application lifecycle

Solutions that enable collaboration across both dev and ops

End-to-end security covering apps, data and APIs

Identity management based on analytics delivers a frictionless user experience

SECURITY

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CA solutions to support your digital transformation

BUSINESS INITIATIVE

PLAN

MEASURE

Apps ↔ APIs

DEV & TEST

OPERATE

DEPLOY

AGILE MANAGEMENT

Agile & Transformation Consulting

Project & Portfolio Management

Agile Application Lifecycle Management

DEVOPS

API Management

Continuous Delivery

Application Performance Management

Unified Infrastructure Management

SECURITY

Identity & Access Management

API Management

Payment Security

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Why do we Struggle to Meet Expectations?

DEVELOPMENT

OPERATIONS

Idea

SPEED

STABILITY

Customer Experience

Agile, lean	ITIL, process, SLAs
Bring features/products to market faster	Ensure availability; MTBF
Cloud, open source, infrastructure-as-code	Legacy and proprietary apps/infrastructure

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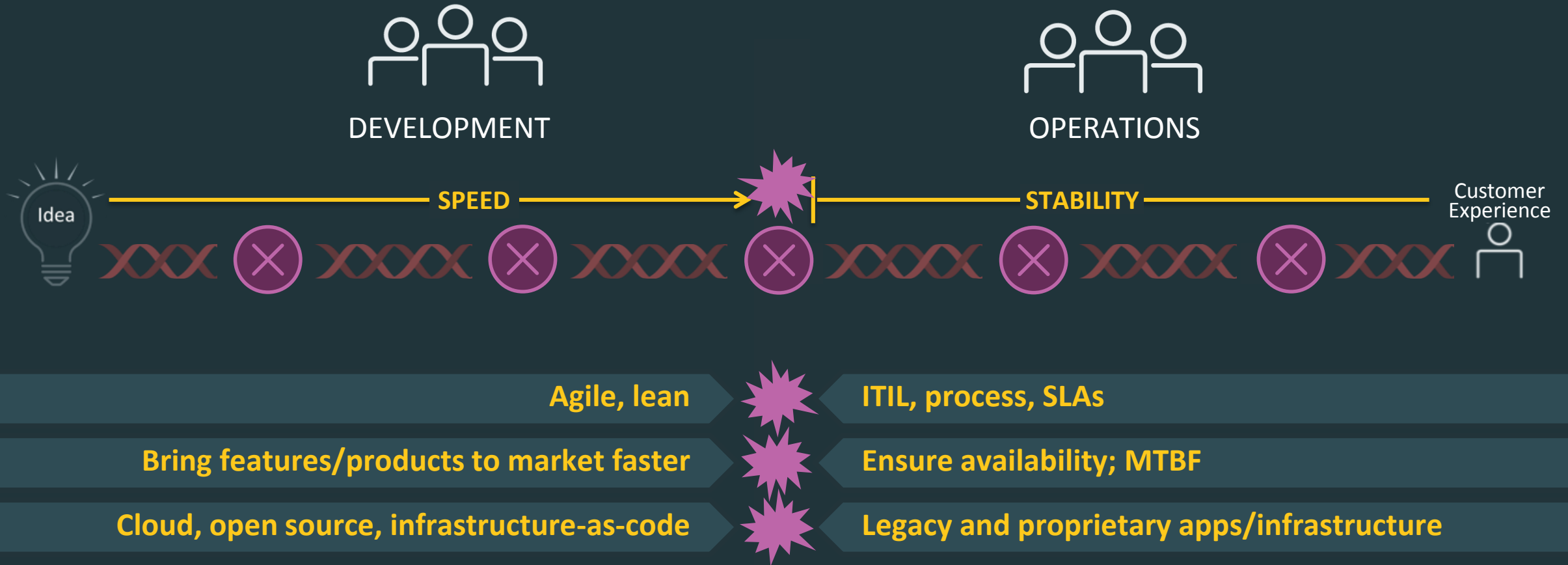
DevOps Transforms People, Process AND Technology

DEVELOPMENT

OPERATIONS

Idea

SPEED & STABILITY

Customer Experience
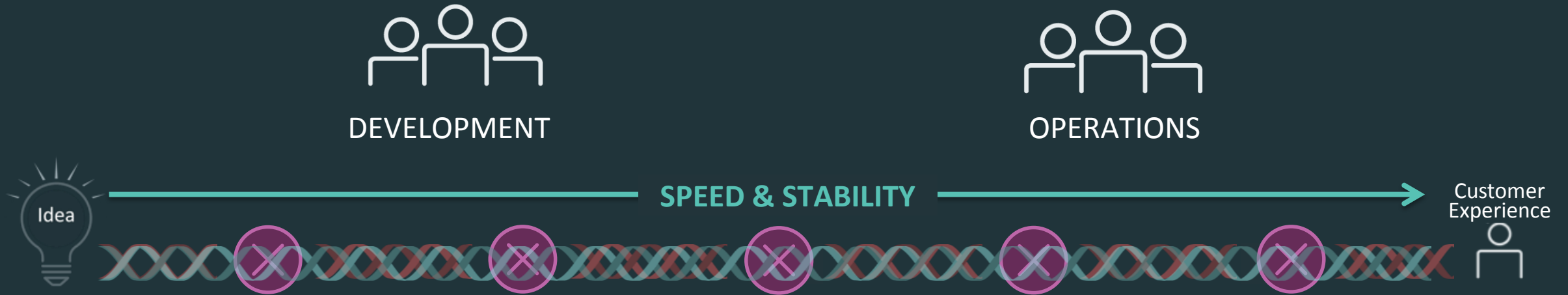
Communication and shared metrics and goals – driving business value

Collaboration and continuous feedback

Technology toolset enabling DevOps

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Changing Imperatives for IT Operations

Assurance		Agility	
Assurance	+	**Agility**	
Reliability, avoid risk	MINDSET	Innovate, adapt to change	QUALITY
System Performance	FOCUS	Revenue, brand, user experience	
Incremental	METHOD	Iterative	SCALE
In-house, Static	INFRASTRUCTURE	Elastic, outsourced, dynamic	
Internal processes, transactional	DNA	Customer-centric, contextual	SPEED
Long (months)	PACE	Short (days/weeks)	

AGILE OPERATIONS

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End-to-End Transaction Visibility

Follow transactions across all apps & infrastructure

Quickly identify what changed, where and when

Continually optimize user experience

Mobile App Crashed

z/OS DB2 Timeout

Systems of Engagement

Systems of Record

MOBILE TO MAINFRAME

DEEP ANALYTICS
Visibility in a customer context – *crashes, usage, speed…*
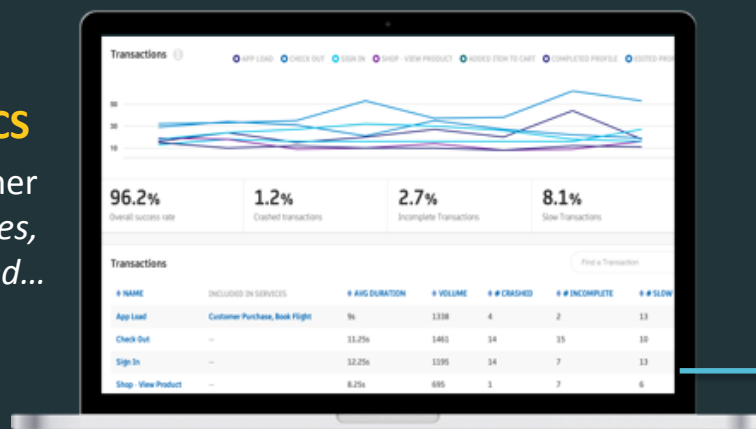
FULL TRACEABILITY
Quickly pinpoint problem transactions

QUICKLY IDENTIFY UNDERLYLING CAUSES FOR FAILED TRANSACTIONS – IN INFRASTRUCTURE OR APPS

Clear visibility spanning complex business processes

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The Light Bulb Moment – Monitoring in Pre-production

"Getting that insight in production is fantastic, but what is perhaps more brilliant is getting that insight in the development - and - test environment... We have been able to show that by putting APM into development and test — making it part of the process in those areas — you can stop defects from getting into production".

Prevented 10 high-severity incidents, saving more than a dozen hours of investigations.

Another partner improved performance by 85%.

http://rewrite.ca.com/us/articles/management-cloud/customer-obsessed.aspx

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In the App Economy, Applications are Architected Differently

Monolithic
Tightly-coupled, dependent, waterfall, change intolerant

Microservices
Agile, loosely-coupled, independent, continuous delivery

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DevOps: Getting Cake Delivered
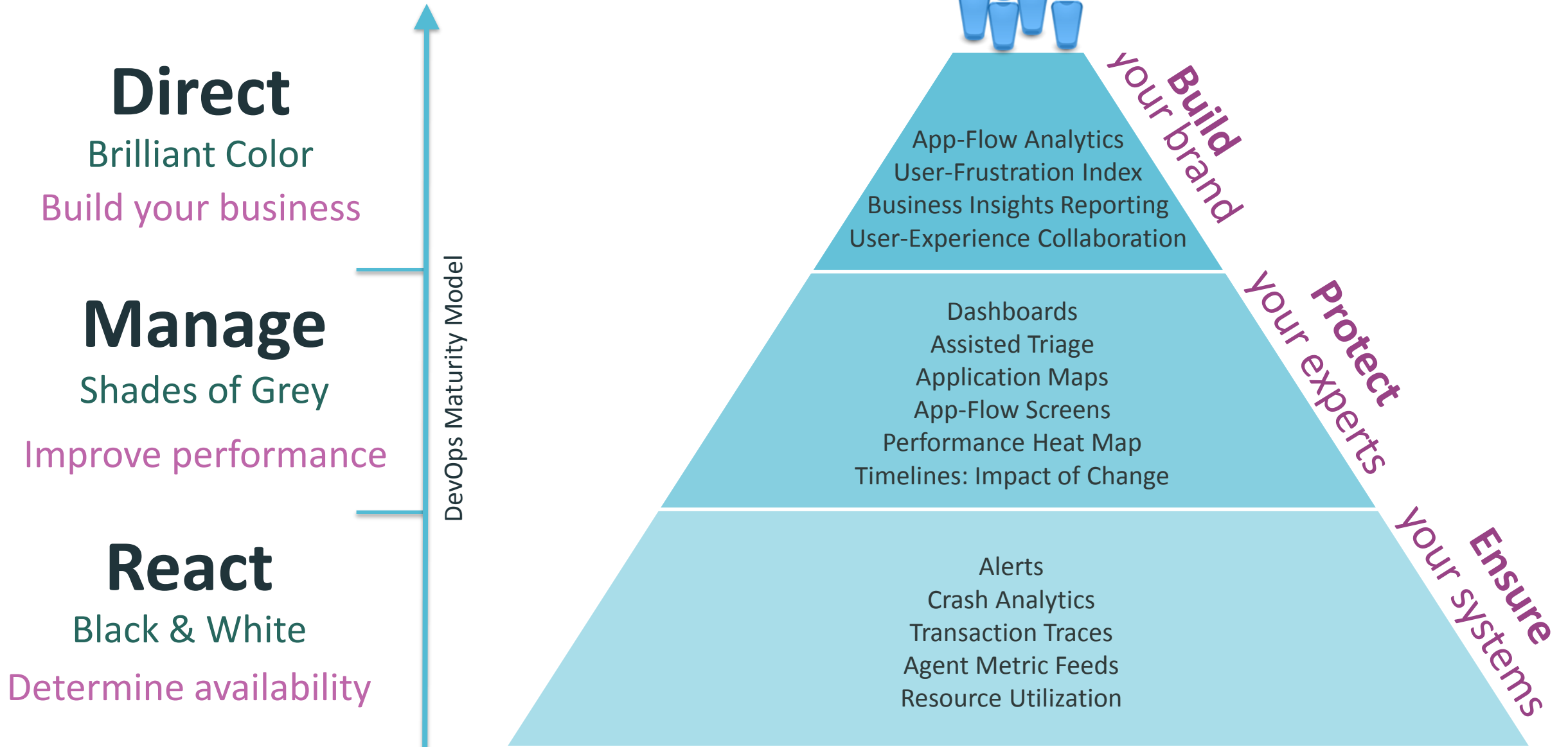
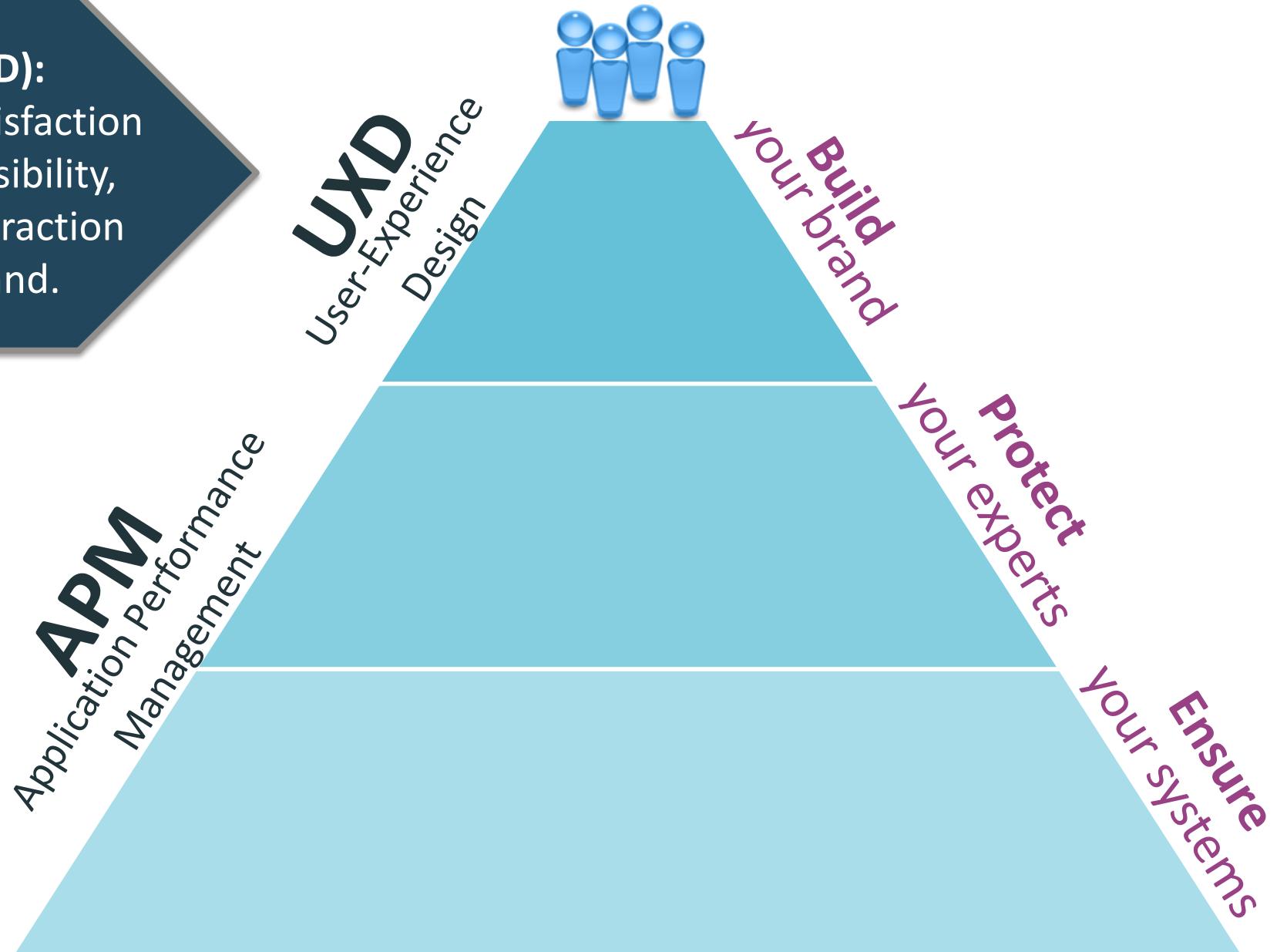Developer or Development ?

React

Manage

Direct

DevOps Journey

Direct

Brilliant Color

Build your business

Manage

Shades of Grey

Improve performance

React

Black & White

Determine availability

DevOps Maturity Model

Build your brand

Protect your experts

Ensure your systems

App-Flow Analytics
User-Frustration Index
Business Insights Reporting
User-Experience Collaboration

Dashboards
Assisted Triage
Application Maps
App-Flow Screens
Performance Heat Map
Timelines: Impact of Change

Alerts
Crash Analytics
Transaction Traces
Agent Metric Feeds
Resource Utilization

User Experience Design (UXD):
The process of enhancing user satisfaction by improving the usability, accessibility, and pleasure provided in the interaction between the user and the brand.

DevOps Maturity Model

Manage

React

UXD
User-Experience Design

APM
Application Performance Management

Build your brand

Protect your experts

Ensure your systems

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Building Roadmaps in the App Economy : Durable Problems
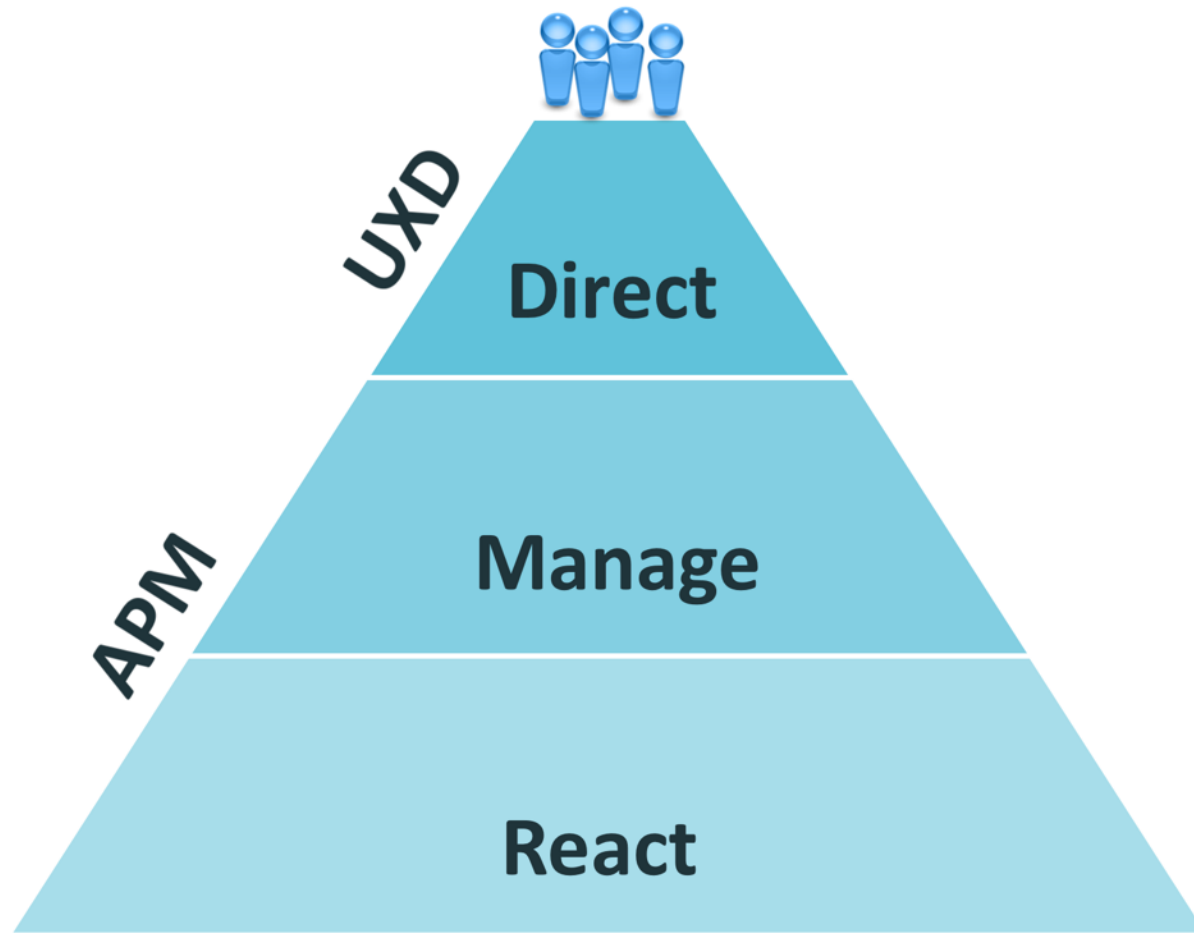
UXD Portfolio
- User-Experience Analytics
- Proactive Customer Support
- Triage for App Owners
- Business Insights
- User-Frustration Index

APM Portfolio
- Assisted Triage
- Zero-Config Agent
- Impact of Change
- Mean Time to Resolution (MTTR) < 0

Pyramid levels: Direct / Manage / React

UXD / APM

Scale: Easy — Proactive — Intelligent — Collaborative

CA APM Roadmap Theme

Moving from **DESCRIPTIVE** to **PRESCRIPTIVE**

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Protecting Your Experts in the App Economy

EPIC

EASY

PROACTIVE

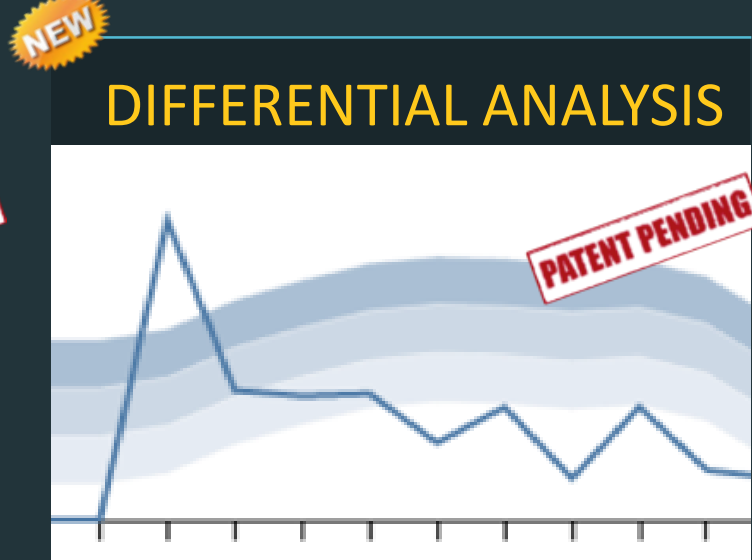INTELLIGENT

COLLABORATIVE

BUILDING PRESCRIPTIVE APM

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CA APM 10
Delight your end user, protect your experts

NEW
PERSPECTIVES

PATENT PENDING

NEW
TIMELINE VIEWS

TIMELINE   Time:
Start time: 5/14/15 7:05:24 PM
Range: 8 minutes
End time: 5/14/15 7:13:26 PM
Historic

7:07 PM   7:08 PM   7:09 PM   7:10 PM

PATENT PENDING

NEW
DIFFERENTIAL ANALYSIS

PATENT PENDING
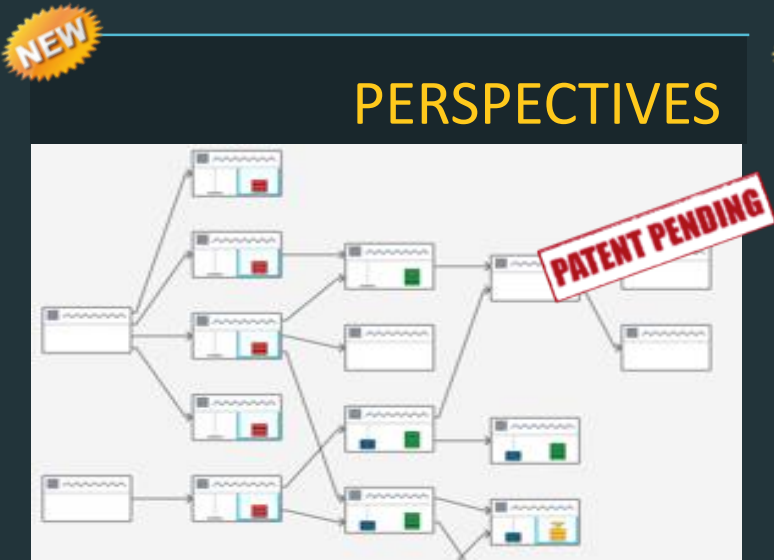
Shared Expertise
means
Continual Optimization
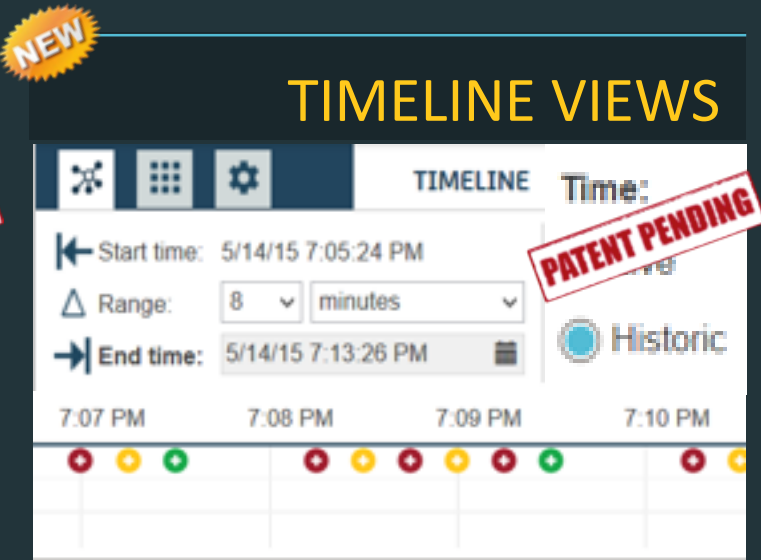
Faster Resolution
drives
Improved Uptime

Higher Efficiency
reduces
Ownership Costs

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CA MAA 15.4
Where visibility meets mobility

NEW

SCREEN HEATMAPS

NEW

APP FLOWS

NEW

END-TO-END MONITORING

Visualization
means
Quicker Insight

Behavior Analysis
drives
App Improvements

Deep Visibility
reduces
Mean-Time-To-Repair

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Marquee Features Delivered
Delivery Cadence Quickens

CA APM 9.7 – December 2014

- Smart Instrumentation (SI) – Automatic Evidence Collection
- End-to-end Mobile-Transaction Monitoring
- New PHP agent
- Enhanced Real-time Business-Transaction Metrics
- Java 8 Support
- Modern integration SDK (EPAgent RESTful API)

CA APM 10.0 – June 2015

- All-new UI in APM Team Center with Custom Perspectives
- New Timeline View
- Analytics: Differential Analysis
- All-new Browser Agent
- APM Command Center 1.1: Agent-Management API's
- HTTP Correlation & REST Support
- Smart Instrumentation: Automatic Entry-Point Detection

CA APM 10.1 – October 2015

- New Node.js Agent
- Team Center API's for custom-attribute decoration
- Team Center uses traces to create map relationships
- Domain changes require no EM restart
- ACC: Remote Controller Upgrades
- Maintenance Updates

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New Platform Support

Supported with 9.7 (December 2014)

- IBM WebSphere Portal 8.5
- JBoss 6.4, 7
- Agent support for Oracle Java 8, Open JDK
- SQL Agent support for SQL Server 2014 database
- Agent support for Oracle 12c DB on Z/OS 2.1.x
- Browser support for WebView and CEM
  - IE 10, Firefox 28, 29, Chrome

Supported with 10.0 (June 2015)

- Postgres DB on Solaris 11
- Tomcat 8
- IBM WebSphere App Server 8.5.5
- Tibco EMS 8.1, 8.2
- Axis 2 1.6
- Axis CXF 3.0
- G1 Garbage Collection
- Siteminder Manager 12.0.4 on RHEL 6.6

- EM on RHEL 7, SLES 12, OEL 7
- BRTM Agent Support
  - JQuery 2.0
  - Adobe CQ 5.x
  - IE (9,10,11), Firefox (v3x), Chrome (v3x), Safari (IOS 7.x, 8.x)
- Generic HTTP Correlation
  - Apache HTTP Client (3.x, 4.0 - 4.3)
  - JDK's built-in URL Connection (Java 6, Java 7, Java 8)
  - Spring HTTP Client (3.x and 4.x)
- Browser support for WebView and CEM
  - IE 11, Firefox 34, Chrome 38
- Workstation on Java 8
- IBM BPM 8.5.6

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New Platform Support

Supported with 10.1 (October 2015)

- APMDB on Oracle 12c
- EM on Windows 10, OEL 7
- TIM on RHEL 6.6
- Jboss 9 / Wildfly

Supported Fieldpacks

- PowerPack for WebSphere Portal
  - Updated for "new mode"
- SQL agent with parameters
- Oracle SOA-BPEL-OSB 12c
- WebLogic Communication Tracing
- Tibco BW 5.12
- IBM IIB 10

(Contact CA Support for software access)

NOTE: Additional field packs are being certified regularly for official support; contact your presales or services consultant for more details.

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CA APM Open-Source Developer Community
Extending the Reach of CA APM

Come & Contribute

Updated API

EPAgent RESTful API now makes it easier (and more efficient) than ever to integrate outside data sources into CA APM.

Hackathon

CA recently held an event to foster innovation and collaboration. 18 new ideas were conceived and prototyped for fieldpacks.

Teamwork

Learn from those who have done it before. Code examples, tips & tricks, recipes and more are all available.

Join Today!

http://bit.ly/caapm_dev/

CA APM Beta Community
Come Peek Inside the APM Factory

Collaborate & Influence the Evolution of APM!

Details

Gain access to more-detailed information about planned and under-consideration features.

Feedback

Share your voice in design reviews and solution concepts long before the traditional beta-testing phase.

Access

Touch the software and features while the paint is still wet and updates can be made.

Join Today!

http://bit.ly/ apmbeta_instructions

Easy. **P**roactive. **I**ntelligent. **C**ollaborative.

Driving Toward

E.P.I.C. APM

The Key to Stimulate User Loyalty and Differentiate Your Business in the App Economy

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