can you monitor your mainframe applications in real-time?

APMConnect

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RESPONSESYSTEMS

EDGEucate 2012
November 13-15

agility
made possible™

ca technologies

who are Response Systems?

Independent Software Vendor (ISV)

- A long-established CA Technologies product partner
- Founded in 1996 in the UK, with over 150 customers globally
- Acquired by Facet Consulting from Australia in 2007
- Offices in Australia and the United Kingdom

APM offerings for z/OS application customers

- ***APMConnect for Cobol*** enables real-time APM on Cobol
- ***APMConnect for CA Gen*** enables real-time APM on CA Gen

Product offerings for CA Gen customers

- *Access Gen, QA Console and Upgrade Console.*

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today

The **changing world** of Application Performance Monitoring

An overview of the APMConnect **solution architecture**

A look at key product **features**

A summary of solution **benefits**

More information

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the changing world of APM

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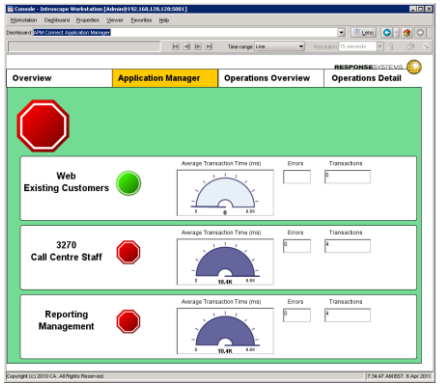
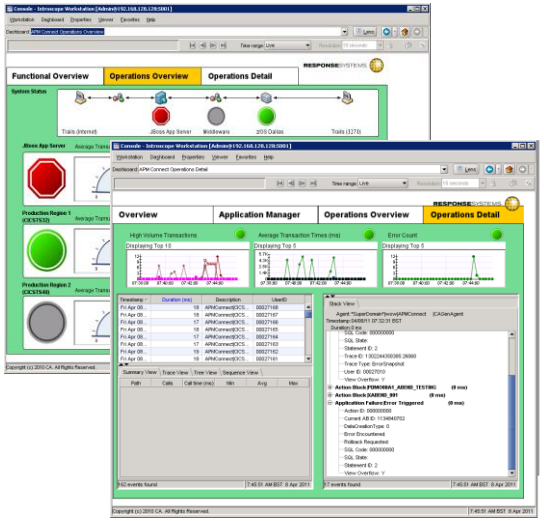
the fundamental demands are unchanged



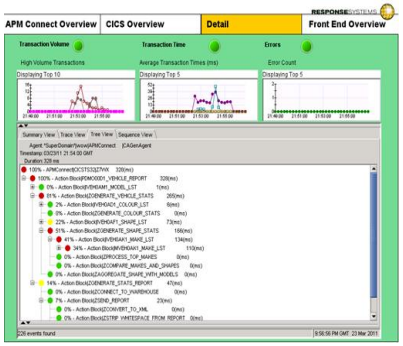
Service Assurance – is everything ok?

For ICT and Business owners – is the functionality I am responsible for being delivered?



Triage – where are my problems?

Avoid the blame-game - quickly identify exactly where in the application stack the problems exist – so they can be remedied



Performance – can I get more from my resources?

Identifying hotspots and bottlenecks within large and complex applications can unlock significant cost savings

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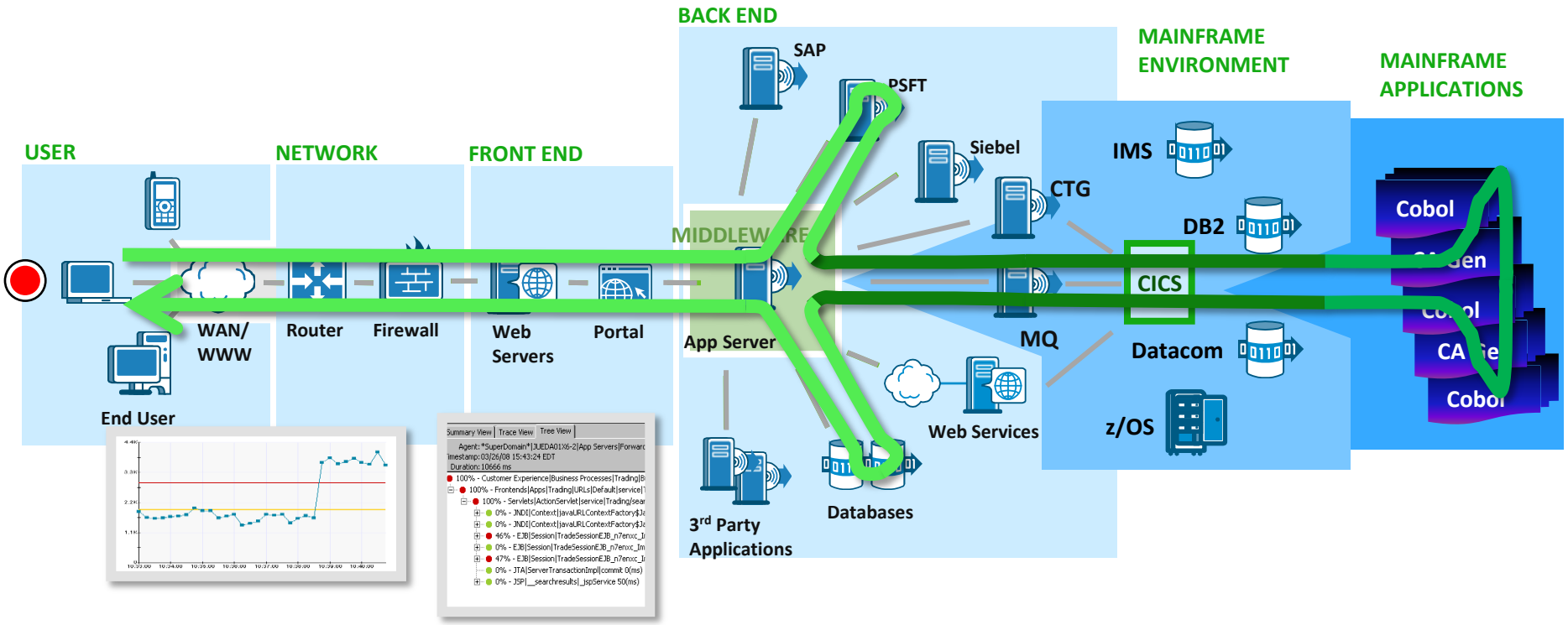
APM demands driven by application complexity

Applications are becoming more complex

Identification of where problems lie is now much more difficult

The ability to rapidly identify the where the problem is located is now critical to any remediation.



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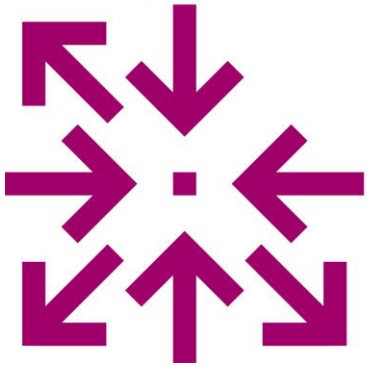
APM capability must match application complexity

"The gulf that has historically divided mainframe systems management and distributed systems management at most IT organizations is extremely problematic when it comes to maintaining the health of the kind of multi-tier applications widely in use today...



...by offering a practical way to bridge this gulf, tools that collect and assess information from multiple platforms can help IT organizations do a better job of ensuring optimized service levels for these multi-tier applications."
Bill Malik, Research Director, Gartner

Source: CA Press Release, October 2009

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business delivery is application focused

"While most IT operations teams still regard the management of infrastructure components (virtual and real servers, networks, and storage farms) as their core competency, they have increasingly come to understand that these elements deliver **value to the business only in the context of the applications they support**…

…Business decision makers have, in fact, been the most enthusiastic advocates of application-centric IT operations management.. ..to them, the most important and visible element that IT delivers with regard to **business process execution is the predictable and effective flow of application-based transactions**."
Will Cappelli, Research VP, Gartner

Source: Gartner Group, 2010
Magic Quadrant for Application performance Monitoring
Gartner RAS Core Research Note G00173116, Will Cappelli

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the evolution of enterprise APM

Early monitoring software (APM 1.0)

- Platform centric – rather than cross-platform
- Infrastructure focused – rather than application focused
- Heavy footprint – see everything, but at a significant overhead
- Eg: BMC TriTune, Compuware STROBE, IBM Omegamon/Expediter

APM2.0 overcame these to meet market demands

- **Wily** largely defined and then led this new market for APM2.0
- A single perspective over multiple application platforms
- APM that is Applications rather than infrastructure focused
- A footprint that enables always-on – providing proactive visibility
- **APMConnect is APM2.0 capability for mainframe applications**

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so how does APMConnect work?

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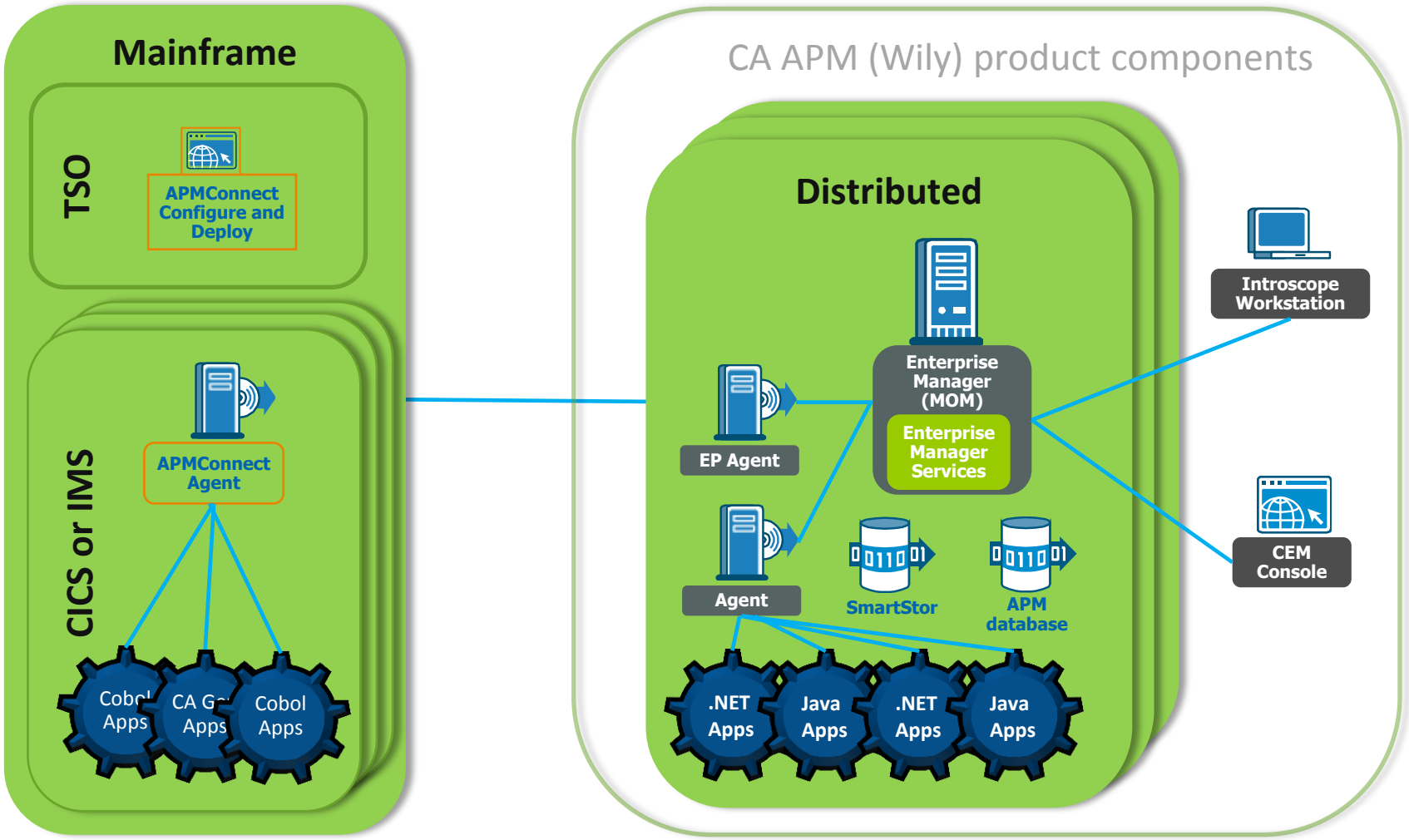
APMConnect solution architecture



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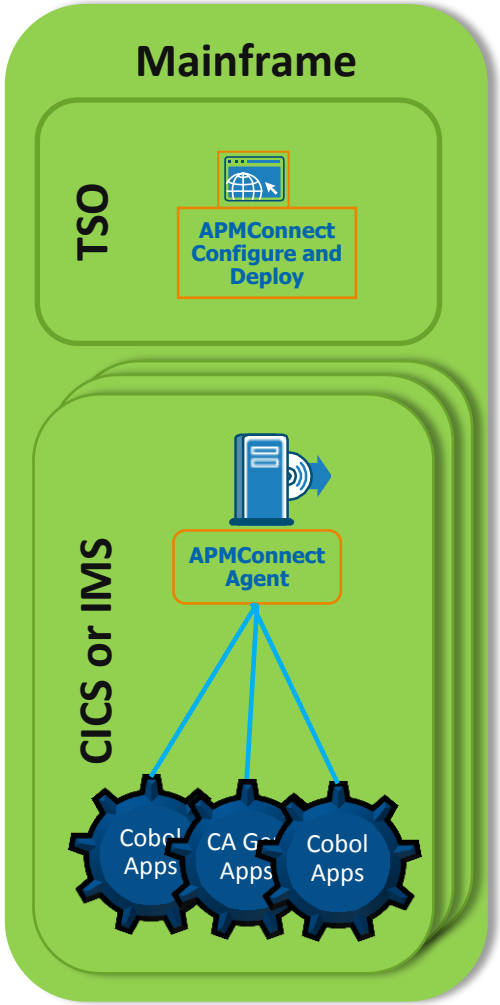
APMConnect solution architecture



APMConnect Configure and Deploy

- Rapid deployment to CICS/IMS regions
- Manage Transaction Trace filtering
- Monitors APMConnect CICS/IMS Agents

APMConnect CICS/IMS Agent

- Integrates with COBOL/CA Gen transactions
- Configured to dynamically filter by
  - ❑ transaction code
  - ❑ execution duration thresholds
  - ❑ transaction failure thresholds
- Sends data across to CA APM (Wily)

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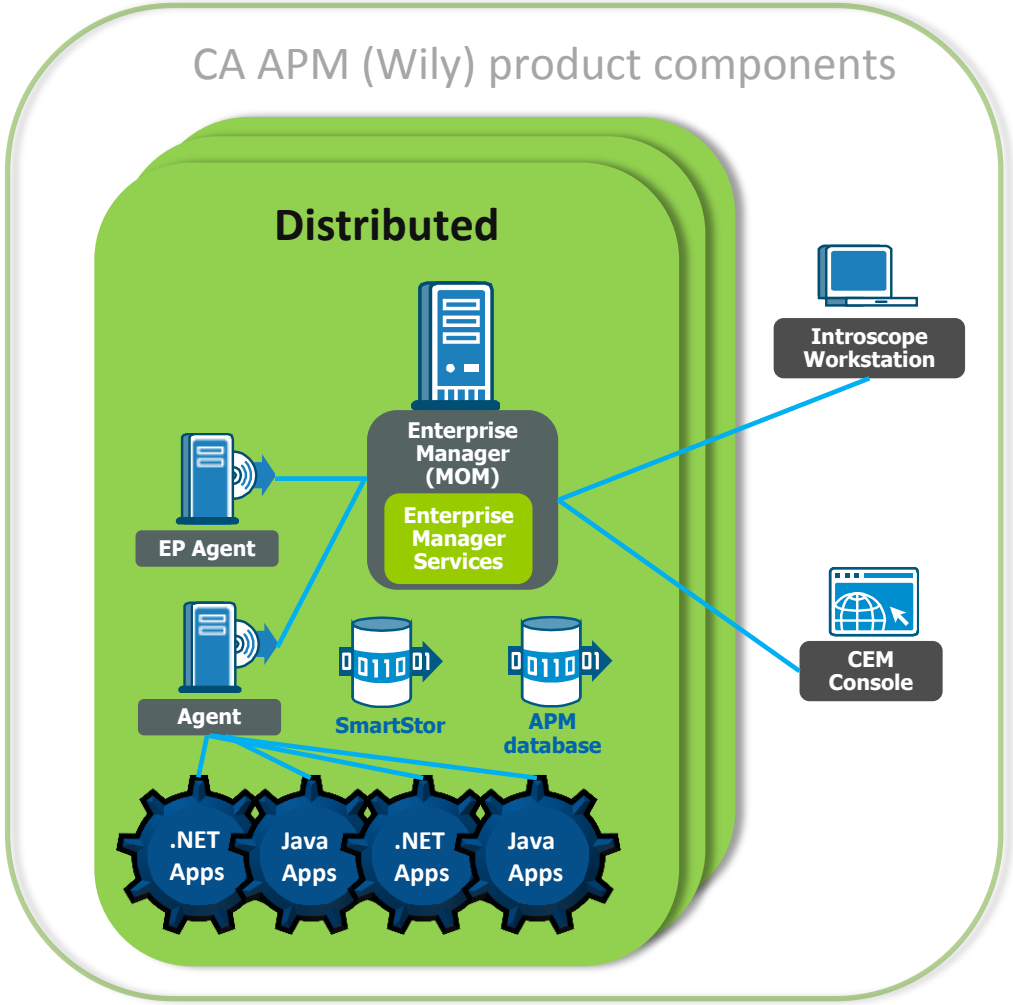
APMConnect solution architecture

CA APM (Wily)

- Out of the box
- Known and proven
- APMConnect plugs in through EP Agent
- Seamless and instant

Introscope & CEM

- All the powerful features of world-class APM
- Now with the same deep dive for mainframe apps



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key product features

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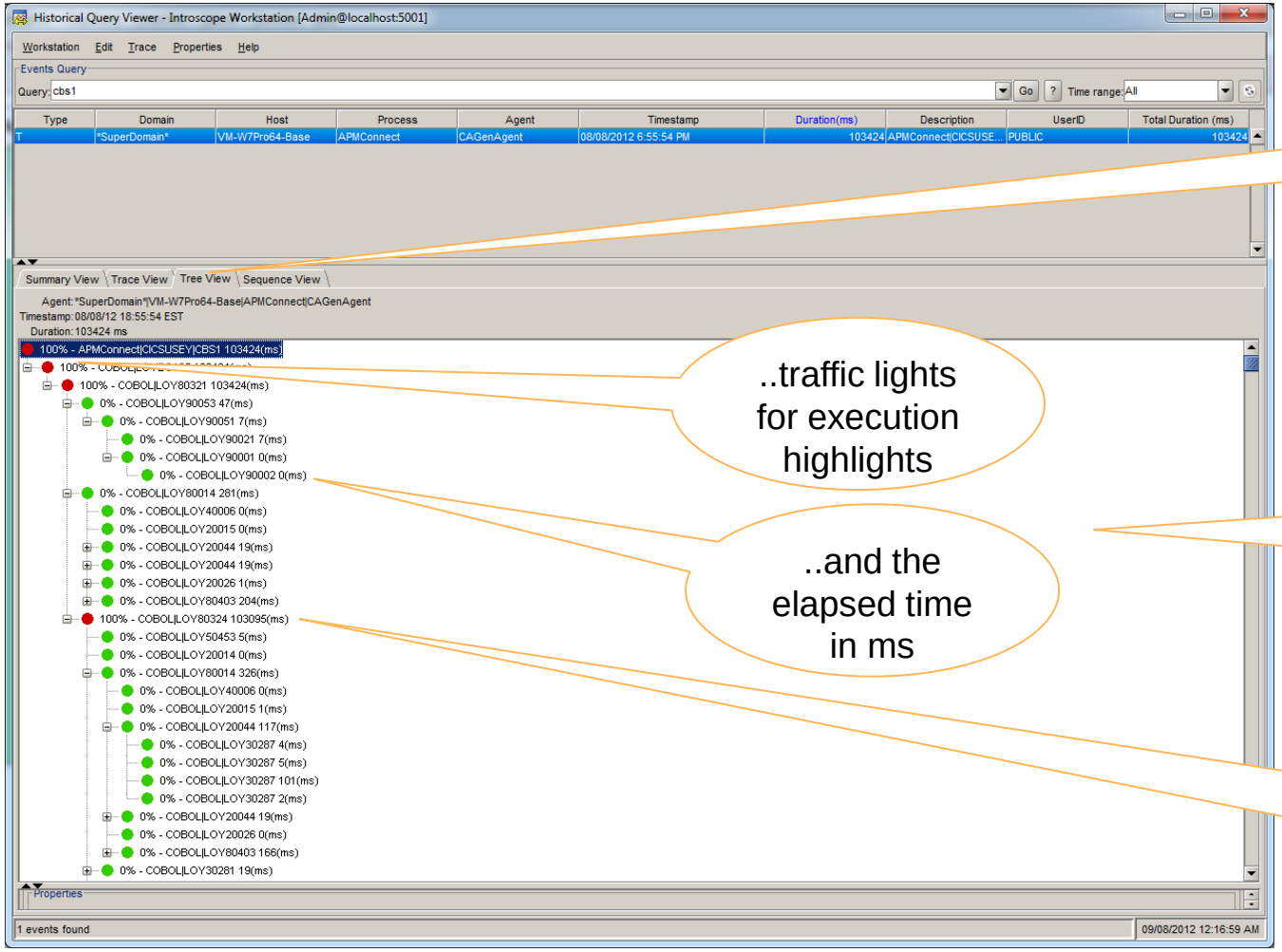
see inside executing applications



Use the **Tree View** to..

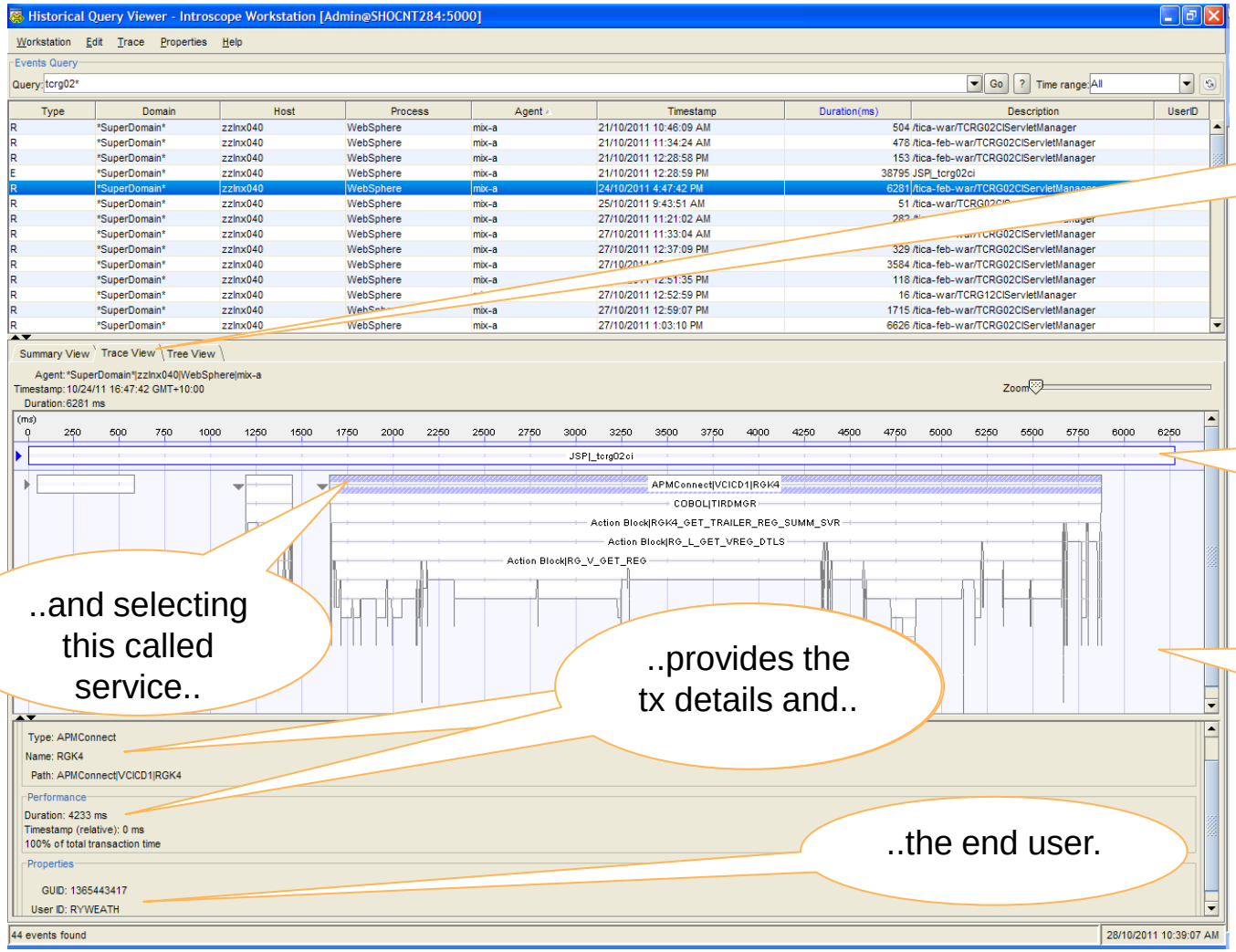
..traffic lights for execution highlights

..see the call stack exploded

..and the elapsed time in ms

..instant visibility to where time is spent.

visibility across technology platforms



Use the **Trace View** to see the visual layout..

..the platform running Java..

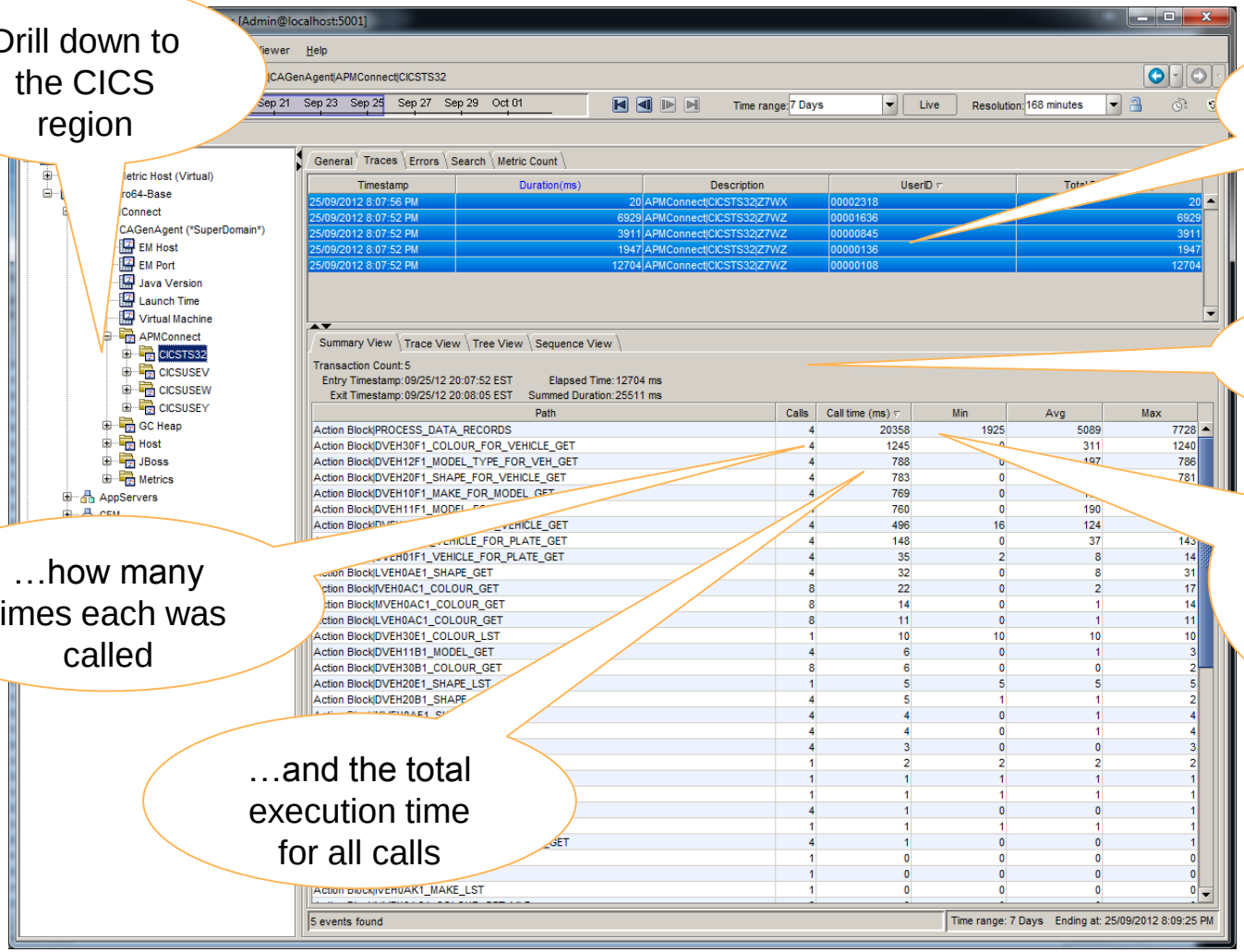
..calling three mainframe services

..and selecting this called service..

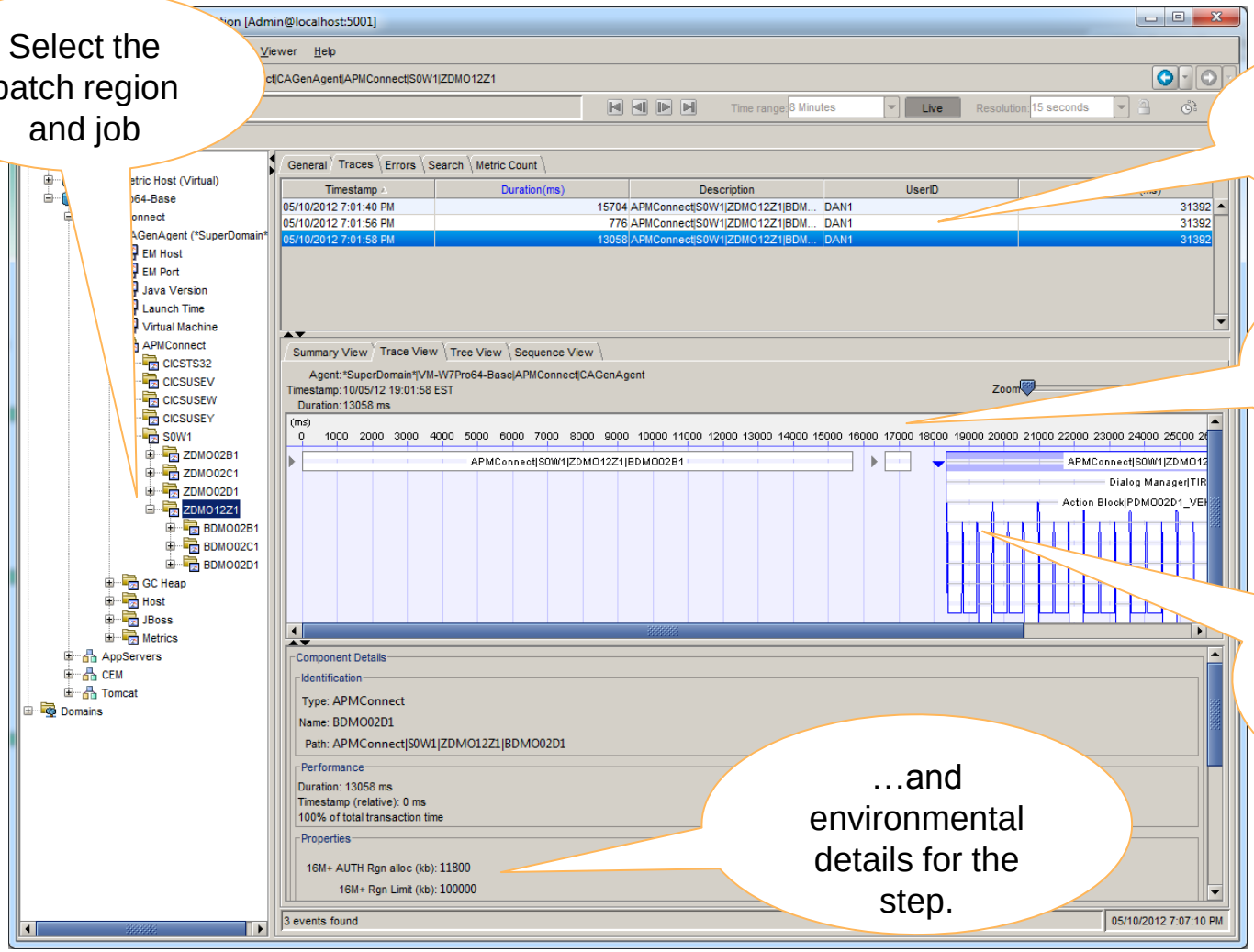
..provides the tx details and..

..the end user.

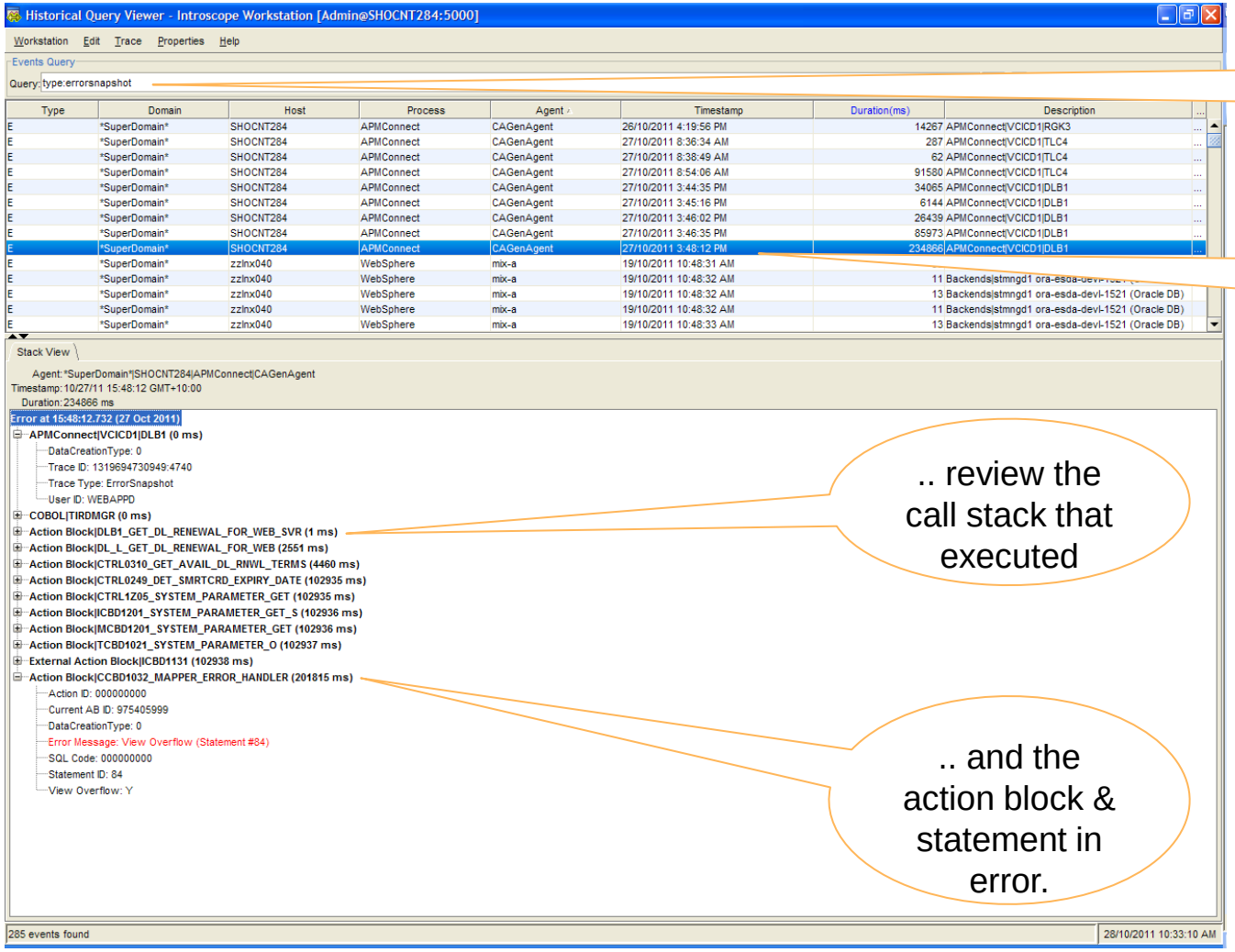
uncover performance hotspots



batch processing is correlated



when things go wrong



Jump into the error snapshots

.. select the instance of interest

.. review the call stack that executed

.. and the action block & statement in error.

what makes APMConnect unique?

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market leading benefits and features

- ✓ **Pro-active mainframe application monitoring**
  Minimal footprint enables always-on monitoring
- ✓ **Performance analysis on consolidated transactions**
  Identify hotspots in your application to deliver cost savings
- ✓ **Sub-transactional visibility in real-time**
  See the execution path inside the transaction, as it occurs
- ✓ **End-to-end cross-platform transaction integration**
  Follow your business transaction across each technical platform
- ✓ **Insight into intensive Batch processing**
  See each batch step correlated across complex batch jobs
- ✓ **Non-intrusive to executing applications**
  No source code changes, recompiles, relinks or rebinds needed

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additional features for APMConnect for CA Gen

- ✓ **Application monitoring in a CA Gen context**
  Monitoring that gives developers information to instantly act on
  Precise error diagnostics for resolving failure incidents rapidly
  No other product provides this real-time CA Gen context
- ✓ **Cross-platform support for CA Gen deployment**
  Drill down inside executing CA Gen mainframe transactions
  See inside executing CA Gen windows client transactions
  Integrate with Java and .NET proxy services across platforms

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thank you

For further information

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questions

ca technologies

APMConnect from Response Systems

One integrated APM over every platform

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