KPI Analysis And Collection

Overview

The process for identifying and gathering KPIs depends on the thick client workstation functionality, in particular, the checkbox “Show Min, Max and Count”. This feature is used to reliable discriminate which metrics are significant and which are not. This is used when we ‘Search’ for candidate metrics.

The first consideration is for the scope for the search. This can be at the Agent level, all the way to the SuperDomain level.

If you know which applications are significant, you can limit the scope to those applications. If you don’t have any preference, doing the search at the SuperDomain will also be effective.

Note that a SuperDomain search will take a significant time. If your cluster (or Collector) is already having performance problems, the queries will take 10-15 minutes to complete. Any search result will be limited to 500 metrics returned to the workstation, which for the purposes of KPI identification, completely suits our needs. This is where the “Count” comes in – we simply sort on the ‘Count’ to ensure that we are looking at the most significant metrics, in terms of invocation rate for those components. This sorting is carried out on the APM MOM, prior to the set of 500 metrics being delivered to the APM Workstation. The ‘count’ is evaluated over a (7) day historical view. A reliable ‘rule-of-thumb’ is that a KPI is significant if it has at least a count of 10,000 over a 7 day period.

We are normally collecting (5) types of metrics, using the following target keywords:

“Average”

“Responses”

“Errors Per Interval”

“Stall Count”

“Stalled”

You can of course search on any type of metric you find is significant. Typically, KPIs will not exceed more than 1% of your total metrics. So if you follow our guidelines, you will almost certainly get the bulk of your KPIs, before you even consider other potential sources.

Some of the alternate sources are SysView metrics (from Cross-enterprise Transaction Correlation) and SAP. Any Custom metrics that follow the typical metric units will already be evaluated with the target keywords.

When you have searched on a keyword, you will then select all of the results and then copy, then paste into a Notepad window.

Notepad is the preferred tool to capture the search result as it will automatically preserve the <TAB> delimiters – and this will improve the parsing accuracy when the ABA configuration is created.

Procedure

1. Open the APM Workstation, PowerPoint and NotePad.
   1. PowerPoint will be used to capture screenshots of your metrics capture, documenting the number of metrics matched and the number of metrics viewed. The viewed metrics will be limited – this is not a problem.
2. Open an Investigator session in the APM Workstation and select the Metric Browser tab. Navigate to the SuperDomain and select that level of the metric hierarchy.
3. Click the checkbox for “show Min, Max and Count”.
4. Toggle the <Live> button so that you can select a historical range of 7 days.
5. Using the <Search Tab>, enter one of the keywords [Average, Responses, Errors Per Interval, Stall Count, Stalled]
6. When control of the workstation returns, the bottom of the workstation window will change from “searching” to a report of the number of metrics matched and the number viewed.
7. Select the top row, then <CNTRL><A> to select all of the metrics. The graph will populate and when this is finished, <CNTRL><C> to copy the selection.
8. Paste the selection into the NotePad window and immediately save the file as “search\_average.txt”, changing the name of the file to match the search term. The naming is not critical but each file must be distinct.
9. Now take a screenshot of the Investigator window and paste into PowerPoint. Save this file with your company name and which environment was being analyzed, such as “CA-Inc\_production\_KPIs.ppt”
10. Repeat steps 5-9 until you have collected all of the candidate KPIs into their respective \*.txt files, and have all of the screenshots in your “company\_environment\_KPIs.ppt”
11. If you are participating in the beta program, collected together all of the \*.txt, \*.ppt and your current Analytics.properties file, and return to CA for processing. You will receive a new Analytics\_broad.properties and Analytics\_narrow.properties, which will replace your current ABA configuration. You will receive instructions on managing the various Analytics.properties files with the new configurations.

The following screenshots summarize the workstation selections:

