

APM sur votre Smartphone

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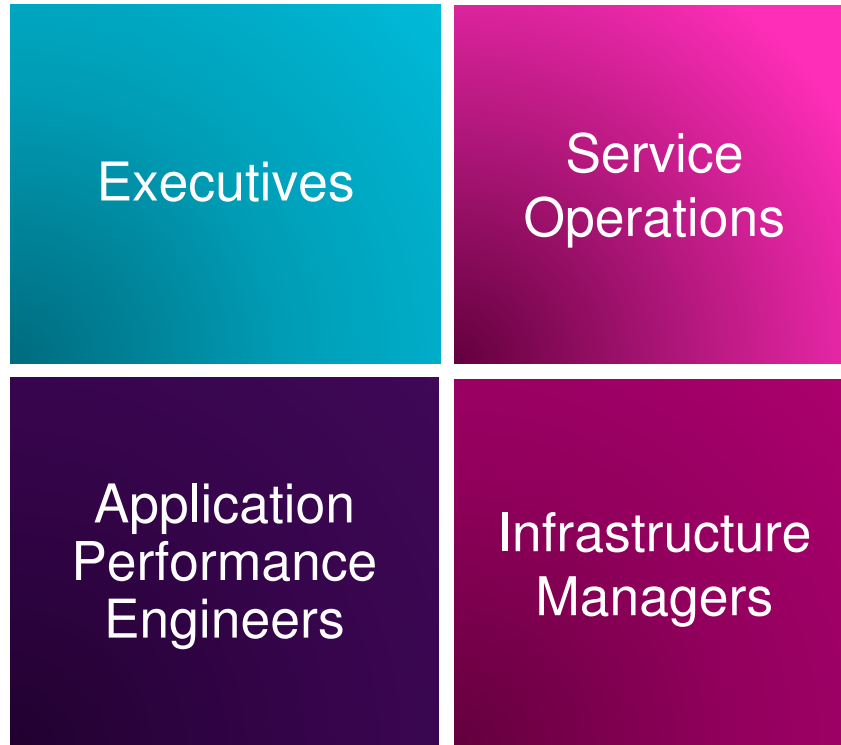
agility
made possible™



Agenda

- La stratégie CA Service Assurance
- CA Executive Insight : Architecture et configuration
- Démonstration

Notre stratégie pour Service Assurance



Deliver highly capable products that optimize the experience for the four primary roles responsible for service assurance

Améliorer la visibilité des managers et des responsables métiers

Smarter Faster

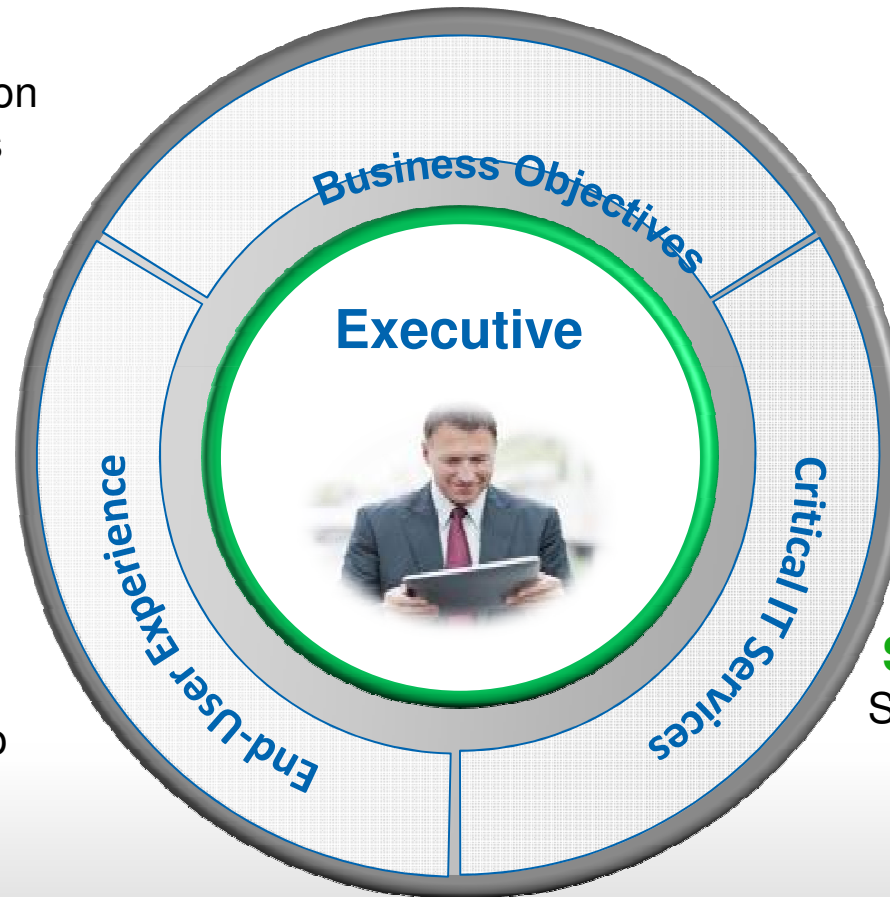
Real-time access to relevant IT information for timely business insight

Easier

Simple. Flexible. Self-service. Ease-of-use without complex administrative requirements

Mobile

Anytime anywhere access for on-the-go situational awareness.



Solution Advantage
Straightforward integration to rich data sources and best-in-class solutions

Est-ce que cette technologie sert correctement nos attentes métiers?



Anytime / Anywhere

Real Time

Collaboration

Business Indicator

IT Metrics

- Availability
- Quality
- Usage / Capacity

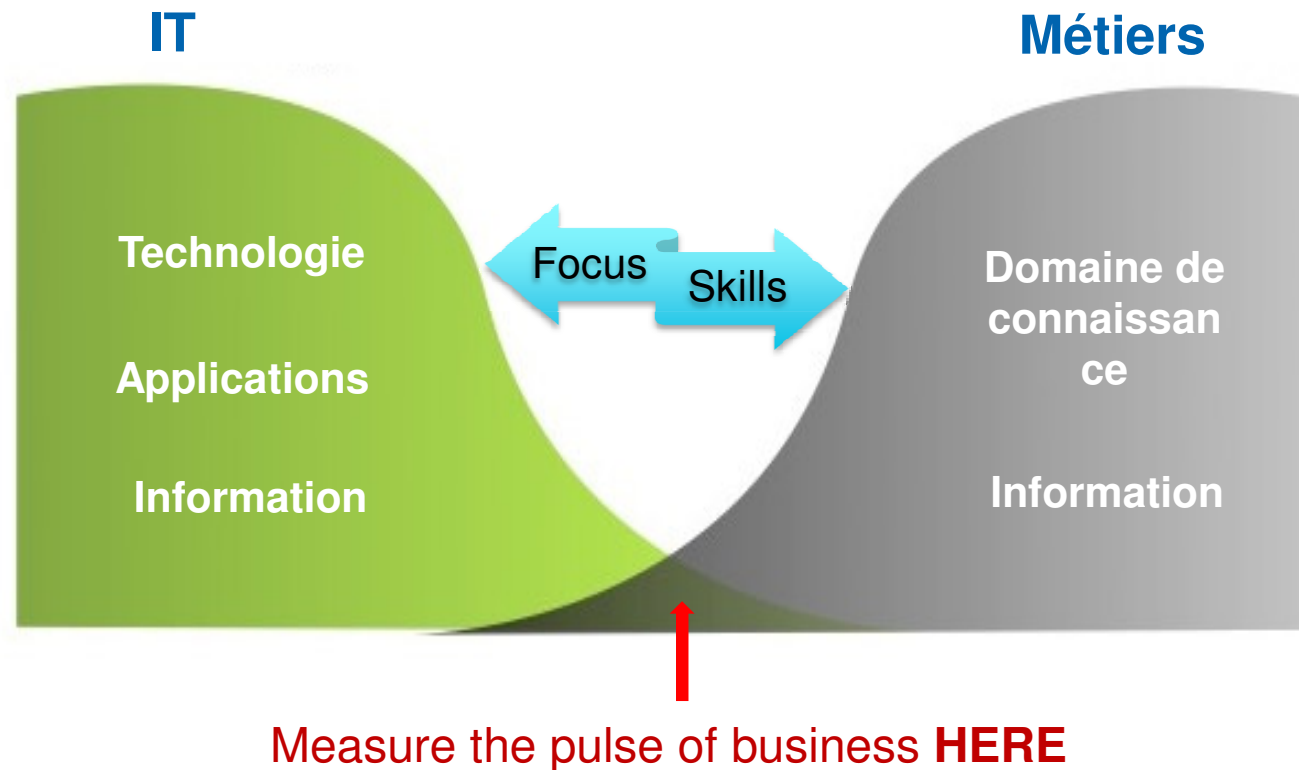
Business Metrics

- Revenue
- Retention (Loyalty)
- Recognition (Brand)

“I don’t want to wait for long term analysis I need real time information NOW”

“I am not ready for a mature business process analytics model – I just want real time insight into key metrics”

Fédérer les attentes des métiers et les compétences des équipes informatique

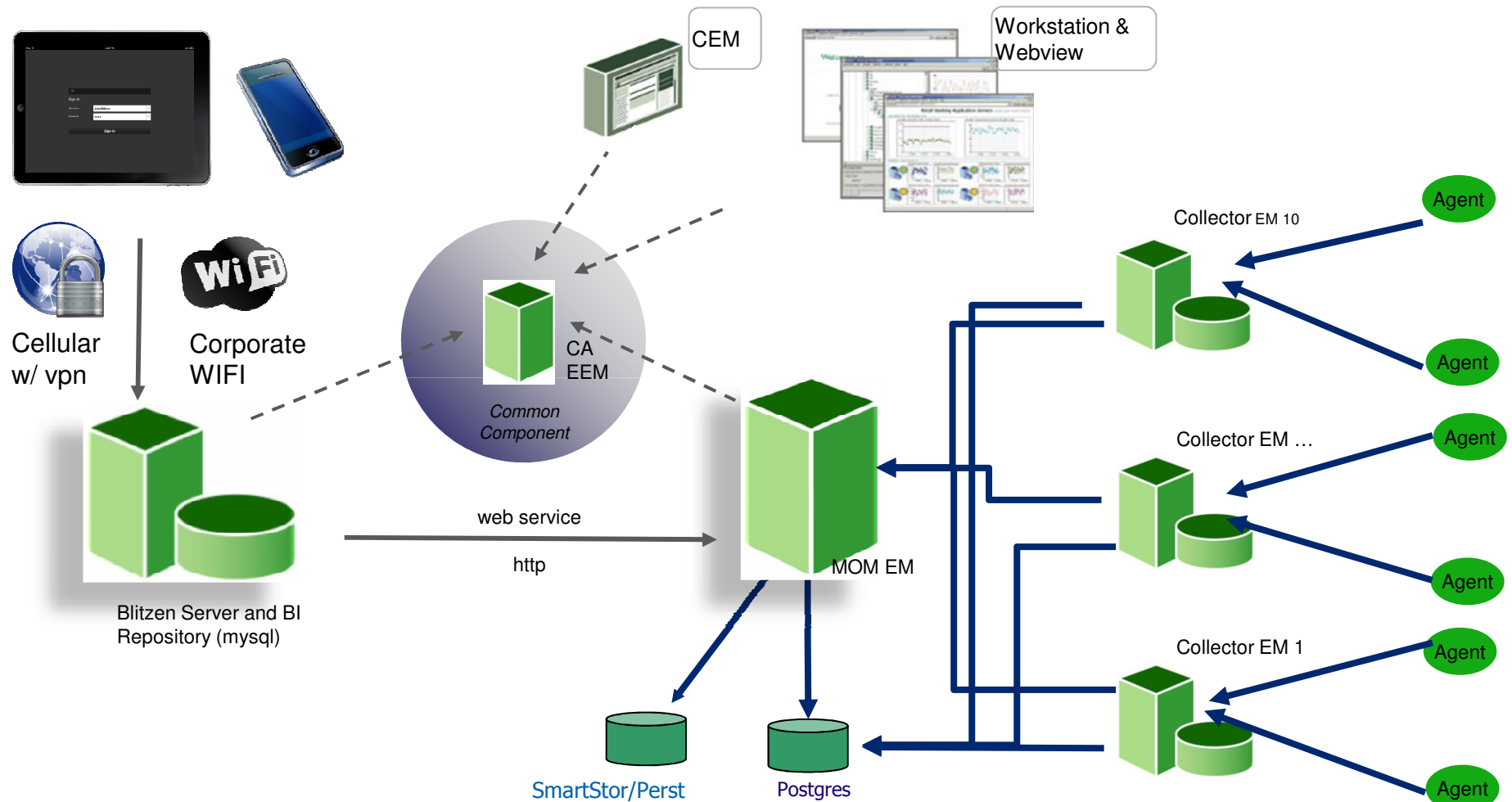


Notre approche du développement

- Executive Insight est développé en suivant la méthode Agile Scrum, avec des ‘Sprints’ de 4 semaines.
- Chaque sprint consiste en un ensemble d’”histoires”, qui seront développées et doivent atteindre l’état de ‘production ready’ à la fin de chaque itération
- Les équipes de Product Management maintiennent une liste d’”histoires” qui sont priorisées en fonction des analyses du marché mais surtout des interviews et des tests des clients.
- Les retours clients génèrent de nouvelles “histoires” et permettent de les prioriser.

Architecture et configuration

Deployment Architecture w/ APM 9.0



Pré-requis Système

— Windows

- Windows 2008 Server – 64 Bit OS

— Linux

- Redhat 5 / 6 – 64 Bit OS

— Dépendance avec des logiciels (fournis par CA)

- CA EEM (Embedded Entitlements)
- MySQL

Configurer l'accès à l'EM Introscope

The screenshot shows a web browser window with the address bar displaying `138.42.252.219:8080/execDesktop/#ConnectorDetails?id=2`. The page title is "CA Executive Dashboard". The left navigation pane includes "Admin", "Navigation", "Metric Connectors", "Business Indicators", and "Categories". The main content area is titled "Connector: APM Connector" and has two tabs: "Details" (selected) and "Metrics". Below the tabs are "Update" and "Delete" buttons. The "Details" tab contains two sections: "Information" and "Connection".

Information

Name: *

Description:

Connection

Protocol: *

Host: *

Port: *

Username: *

Password:

Choisir les métriques et les transformer en indicateurs métier.

The screenshot displays the CA Executive Dashboard interface. The left sidebar shows the navigation menu with 'Admin', 'Navigation', 'Metric Connectors', 'Business Indicators', and 'Categories'. The main content area is titled 'Connector: APM Connector' and shows '5 Metrics Selected' in a table. The table has columns for 'Metric Name', 'Status', and 'Business Indicator Name'. The 'PlantsByWebSphere' folder is expanded, showing a list of metrics. The 'BadTransactionCount' metric is selected, and its 'Business Indicator Name' is 'PlantsByWebSphere BadTransactionCount'. The 'TransactionTimeMax' metric is also selected, and its 'Business Indicator Name' is 'PlantsByWebSphere Transa'.

On the right, the 'Indicator: PlantsByWebSphere BadTransactionCount' configuration window is open. It contains the following sections:

- Information:** Name: PlantsByWebSphere BadTransactionCount, Description: (empty), ID: 10, Owner: Administrator, Created: Thu May 05 2011 22:04:47 GMT-0400 (Eastern Daylight Time), Modified: Mon Jun 06 2011 11:36:10 GMT-0400 (Eastern Daylight Time).
- Organization:** Categories: Available (Critical, IT, IndicatorsOnly, Long Long Long Named ..., Minor, More Tests) and Assigned (Financial). Visibility: Show.
- Measurement:** Type: Basic, Source Name: BadTransactionCount, Source Path: CustomerExperience:PlantsByWebSphere, Source Connector: APM Connector, Frequency: 1 h, Aggregation Type: Sum Aggregation.

At the bottom of the configuration window are 'Save' and 'Cancel' buttons.

Démonstration

Nous recherchons des clients motivés!

- Executive Insight sera annoncé officiellement pendant CA World (13 – 16 Novembre)
- Les clients APM existants auront automatiquement accès au logiciel et à 5 utilisateurs max
- Nous souhaitons travailler en partenariat avec quelques clients motivés afin de
 - tester régulièrement la solution
 - émettre des retours (utilisabilité, nouveaux cas d’usages...)
- Si vous êtes intéressés, contactez moi:
 - Florian.cheval@ca.com
 - 06 20 24 18 85

Merci!
Florian.cheval@ca.com

Auto-Dashboard based on Group/Tagging/Category

Self Service - IT + Business Indicators Together



Multi-Chart
Dashboards
created
'Automatically'

Navigate Business
Indicator Catalog

Business Indicator Detail View

High Quality Interactive Mobile Experience – Real-Time Any-Where



Indicator Details provide context and additional insight

Interactive charts – touch or drag your finger to see value highlighted

Interactive Charts – select date range or drag to zoom chart

Tag Charts with Comments / Annotations

Social Innovation - Collaboration



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