



Managing & Controlling Application
Performance

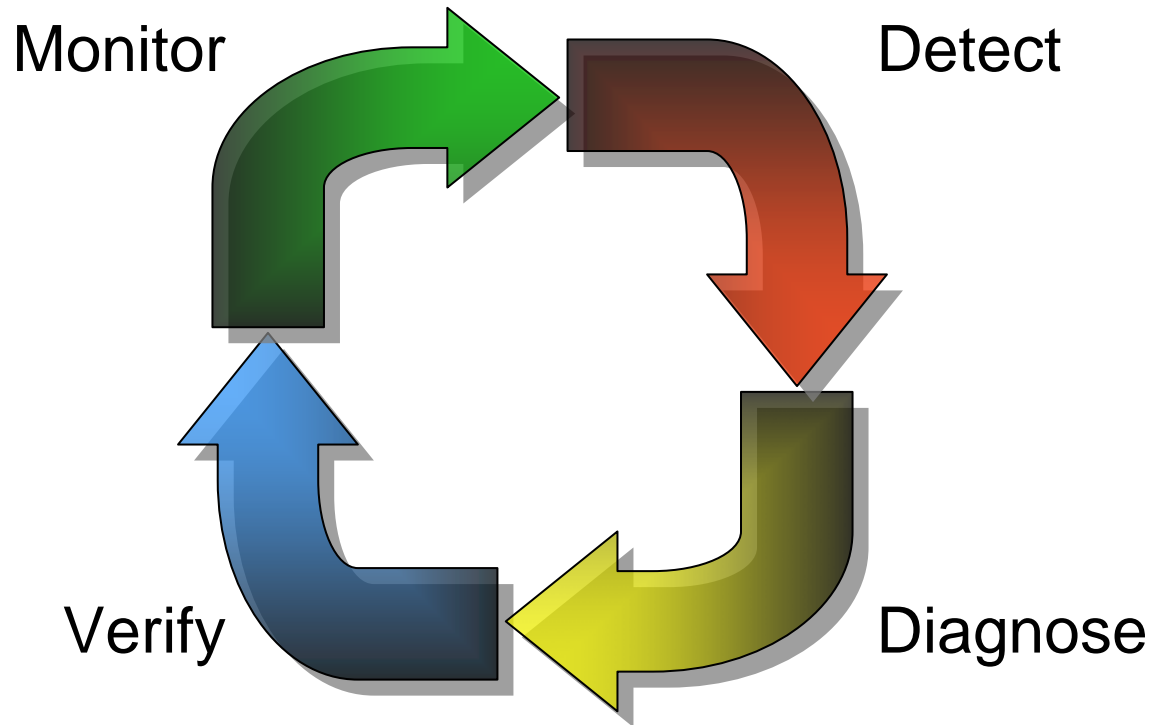
Dealing With Degradations

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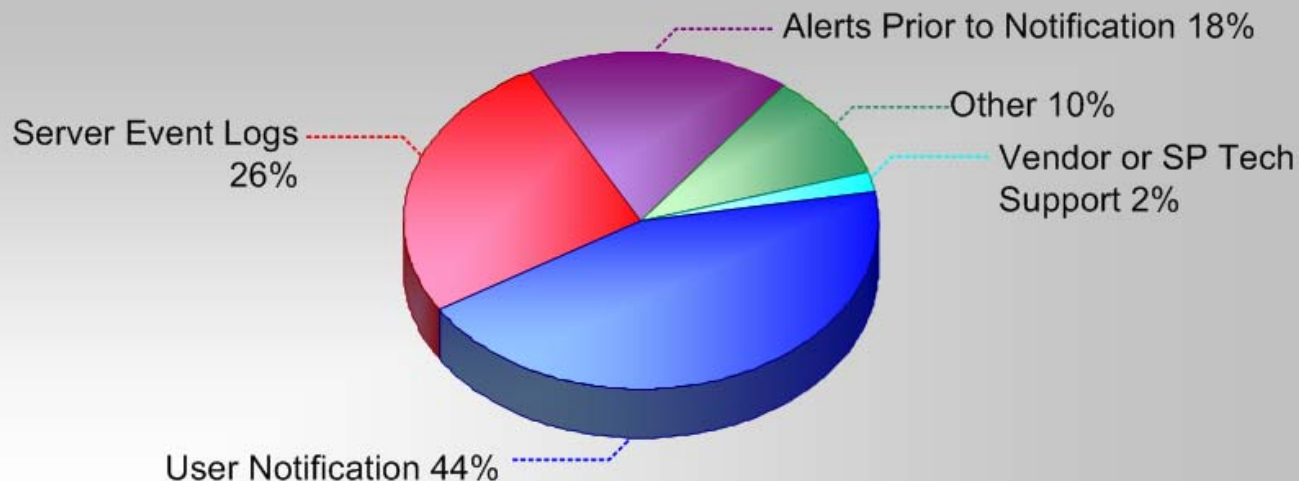
Agenda

- The Performance Problem Lifecycle
- Detecting Degradations
- Diagnostic Velocity
- Case Examples

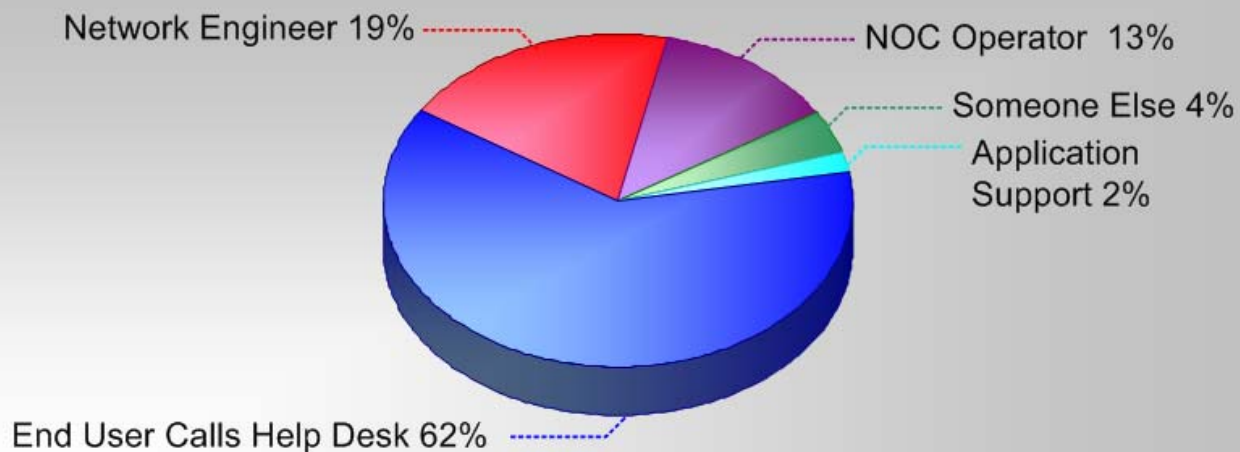
Performance Problem Lifecycle



Who Detects Performance Problems?

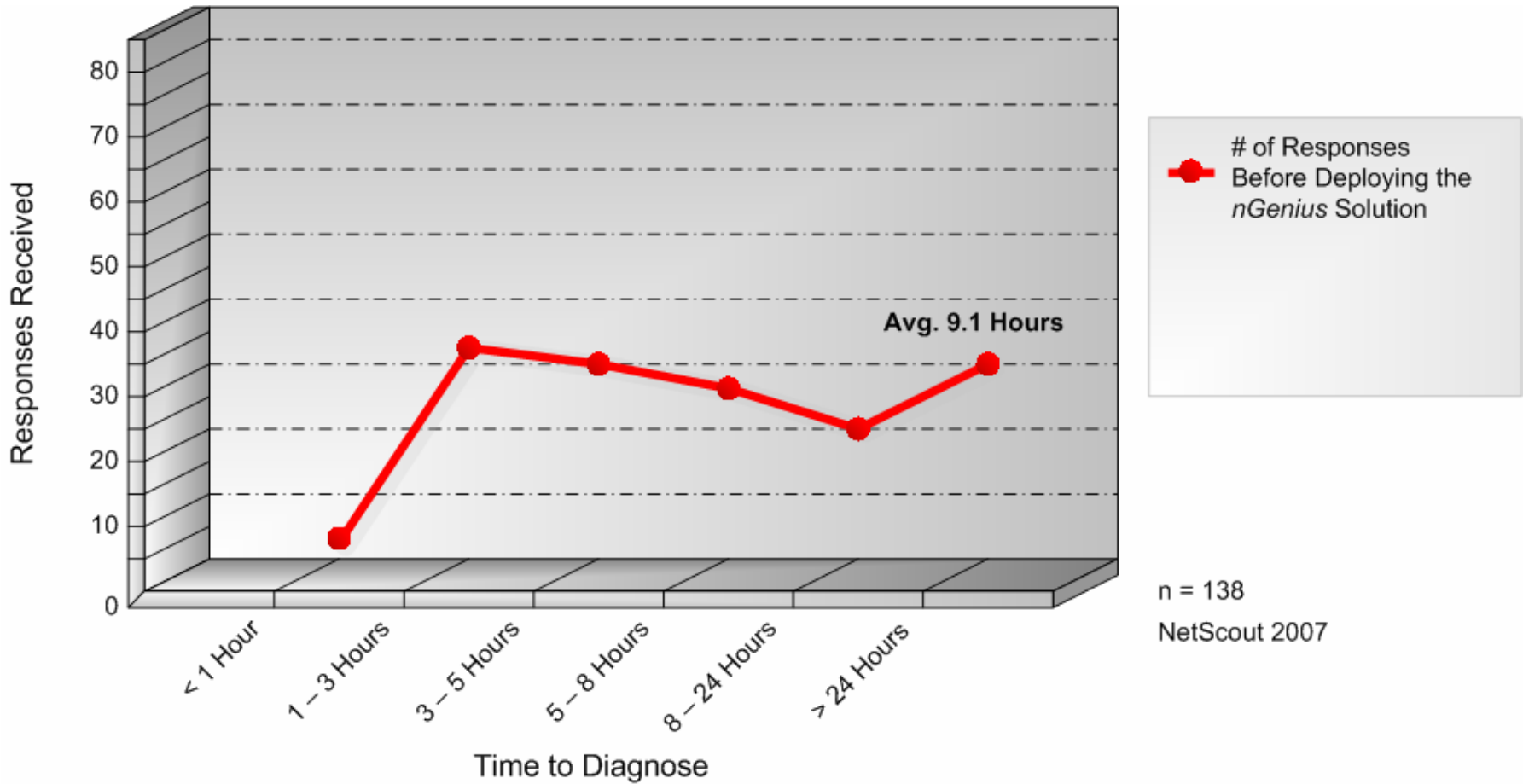


Enterprise Management Associates 2005

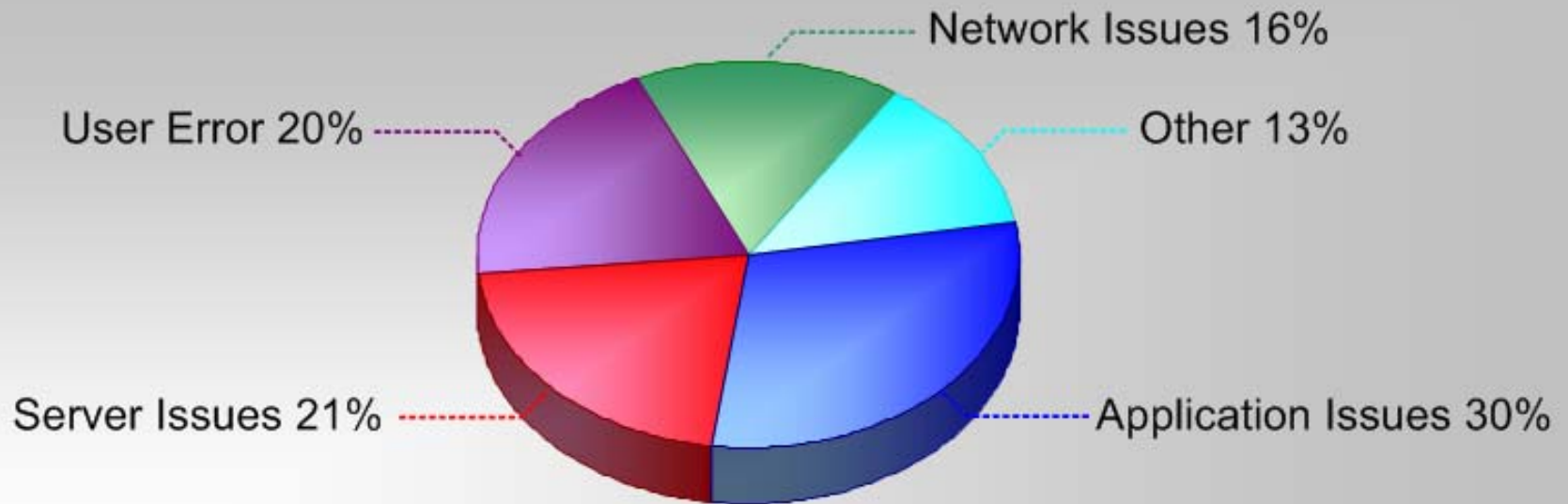


NetScout 2005

How Long Does Diagnosis Take?

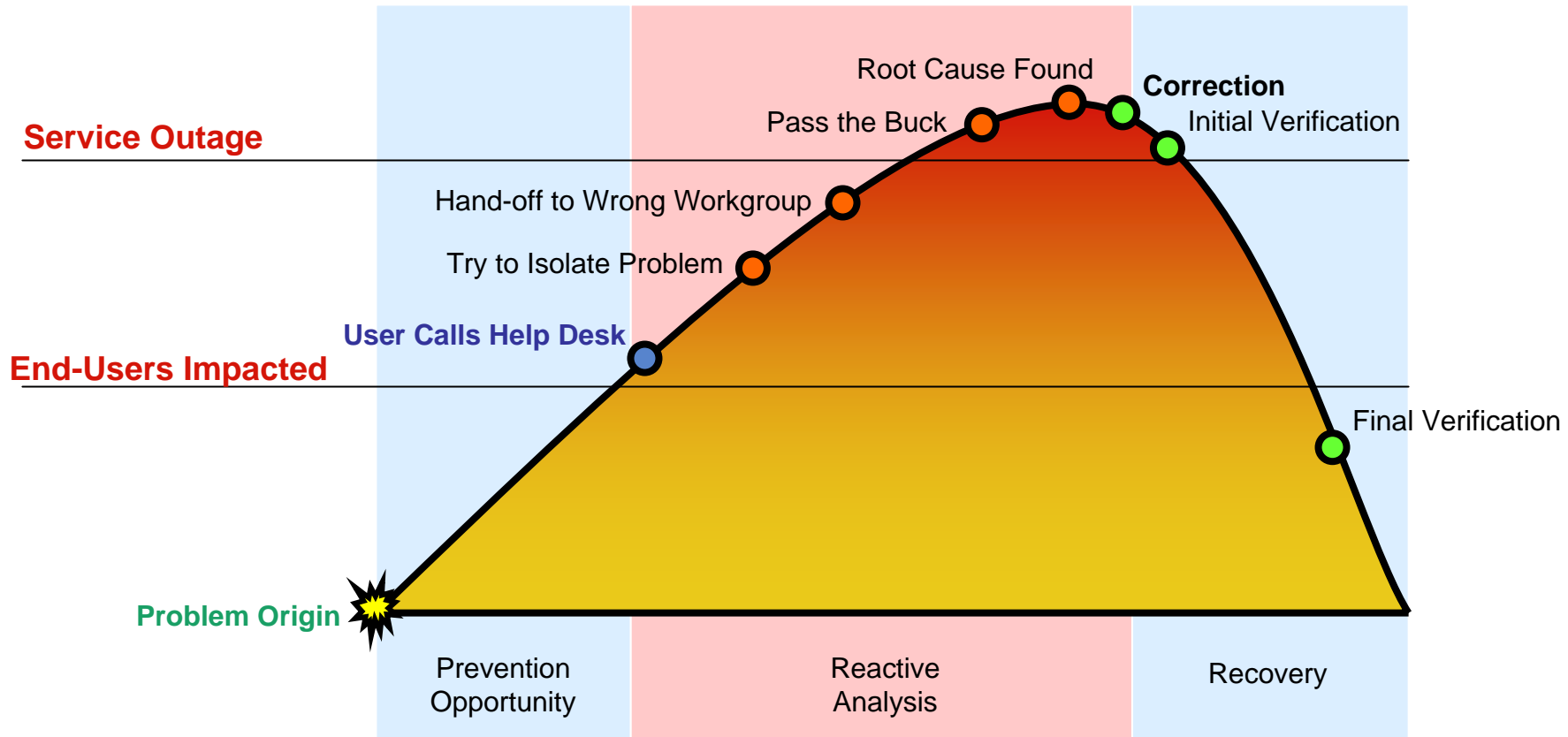


What is the Source of Performance Issues?

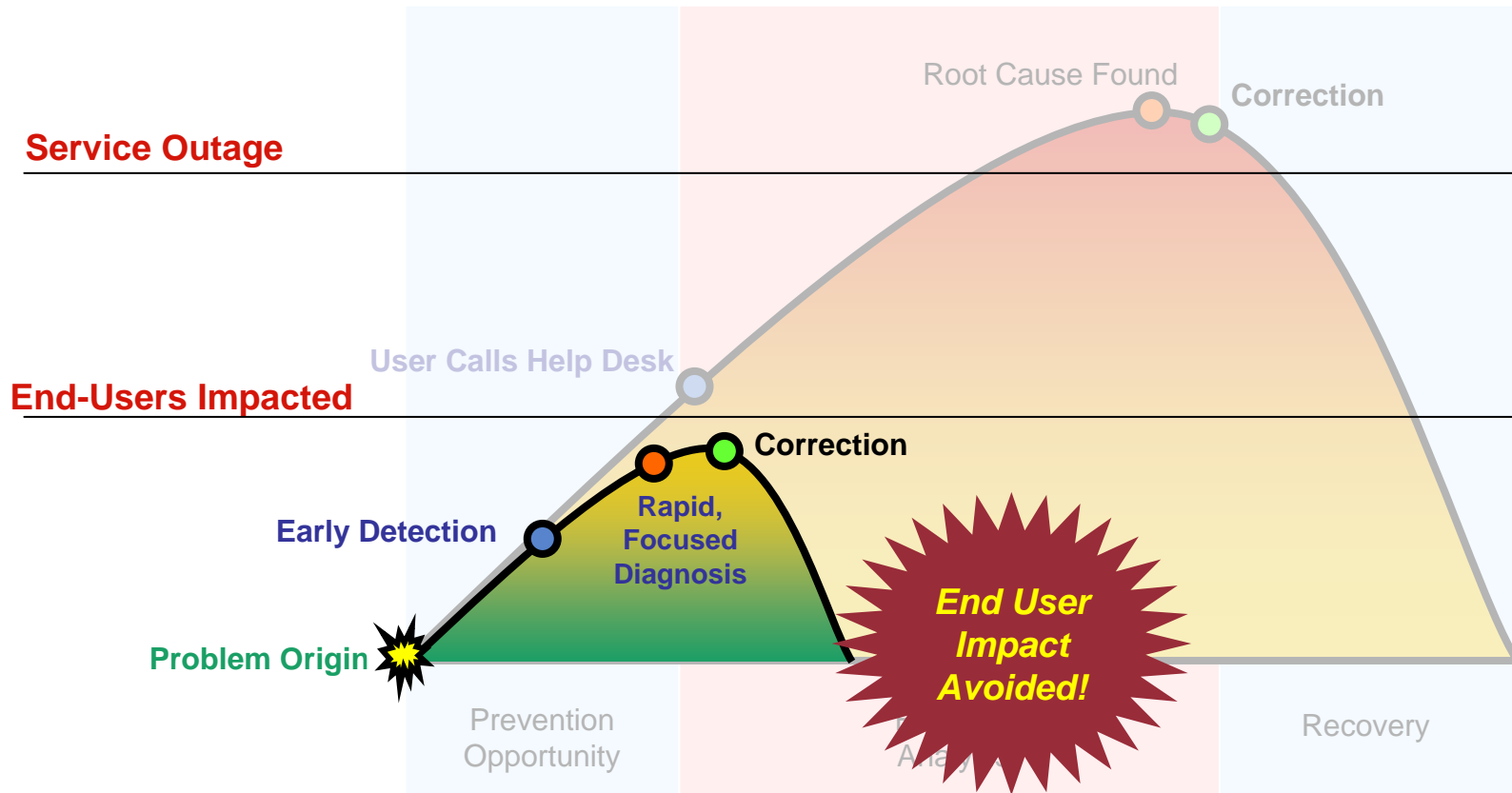


n = 232
NetScout 2007

Typical Lifecycle Scenario



The Ideal Case



Detection Priorities

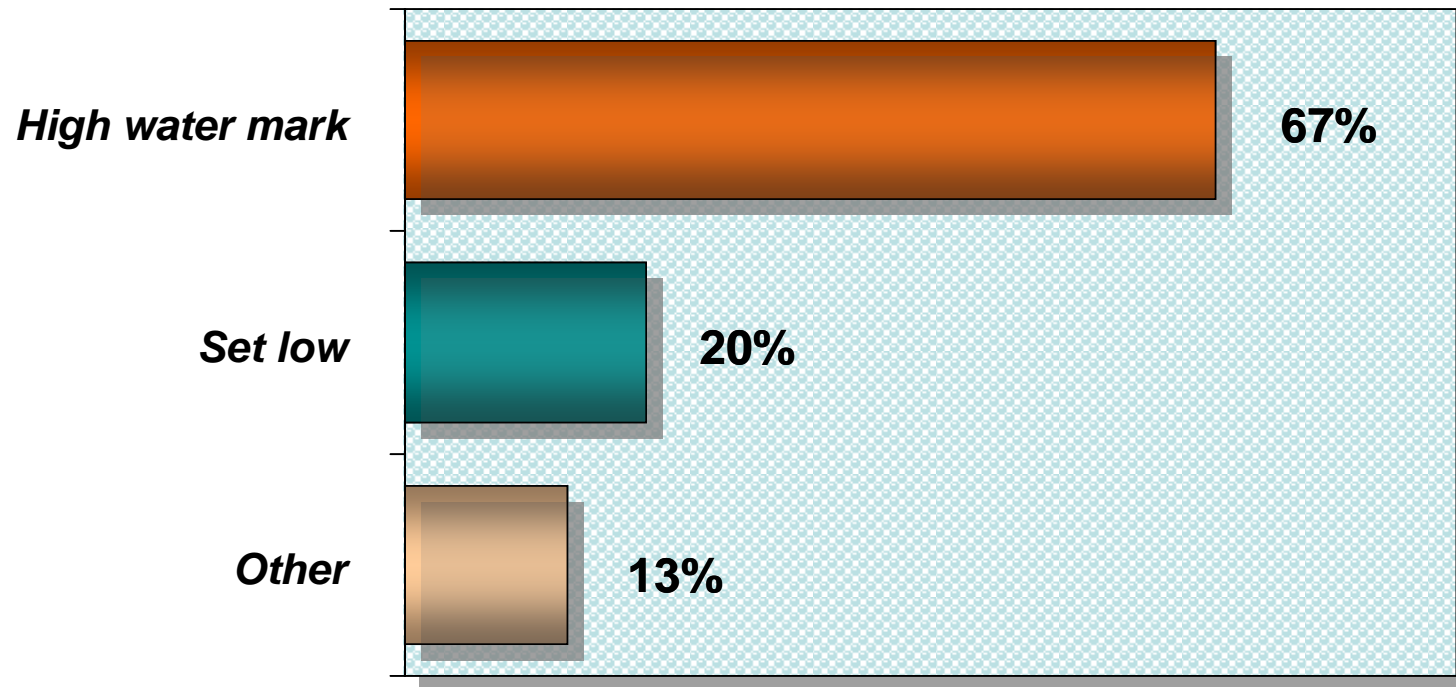
Reactive/Immediate Issue

- Timeliness
- Granular Accuracy

Proactive/Potential Issue

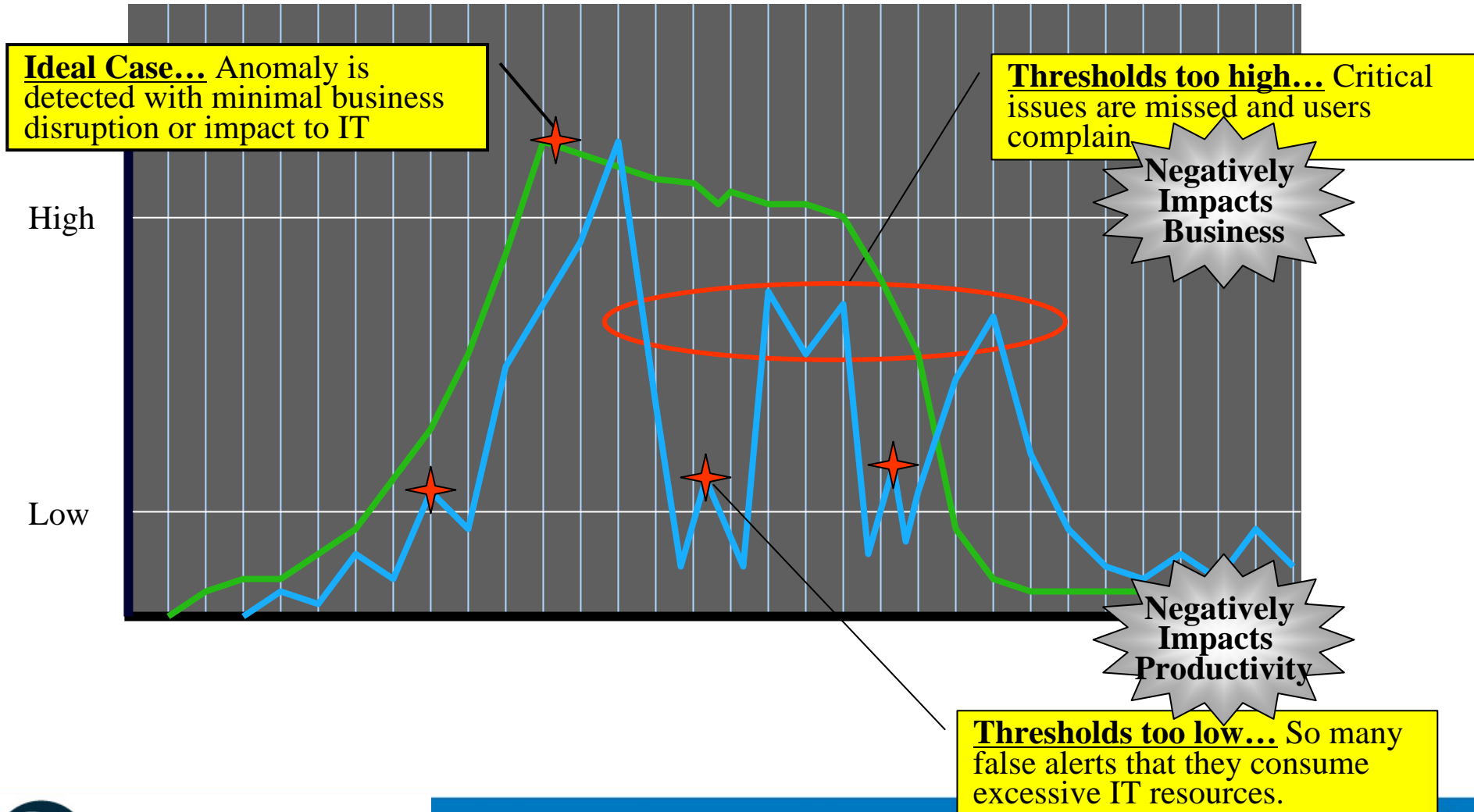
- Early Enough to Matter
- Relevance

Current Common Practices: Setting Performance Thresholds



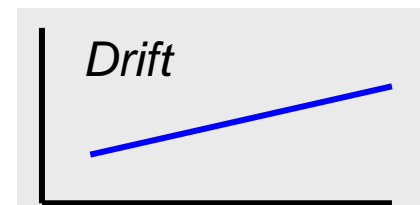
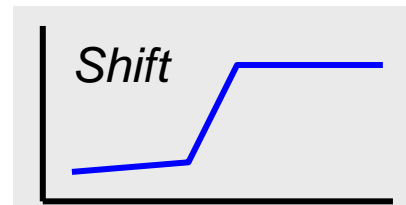
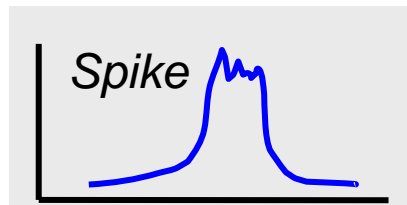
Source: Ashton Metzler & Assoc., 2006
N = 231

The Problem with Static Thresholds...



A Better Alternative: Intelligent, Automated Analytics

- Learns patterns of usage
 - Constantly updated statistical model
 - Applied at physical, virtual, & QoS class levels
- Automatically detects anomalous behavior
 - Recognizes relevant departures from normal
 - Progressive Analytics™ accelerates diagnosis and correlation
- Delivers “Threshold-less” alarm management, reducing
 - Time spent configuring alarms
 - # of false alarms and # of missed alarms
- Categories of Problems:

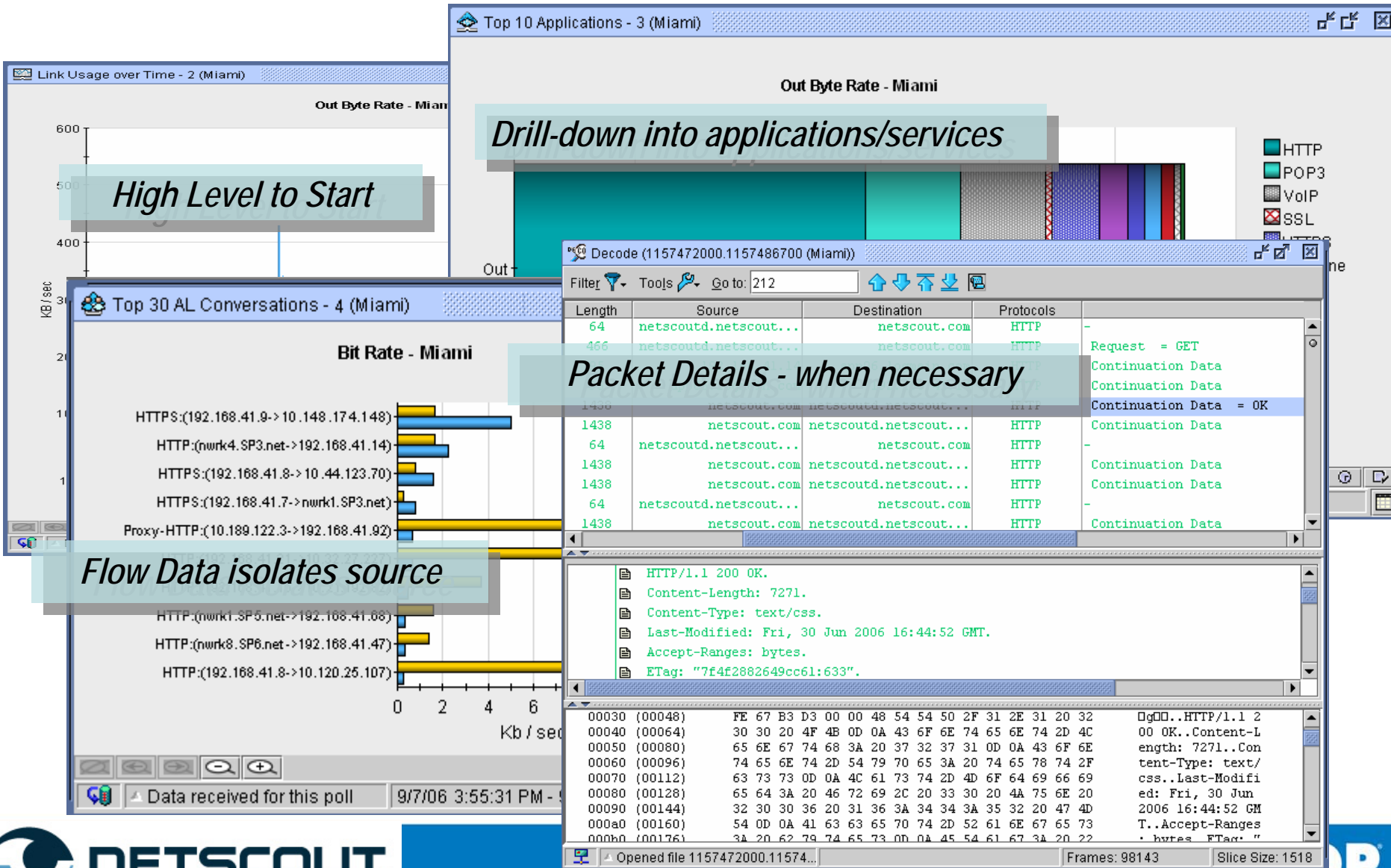


Achieving Diagnostic Velocity

Requirements

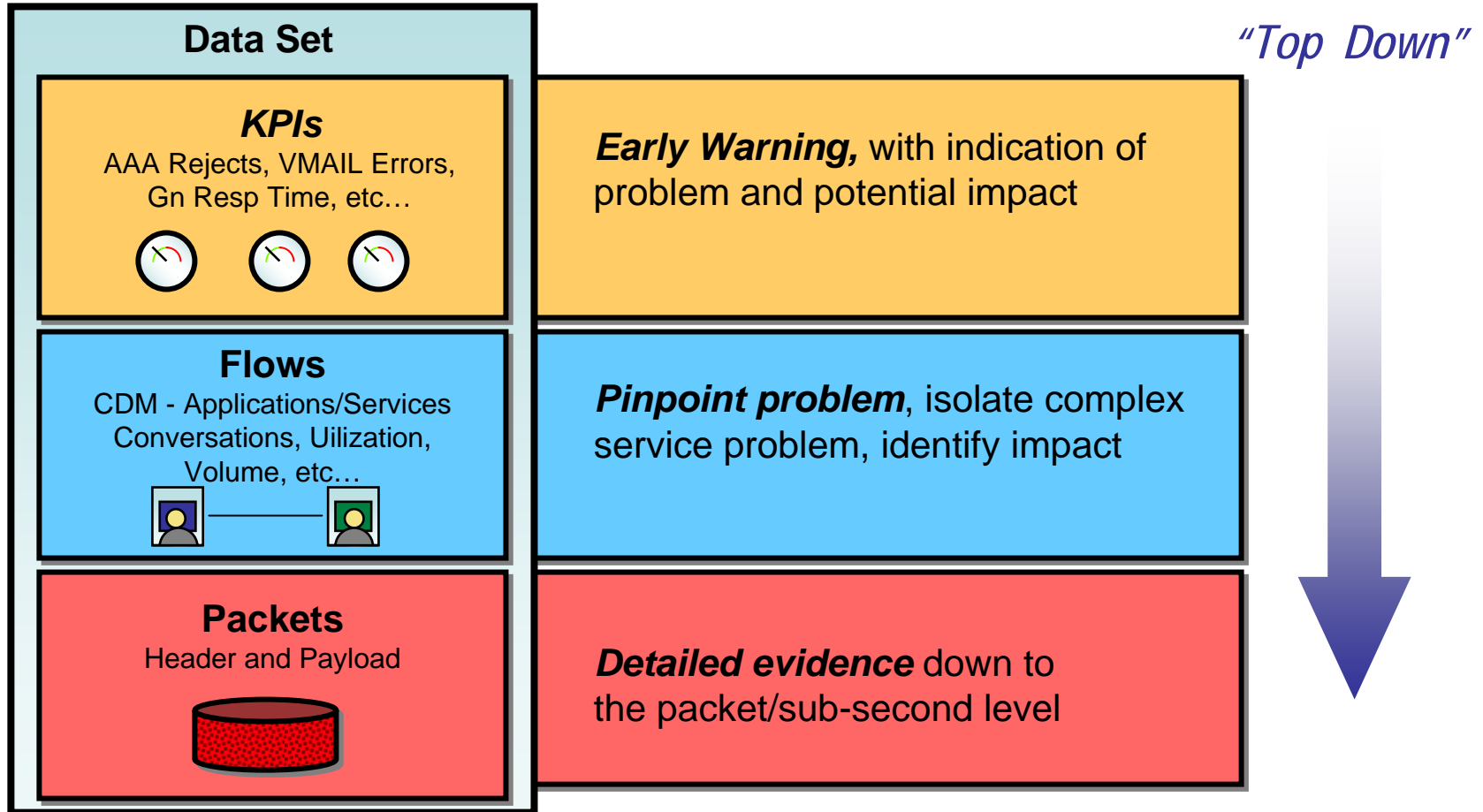
- Breadth of Data
- Depth of Data
- Workflow Efficiency
- Ease of Collaboration

Data Breadth & Depth

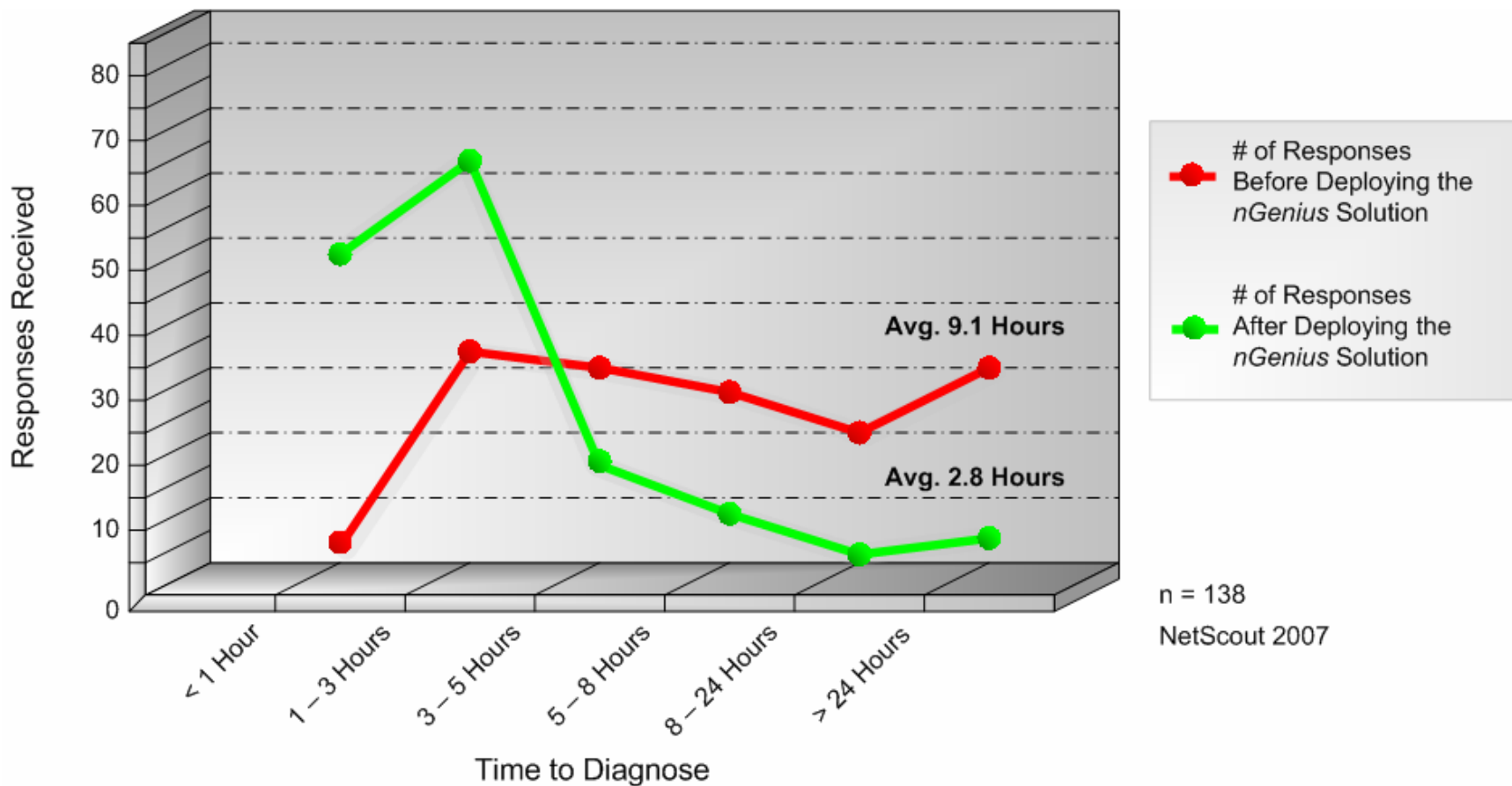


NetScout's Approach

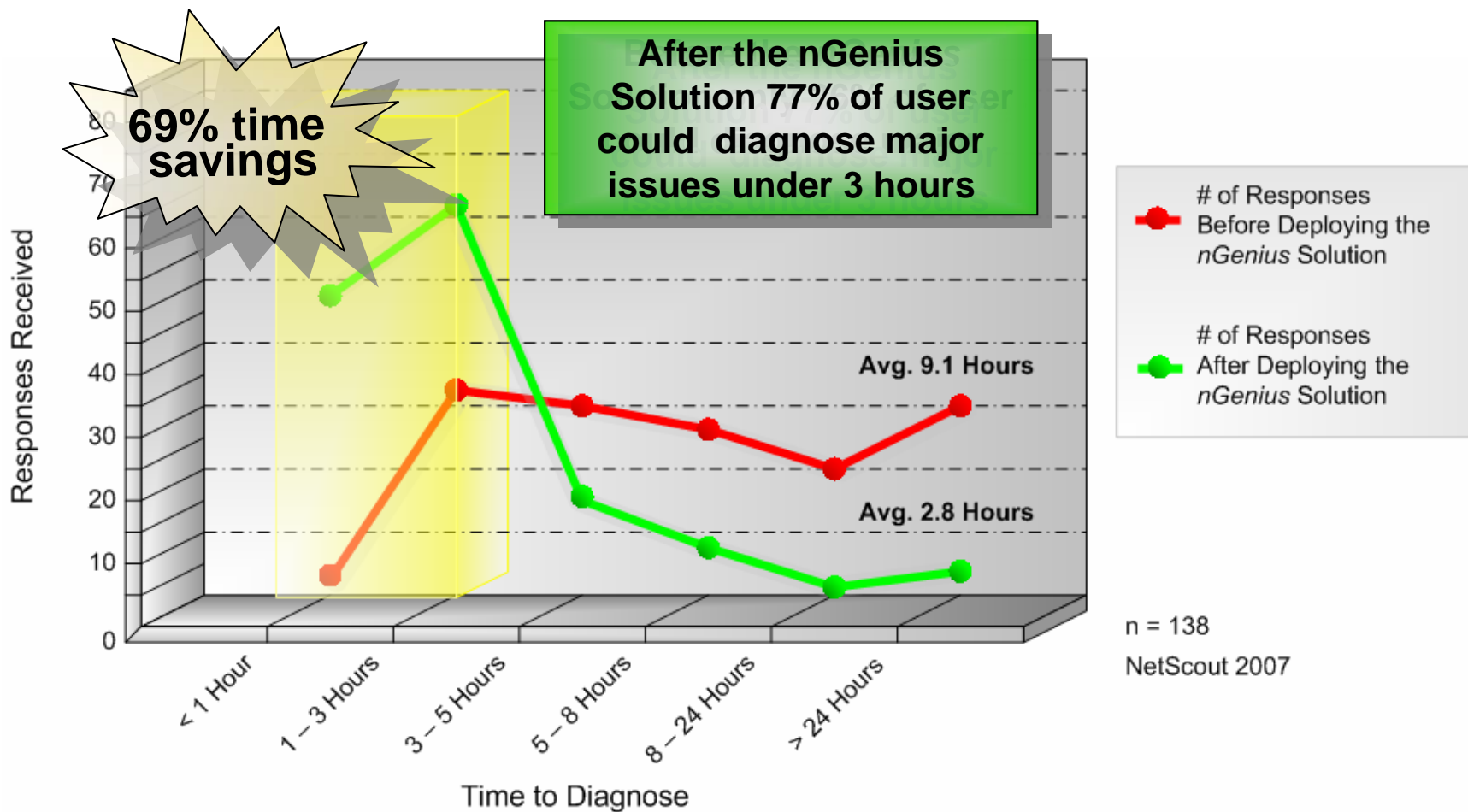
3-Tier Architecture = Rapid Top-Down Workflow



The *nGenius* Solution Difference



The *nGenius* Solution Difference



Case Example #1

Credit Processing Bureau

- Problem
 - Settlement ftp volumes growing rapidly
- Method of Detection
 - *nGenius* Analytics Alarm
- Diagnosis
 - *nGenius* Performance Manager
 - Applications over Time View
 - Host & Conversations Details Table
- Source
 - Application Design Change compounded by business growth

Case Example #2

Major Metropolitan Hospital

- Problem
 - VoIP Phones Deregistering
- Method of Detection
 - *Massive end user unhappiness*
- Diagnosis
 - *nGenius* Performance Manager
 - QoS Group View
 - VoIP Traffic Details
- Source
 - Asynchronous QoS assignments

Summary

- Users typically find performance issues before you do
- It *is* possible to be more proactive
- Take a step back and look at your infrastructure from the application's viewpoint
- The answers are in the management data – expect your vendors to help!

THE AMAZING
RACE
TO RESOLUTION

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Booth 565