

Application Performance Management: Putting the Pieces Together

Interop New York – September, 2006

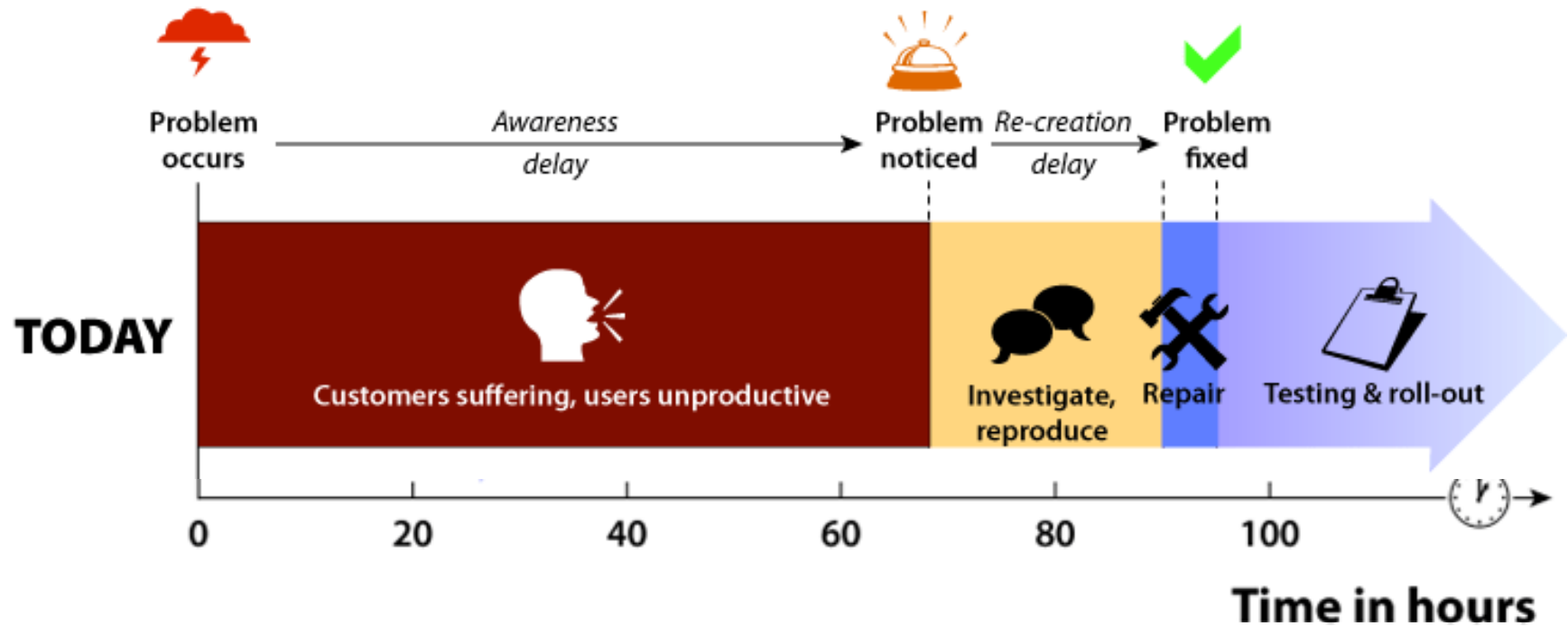
A complicated landscape

- Most availability problems solved
 - APM is Next Big Thing
 - Choosing tools and processes is scary
 - Many ways to collect measure
 - Broad range of visualization & analysis
 - More stakeholders want access
 - Need taxonomy of APM approaches
 - Cover all fundamental requirements
 - Don't blow budgets
 - Avoid multi-year deployment nightmares
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Basic requirements

- Find and fix things fast
 - Detect problems
 - Isolate, localize, diagnose
 - Measure the impact of changes
 - Report & communicate service levels
 - Versus goals, contracts, expectations
 - Ensure sufficient capacity
 - Request volume and performance
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Current state: Too long to find and fix problems

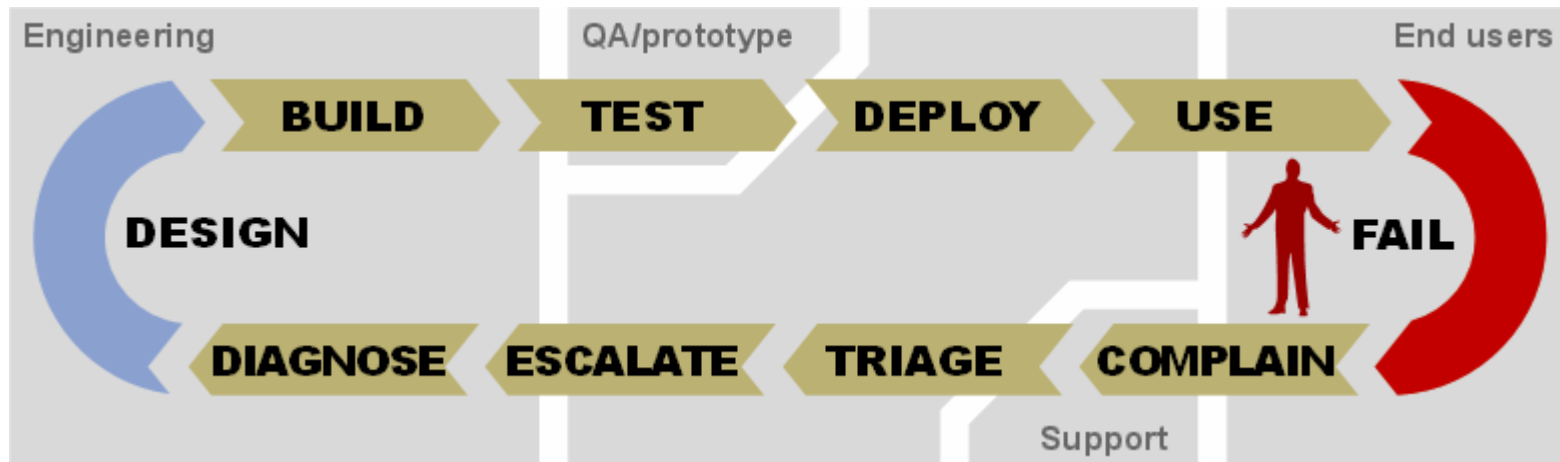


Sources: Network World IT survey, statistics from various large in-production web platforms, Forrester Research, NIST, and The Newport Group.

Current state:

No change accountability

- No visibility into user impact
- Too long to detect and roll back problems
- Wait-and-see approach to testing and prototypes



Current state:

Actual customer experience hard to measure

- Hard to measure end-user experience
 - Distributed networks & apps
 - No holistic view
 - Many things can go wrong
 - Technical complexity increasing



What do you need?

Some business attributes to consider

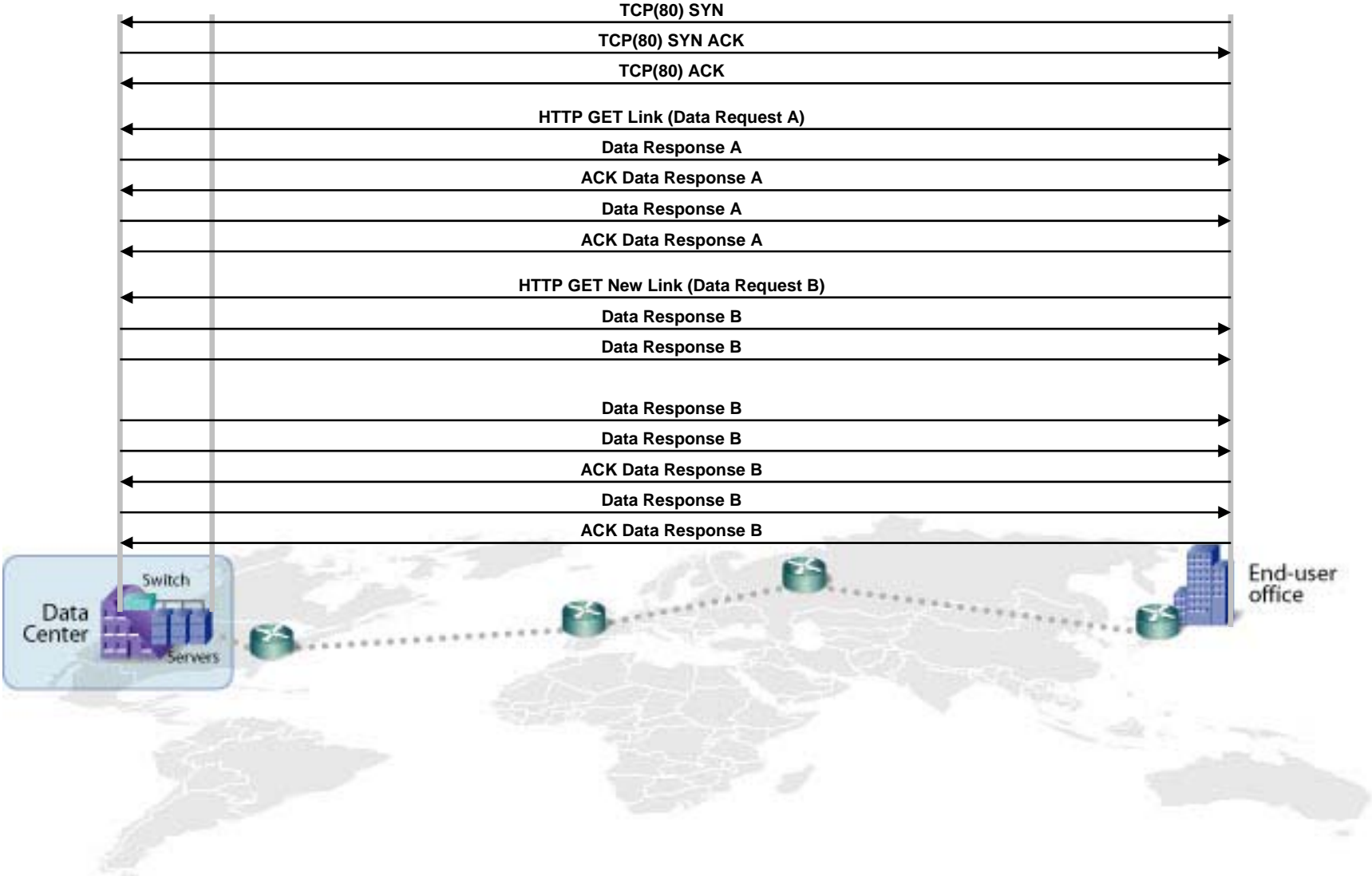
- Timeframe
 - Incident, Change, SLM/reporting, capacity
 - User model
 - Internal, external, public
 - Stakeholders
 - Technologists, business users, customers
 - Application fluency
 - Network, infrastructure, user
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What do you need?

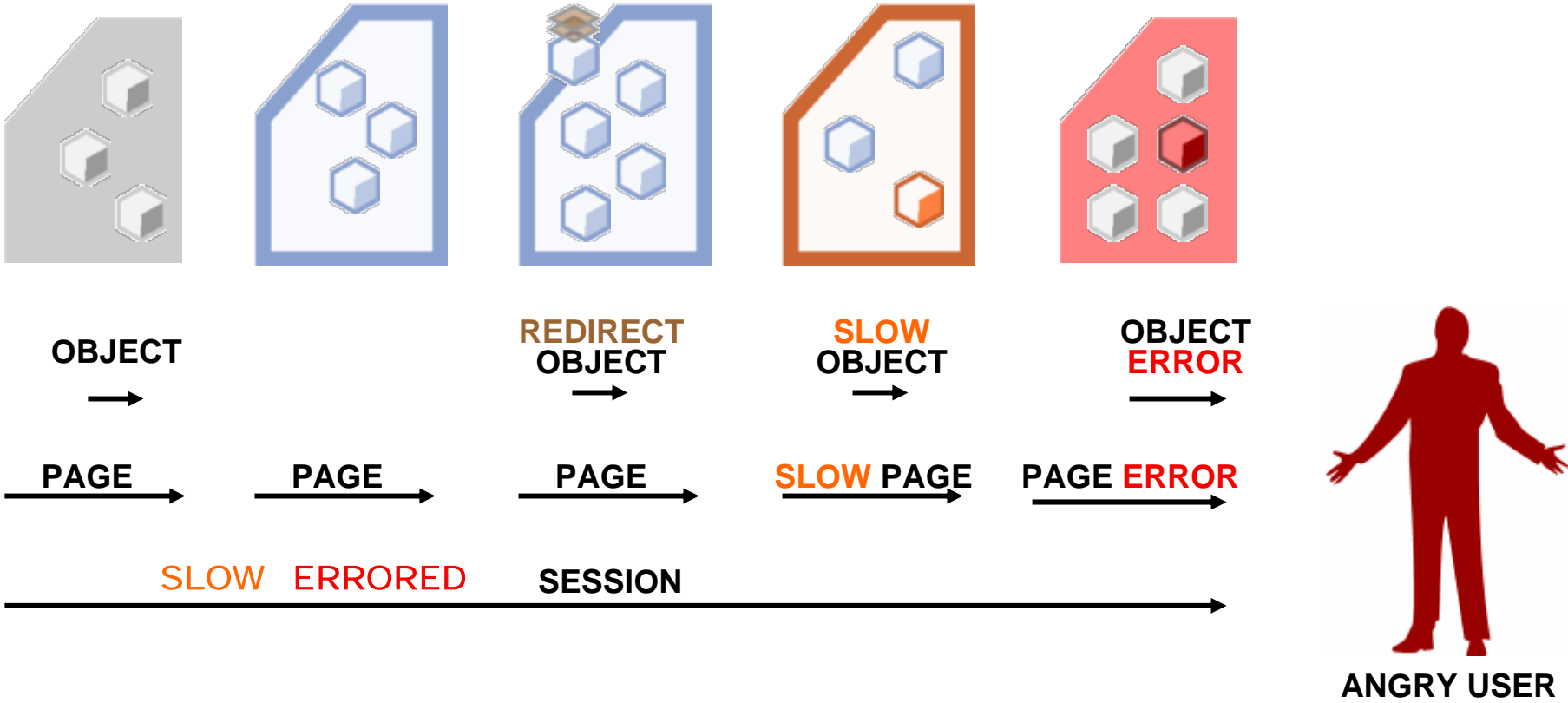
Some technical attributes to consider

- Interactivity
 - Transactional, store-and-forward, isochronous
 - End user
 - Human-to-machine, machine-to-machine, machine-to-human
 - Optimization opportunities
 - Compression, caching
 - Protocols
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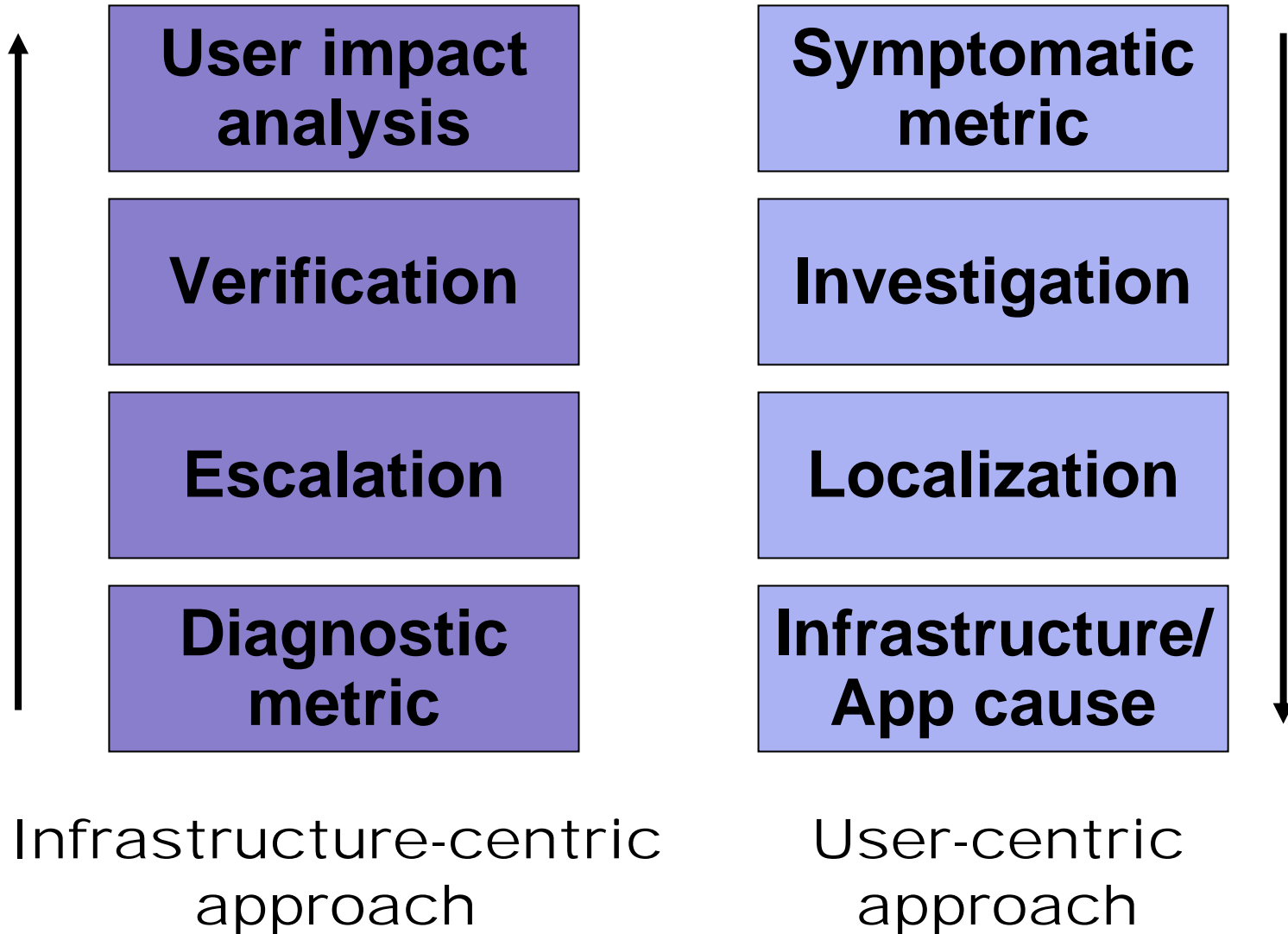
Applications rely on networks for performance



The application has its own context



A shift in APM approaches



A deeper look at APM

- Putting the pieces together
 - Different applications
 - Different end users
 - Different collection methods
 - Different uses
 - Three complementary perspectives
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