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# Service Delivery Management

Application and Transaction Performance Management

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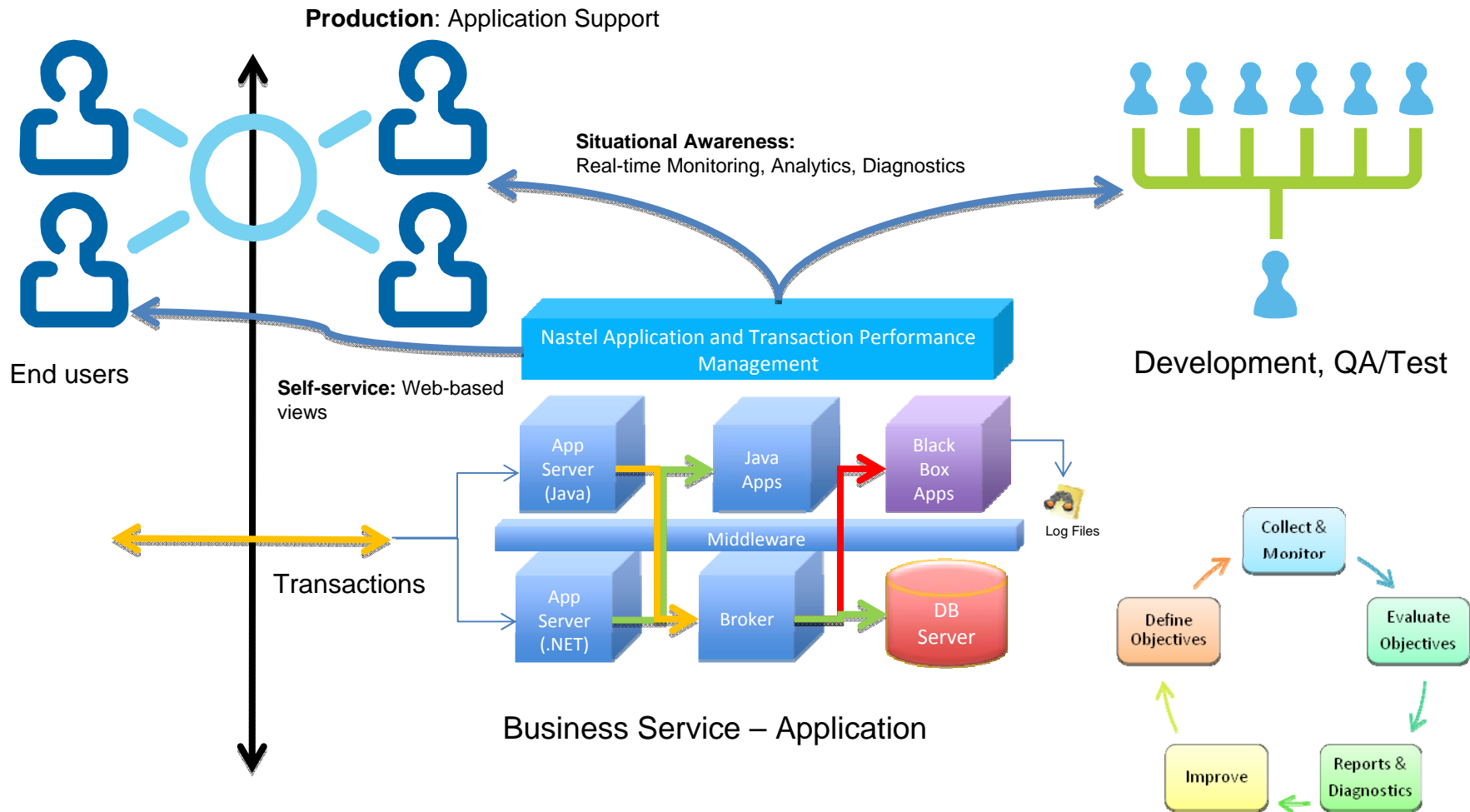


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# What problems do we solve?

- Maintain high levels of service for mission critical applications
  - Reducing MTTR, increasing MTBF
- Lack of visibility into applications, middleware, transactions and cloud environments
  - Too many false alerts, information overload
  - Performance bottlenecks are tough to spot and troubleshoot
  - Difficult to get to root-cause
  - Difficult to reproduce production problems in QA/Test
  - Virtualization and mobility adds yet another level of complexity
- Self-service for multiple stake holders that need visibility

# Application Delivery Lifecycle



Closed Loop APM, Continuous Improvement

# Typical Data Sources

- IBM WebSphere
- Oracle WebLogic
- Oracle AS
- JBoss
- Sun JCAPS
- .NET

## Application Servers

- IBM WebSphere MQ Integrator
- Microsoft BizTalk

## Brokers

- WMI
- SNMP
- JMX
- Web Services
- URL Monitor
- Log, File Monitor
- Syslog
- SQL Queries
- C/C++/Java API
- Command Line
- RSS, Twitter

## Instrumentation

- IBM WebSphere MQ
- Tibco EMS
- Tibco Rendezvous
- Microsoft Message Queuing
- Solace

## Middleware

- Microsoft SQL Server
- Oracle DB
- IBM DB2
- MySQL

## Databases

- Java, J2EE
- Java/C/C++/XML
- JMS, JDBC, Java Calls
- HTTP
- .NET
- IBM WebSphere MQ API
- IBM z/OS CICS, Batch
- IBM z/OS DB2
- IBM z/OS IMS

## Transactions

# What we measure and show?

- **Dashboards to various stakeholders**
  - Application Support, Operations, QA/Test, Shared Service
  - Business/IT Service health and performance
  - Early alerts, notifications, warnings
- **Latency, volume, response time, failures**
  - End-to-end, hop-to-hop, by server/VM, by application, by resource
  - Transaction flow and transaction analytics
  - Key performance and Key Business Indicators
- **Missed SLAs, Failed transactions**
  - Deep dive into the actual causes of performance degradations



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# Conclusion

- Help identify root-cause of performance bottlenecks
  - Mission critical applications, services
  - Composite applications, virtual environments
- Early warning system for critical performance and availability issues
- Self-service for multiple stake holders