Getting Started with End-to-End Application Performance Management

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Agenda

- Overview of APM
- Why you want to adopt Cross Platform APM
- The APM Cycle
- Recommendations
What is APM?

• APM = Application Performance Management is the process and technologies of evaluating, measuring and analyzing performance data, updating, validating and repeating the cycle for continual improvement on application performance.
• Translating System Metrics into Business Value
Why do I want to adopt Cross Platform APM?

- Formalize your monitoring
- To mediate an immediate issue
- Improve or create cross-team collaboration
- End to End Application Visibility
- Faster Problem Resolution
- Quicker Time to Value
- Prioritize Resources to key applications
- Move from a system only monitoring perspective to an application perspective
Where do I start?

- Before you begin the cycle, you must develop an overall Application Performance Management strategy. Simply ask yourself:

**What am I trying to accomplish?**

- Improved Customer Experience
- Fix Performance Issues before Production
- Better Resource Utilization
- SLA Monitoring and Reporting
- Improve MTTR and Root Cause
- Improve Cross Platform Collaboration
How to Gain Leadership Buy-in

• Map your top 3 most business critical applications
  • Identify the monitoring type\level at each hop along the path

• Determine cost of down-time
  • Avg cost per customer x peak transaction volume

• Determine the cost of tool, hardware, staff

• Build your case (or not)
  • Cost of an outage vs. Cost of APM
Ok, all systems GO...now what?

- One you have decided that APM is right for you, it’s time to define it for your organization.
- Assign a person or group who will own APM as a process within your organization.

This helps with:
  - Efficiency
  - Consistency
  - Focused Effort
Who needs to be involved?

Many people need to be involved to make APM effective as there is no one “APM Expert” that can know and do all.

- APM Team
- Application Architects
- Developers
- Business Analysts
- Platform experts
- Monitoring Software Administrators
- Monitoring Teams
- Performance Analysts
**Conversation Terminology**

- **business volume metrics** (bvms) – the number of business transactions executed during a given time interval with peaks identified

- **system volume metrics** (svms) – the number of system transactions executed on behalf of a business transaction

- **application performance budget** – the resource constraints (response time, cpu, etc) for a given application and its components

- **critical path** – the application path that is most used and provides the most business value

- **peak hour** – identifying when system utilization is likely to spike based on higher business/transaction volume
Platform Terminology

- It’s important to understand the different platforms use different terminology, but there are a lot of similarities.
- Some technologies run on multiple platforms, for example, DB2…be aware of that and don’t assume.

### Distributed
- Server
- VM
- JVM
- Reboot
- Chicken Farmer

### Mainframe
- Mainframe\Enterprise Server
- LPAR
- Started Task
- IPL
- Crusty old mainframer
Evaluate

Validate

Measure

Update

Analyze
Evaluate

- You must first evaluate your Company goals for your applications
- Take inventory of your applications and assign each to an application classification tier
- Begin APM with your Tier 1 applications

This is an important step to ensure you’re consistently spending resources in the most effective manor to meet business needs.
## Application Classification Tiers

<table>
<thead>
<tr>
<th>Tier 1</th>
<th>Business Critical</th>
<th>Directly tied to revenue with immediate impact</th>
<th>High Volume</th>
<th>Customer Facing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 2</td>
<td>Directly tied to revenue with impact within 5-7 hours</td>
<td>High to medium volume</td>
<td>Customer Facing</td>
<td></td>
</tr>
<tr>
<td>Tier 3</td>
<td>Directly tied to revenue with impact in 7-10 days or more</td>
<td>Medium to low volume</td>
<td>Customer facing or internal</td>
<td></td>
</tr>
<tr>
<td>Tier 4</td>
<td>Not directly tied to revenue; no real impact</td>
<td>Low Volume</td>
<td>Internal Only</td>
<td></td>
</tr>
</tbody>
</table>

These are samples, you must evaluate your business and application make-up and build out appropriate tiers.
Application Tiers

• How do I best determine what tier to classify app
  • Ask questions
  • Engage business analysts
  • Engage Platform teams
    • Create reports of historical data for transactions

• Define Business Transactions
  • Map system transactions
    • 1 Business transaction can equal 30 system transactions
Measure

- Determine monitoring gaps and develop a strategy to fill those gaps or determine they are acceptable
  - Deploy more monitoring agents
  - Purchase new software
  - Utilize system metrics
- Gather relevant performance metrics
- Eliminate metrics you do not need
- Determine Monitoring Classes
  - Current and Desired State
- Build Performance Budgets
Application Monitoring Tiers

Tier 1
- 24x7 Real-time Monitoring of all components to a single dashboard
- Thresholds and Alerts on all monitored components
- End-user Experience Monitoring

Tier 2
- All components monitored to a single dashboard
- Thresholds and Alerts on some monitored components
- End-user Experience Monitoring

Tier 3
- Some components monitored to a single dashboard
- No thresholds or alerts in place
- Synthetic monitoring

Tier 4
- Few to none components monitored
- System level monitoring only, not application level
- No thresholds or alerting in place
Performance Budgets

- Application Performance Budgeting is an approach to ensure applications meet their response time objectives and proactively mitigate performance concerns at any phase – development, performance testing, production.

- Always updating and validating

- May assist in identifying performance bottlenecks and inefficiencies.

- A Performance Budget breaks down a transaction to allow for the developer to code to requirements and enable operations to maintain the application and continue meeting design specifications.
Performance Budgets

• identify the required pieces of the application before a single line of code is written
  • data sources and locations
  • security/authentication requirements
  • hardware hops
• measure the infrastructure response times.

before a single line of code is written, you know the fastest this application will ever run!
Build the Application Performance Budget

- start with what you know. use existing metrics, industry standards, vendor metrics
- start by allocating time across the tiers for each transaction class to add up to the maximum response time.

<table>
<thead>
<tr>
<th>Transaction Class</th>
<th>Client Tier</th>
<th>Network Tier</th>
<th>Middle Tier</th>
<th>Database Tier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class 1 0 – 3 second objectives</td>
<td>.3 seconds</td>
<td>1.9 seconds</td>
<td>.5 seconds</td>
<td>.25 seconds</td>
</tr>
<tr>
<td>Class 2 0 – 5 second objectives</td>
<td>.45 seconds</td>
<td>2.9 seconds</td>
<td>.9 seconds</td>
<td>.7 seconds</td>
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<tr>
<td>Class 3 0 – 10 second objectives</td>
<td>.75 seconds</td>
<td>4.5 seconds</td>
<td>1.75 seconds</td>
<td>2.75 seconds</td>
</tr>
</tbody>
</table>
Populate the Application Performance Budget

- Application performance budgets can vary in information, look and feel, but the goal is the same – help develop well performing transaction that meet response time goals.

<table>
<thead>
<tr>
<th>Class</th>
<th>component name</th>
<th>Tier</th>
<th># of execs</th>
<th>cpu</th>
<th>response</th>
<th>cumulative cpu</th>
<th>cumulative response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Balance Inquiry</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>1</td>
<td>abcd</td>
<td>client</td>
<td>2</td>
<td>0.002</td>
<td>0.09</td>
<td>0.004</td>
<td>0.18</td>
</tr>
<tr>
<td></td>
<td>defg</td>
<td>middle</td>
<td>1</td>
<td>0.001</td>
<td>0.15</td>
<td>0.001</td>
<td>0.15</td>
</tr>
<tr>
<td></td>
<td>wxyz</td>
<td>db</td>
<td>3</td>
<td>0.025</td>
<td>0.83</td>
<td>0.075</td>
<td>2.49</td>
</tr>
<tr>
<td></td>
<td>mnop</td>
<td>middle</td>
<td>1</td>
<td>0.1</td>
<td>0.43</td>
<td>0.1</td>
<td>0.43</td>
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<td></td>
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<td>0</td>
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</tr>
<tr>
<td>total</td>
<td></td>
<td></td>
<td>7</td>
<td>0.128</td>
<td>1.5</td>
<td>0.18</td>
<td>3.25</td>
</tr>
</tbody>
</table>
Analyze

• Analyze the Application Tiers and Monitoring Tiers you have assigned
• Analyze the data you are collecting
  • Are you collecting at adequate intervals?
  • Are you collecting enough or too much data?
  • At what granularity are you keeping that data at?
  • Are the metrics within your guidelines or SLAs?
• Analyze the application flow and data collection for any gaps
• Analyze the dashboards for meaningful metrics
Evaluate

Validate

Measure

Update

Analyze
Update

• Update the Application Tiers
  • Have you added any new applications?
  • Have you integrated functionality of applications?
  • Have you created any new application dependencies?

• Update the Monitoring Tiers for each application to see if any have gone up or down a tier
  • Have you filled monitoring gaps?
  • Have you added thresholding and alerting?

• Update the Application dashboards
• Update the Performance Budgets
Evaluate
Measure
Update
Analyze
Validate
Validate

- Validate your updates
  - Are you collecting the metrics you’re expecting?
  - Are you missing any metrics?
- Compare your monitoring to your application architecture diagram
- Validate your Performance Budget with metrics from production
  - Are you seeing the volume and response times you expected?
- Validate your Application dashboards are adequately representing the data
Repeat the cycle

Evaluate

Measure

Validate

Update

Analyze

REPEAT

Repeat

Repeat

Repeat
Recommendations

• Develop a Performance and Availability Team
  • Include members from all platforms
  • Standardize on tooling on each platform
  • Standardize on metrics provided/measured where possible
  • Standardize on a single pane of glass application view
  • Standardize on dashboard design
Recommendations

• Get Performance engaged early
  • Build performance reviews into project plan
  • Include capacity planners
  • Schedule design reviews with platform performance teams

• Require application specific dashboards built in development or testing phase before moving into production
  • Deploy monitoring with the application
Recommendations

• Change your mindset from a system perspective to an application perspective
• Use both real user monitoring and synthetic monitoring
  • What is the performance within our firewall?
  • What is the customer experience from external sites around the world?
• Produce meaningful application level reports from this data
  • This is a great tool for your capacity planners and Business Analysts
The SDLC and APM

- APM must be part of the Software Development Lifecycle

Get Engaged Early
Recommendations

• Create a performance gateway where the performance team reviews the performance testing numbers and must sign off before the application can be implemented into your production environment.
  • This is the final opportunity to keep poor performing applications from being implemented into production
  • This also gives you an opportunity to acquire necessary capacity planning numbers
Reasons APM Fails

• Lack of commitment from Leadership
• Organizational Silos
  • No communication across teams
• Too much data – Big Data
• Dashboard complexity
  • Keep it simply, avoid flashy dashboards
  • Build a dashboard that answers critical performance questions in one click or less
  • Focus on showing basic, easy to understand real-time metrics
Books on APM

- **APM Best Practices: Realizing Application Performance Management**
  Michael J. Sydor

- **Application Performance Management: A Practical Introduction**
  Dr Sampath I Prakash, John J Sikora

Both books available on Amazon.com in print and Kindle format as of this writing.
Questions? Comments? Experiences?
Please provide feedback

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Thank you!
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