

Compuware Corporation

Managing Gigabit Networks, Applications and Services

The theory behind end-to-end management

Mike Hicks
July 5th, 2004

COMPUWARE
www.compuware.com

Compuware Corporation Page 2

Managing Gigabit Networks, Applications and Services-The theory behind end-to-end management

AGENDA

- What is end-to-end monitoring?
- Why is it important?
- The objective of end-to-end monitoring
- Understanding and defining a business critical application
- Aligning technical and business objectives
- Delivering the information

Compuware Corporation Page 3

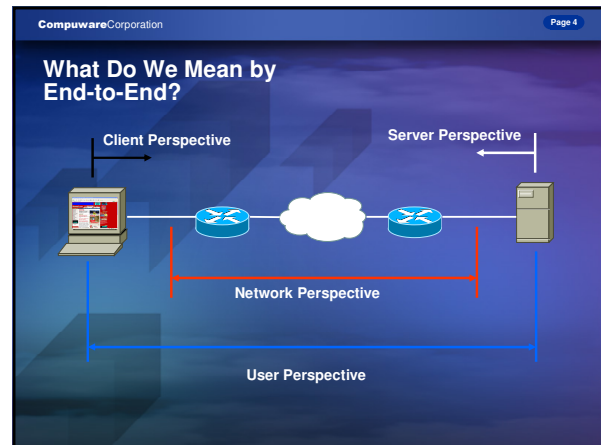
What Is End-to-End System Monitoring?



The ability to monitor and provide a unified report on performance on every part of an applications journey (including client, network and server) from an end point perspective, e.g. the user pressing the enter key the subsequent packets transfer across the network to interact with the server and the response being seen back on the users workstation.

"Performance management has to be viewed from an application perspective, and applications must be tracked end-to-end through the entire infrastructure including client devices, routing protocols, network configurations, server and associated components"

Cisco Press - Mike Hicks - Optimizing Applications on Cisco Networks (2004)



Compuware Corporation Page 5

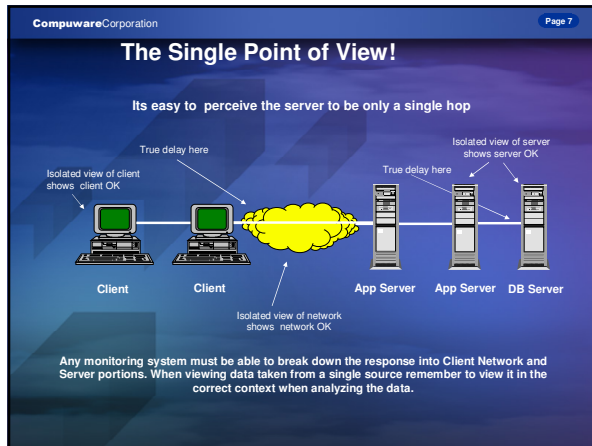
Why is an End-to-End View Important?

- If we can't easily determine where the delay is (server, client, network, etc.), then we can't expect to find the root cause
- Without the ability to isolate performance problems within the end-to-end path, troubleshooting and optimisation efforts are simply stabs in the dark

Compuware Corporation Page 6

Why is an End-to-End View Important?

- Successful system monitoring initiatives require a cooperative and generalised focus on the entire picture.(I.E. avoid finger pointing)
- Application performance on the client and server must be examined together with the network performance in order to control the quality of performance delivered to the end-user



Compuware Corporation Page 8

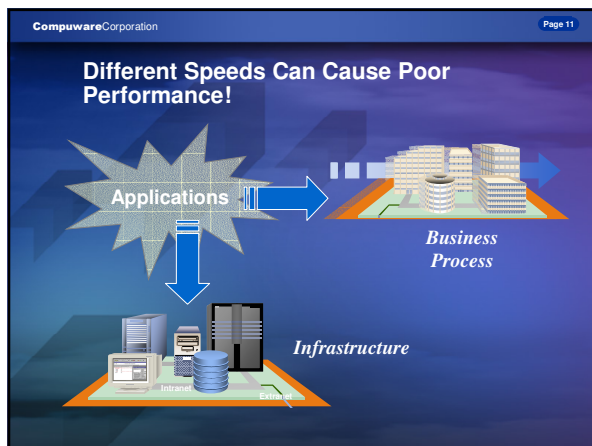
What Are We Trying to Achieve Through an End-to-End View?

- A unified view of our business critical applications performance
 - Alignment of business and technical criteria
 - All aspects of the applications journey through the network
- Ability to diagnose root cause of performance issues
- Reduce finger pointing and “buck-passing” between silos of system management
- Baseline of system activities to provide justification for upgrades etc

Compuware Corporation Page 9

What is a Business Critical Application?

- Traditionally, a business critical application has been defined as an application that is essential in the business process
 - Bank transaction
 - Airline reservation system
- More applications are being deemed critical to the business
- How do we define which is truly critical?

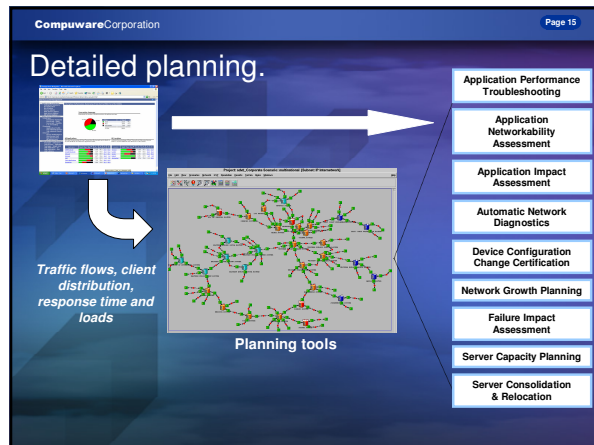
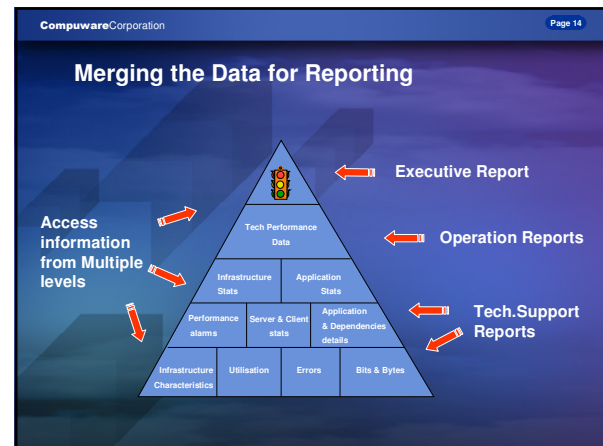
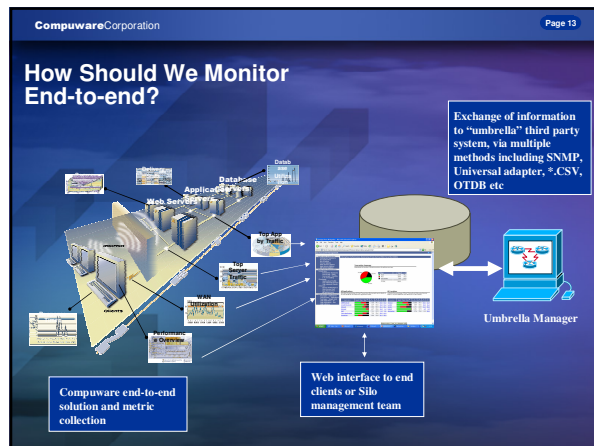


Compuware Corporation Page 12

Defining a Business Critical Application

- List the businesses key area of focus
- Then align application families to these areas
- Further definition into specific transactions

	Manufacturer	Financial Institution	Government	Retail Org.	Media
Impact on Customer Satisfaction			X		
Impact on Business Revenue		X		X	X
Impact on Productivity	X				



Compuware Corporation Page 16

Summary

- No matter how extensive or simple your business plans are, it is critical to think about the performance of the applications you depend on
- In typical corporations, individual IT departments are highly focused on network infrastructure, systems, databases or applications. This level of focus, while necessary, leads to finger pointing when performance issues arise

Cont...

Compuware Corporation Page 17

Summary...

- Understand the interaction, dependencies relevant to the successful delivery of the application from an end-to-end perspective
- Ensure that the information is pertinent to the application performance only and is given in a common format

Compuware Corporation Page 18

Questions?

