

Maximize Your CA Wily Application Performance Management Investment with the CA Wily APM Maturity Model

DEVELOPED FROM YEARS OF FIELD EXPERIENCE, THE CA WILY APPLICATION PERFORMANCE MANAGEMENT MATURITY MODEL (APM MM) IS A ROADMAP FOR IMPLEMENTING WEB APPLICATION MANAGEMENT BEST PRACTICES. IT ENABLES YOU TO CONTINUOUSLY IMPROVE APPLICATION PERFORMANCE, SYSTEMATICALLY INCREASE YOUR VISIBILITY INTO APPLICATION EXECUTION, AND DETECT PROBLEMS WITH GREATER SPEED AND ACCURACY. EXPERTS FROM CA WILY WORK CLOSELY WITH YOUR IT STAFF TO CREATE A CUSTOMIZED APM MM ROADMAP TO HELP YOU OPTIMIZE THE PERFORMANCE OF YOUR CRITICAL WEB APPLICATIONS AND THE CA WILY SOLUTIONS YOU USE TO MANAGE THEM.

Overview

Like any business, you need to ensure you get the most out of every dollar you spend. That's why CA Wily Services offers you a proven Application Performance Management Maturity Model (APM MM) designed to help you fully leverage the value of your CA Wily APM investment.

Benefits

The CA Wily APM MM provides a detailed roadmap on how to optimize the value of your CA Wily APM solution. IT gives your IT teams the skills and knowledge that will help you reduce mean-time-to-repair (MTTR), detect problems more quickly, implement effective APM processes that comply with your organization's standards and support an efficient APM organizational structure.

The CA Advantage

CA Wily Services consultants are experts in Application Performance Management, and they can provide you with a wealth of knowledge, tools, skills, and hard-won expertise. By working with our consultants, your IT staff can quickly become experts themselves in effective application management, including service level management, remediating critical situations, making ongoing improvements and more.

CA Wily Services Can Help You Optimize Your CA Wily APM Solution

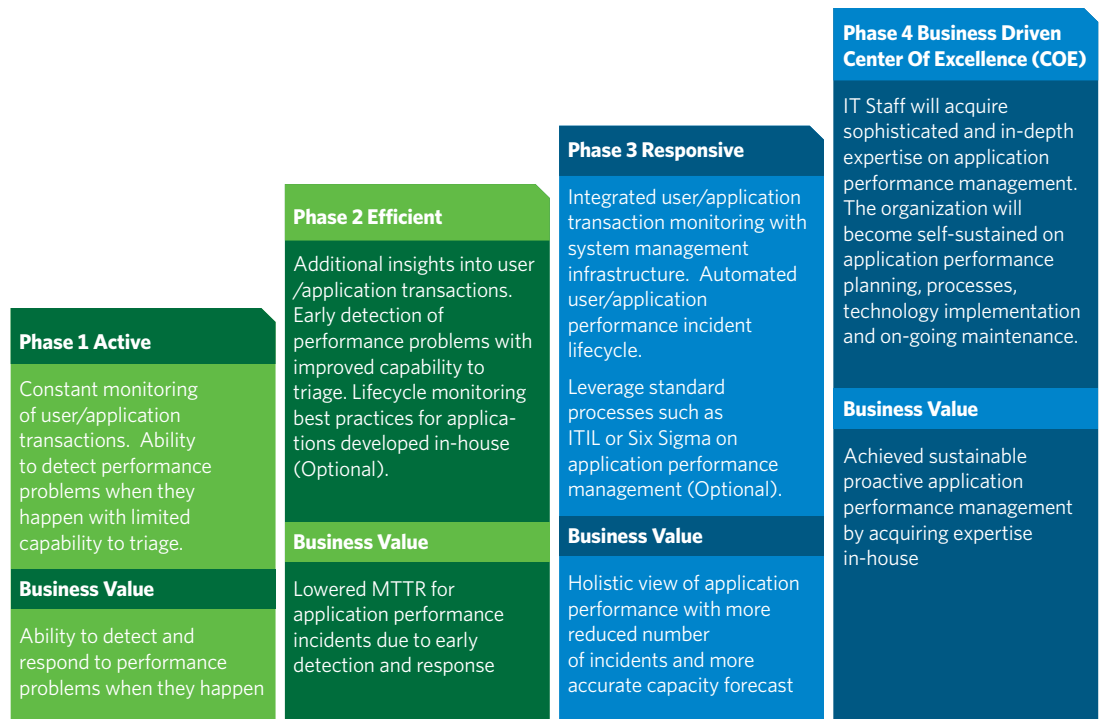
The CA Wily APM MM is modeled after Capability Maturity Model Integration (CMMI.), a set of guidelines that many organizations use to improve processes across a project, a division, or an entire organization. CMMI helps integrate traditionally separate organizational functions, and set process improvement goals and priorities, offers guidance for quality processes, and provides a point of reference for appraising current processes. There are five levels of maturity in the CMMI approach—the higher the CMMI level an organization obtains, the more capable it is of establishing and implementing effective processes.

CA Wily’s APM MM offers a detailed roadmap on how to optimize the value of your CA Wily APM solution, but is not just about technologies and products. By taking advantage of APM MM, your IT team acquires the skills and knowledge necessary to create and deploy effective management processes and best practices. At every phase of APM MM, you achieve a more sophisticated APM implementation that builds on the foundations of earlier APM MM levels, resulting in the practical evolution of your team’s capabilities.

FIGURE A

Assisted by CA Services, you can plan your APM MM adoption project to advance staff skills and operational objectives while providing a consistent and predictable return on your CA Wily APM investment.

MONITOR APPLICATIONS IN REAL-TIME



Each level of APM MM comprises a set of APM focus areas. Each focus area may consist of capabilities related to people skills, IT processes, or technology solutions. In order to achieve a particular APM MM level, an organization has to demonstrate competencies in all the focus areas required by that particular level and all the lower levels.

FIGURE B

At APM MM level 4 “Business-Driven COE,” your organization will have the ability to extend the processes and techniques that you have acquired in your mastery of the APM environment to other monitoring initiatives. CA Wily products will be fully utilized in your application management processes across the application lifecycle. Best practices will have been created and you will have established expertise in tackling challenging application performance issues.

CA WILY APM MATURITY MODEL LEVELS

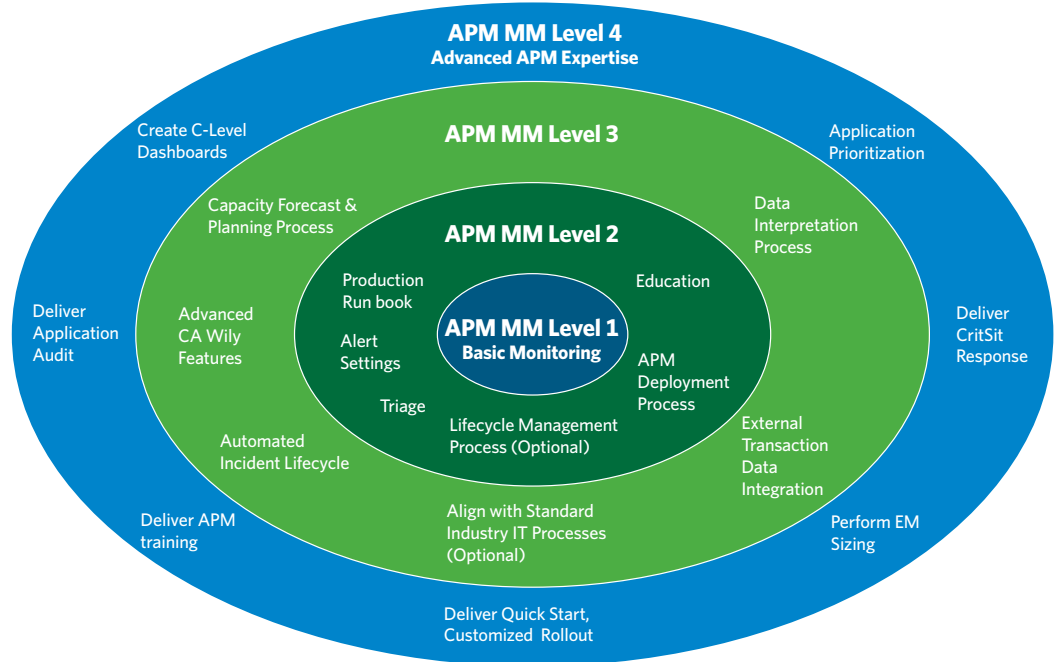
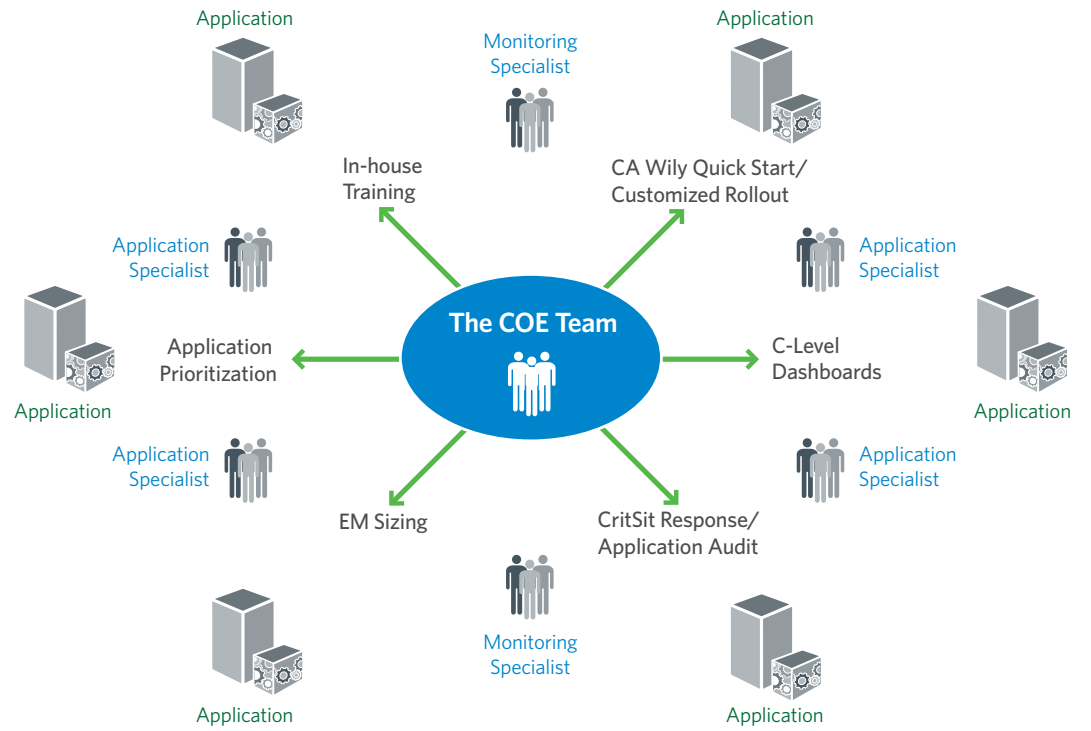


FIGURE C

A COE team enables your it organization to continuously improve application performance

THE BENEFITS OF A COE TEAM



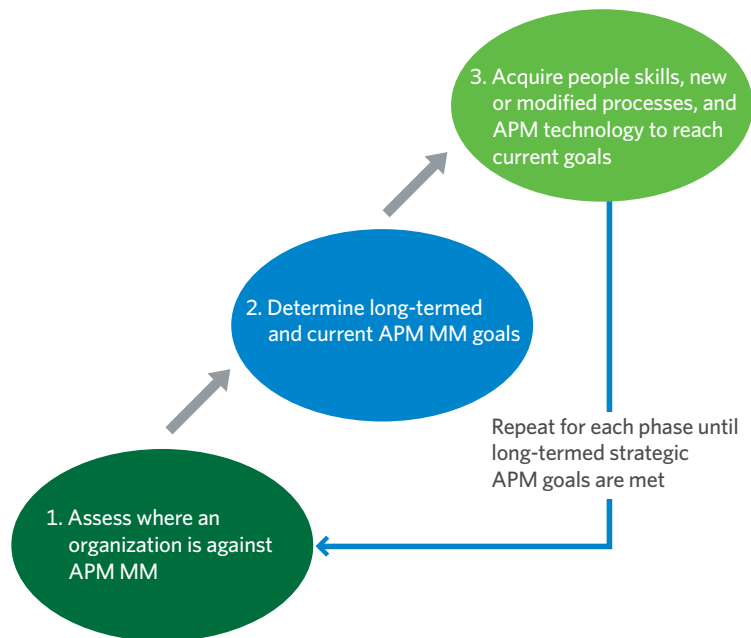
Achieving a High APM MM Level with CA Services

CA Wily Services has created a series of comprehensive offerings to help enterprises implement web application management best practices. CA Wily's APM Tools Offerings allow IT staff to extend the functionality of their CA Wily deployment using tools that easily integrate into existing environments while providing greater visibility into the performance and availability of critical information systems. They also allow you to increase the effectiveness of your overall CA Wily APM solution by quickly adding monitoring and management capabilities for a variety of applications, back-end systems and services. CA Wily Services offerings are consulting engagements with a defined scope and specific deliverables.

FIGURE D

CA Services helps you achieve your long-term strategic APM goals.

THE CA SERVICES APPROACH



CA Wily APM Services Overview

CA WILY APM MATURITY ANALYSIS accurately assess where an IT organization is in terms of APM capabilities through the use of both hands-on technical analysis and structured interviewed questions. After learning about the IT organization's current and long-term goals as well as identifying the gaps, the CA Consulting Architect will deliver a roadmap and an actionable plan on how the IT organization can achieve those goals and improve its APM capabilities.

CA WILY INTROSCOPE OR CEM RAPID IMPLEMENTATION is a short professional services offering that accelerates the basic deployment of CA Wily products and improves your time to value. A CA Wily Consulting Architect, supported by our global CA Wily Services team, works with you to deploy CA Wily products based on your most essential business requirements and needs.

CA WILY INTROSCOPE OR CEM SOLUTION IMPLEMENTATION is an offering that assists your IT organization to deploy CA Wily products in a relatively more sophisticated IT environment or according to a set of more specific business requirements and needs. The CA Consulting Architect will analyze your IT infrastructure, applications and create appropriate alert thresholds or record the most relevant business processes. If it is necessary, the CA Consulting Architect will also integrate your CA Wily APM products with your existing system management solutions. Throughout the engagement, our Consulting Architect will take every opportunity to transfer performance management knowledge to your IT staff.

CA WILY CRITSIT RESPONSE is an offering that provides a proven services approach that can help you respond rapidly and effectively to critical web application incidents. With this service, you get an immediate response from CA Wily's team of performance management experts, allowing you to quickly determine the nature of the problem, share critical data with all stakeholders involved, and communicate with the right system administrators for resolution.

CA WILY APM CUSTOM CONSULTING provides your organization with customized services that fit your very specific APM needs. With years of experience helping hundreds of organizations to improve their APM capabilities, the CA Wily Services team is your partner in application performance management.

Next Steps

CA Wily Services consultants are experts in Application Performance Management. We provide organizations around the world with the knowledge necessary to rapidly identify and eliminate application performance issues, meet performance targets and deployment schedules, and significantly increase the availability of applications in production. With these skills, IT teams can develop and implement application management best practices and make fast, accurate, data-driven decisions in critical situations. CA Wily consultants can work with IT organizations in other key areas such as managing application availability through maintenance planning and coordination, as well as helping create processes for ongoing application tuning and performance improvement.

To learn more about how CA Wily Services can help you to assess your IT needs, plan your IT investments, and make sure your organization has the right training and support to get the most from your CA APM investments, go to www.wilytech.com.