

CA Advisor

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Ensure High Service Availability With the Integration of Application Performance Management and Infrastructure Management



As enterprises depend on a growing number of business services for end users, it becomes an increasingly complex task to ensure their availability to clients

and consumers. Greater integration between Application Performance Management (APM) and Infrastructure Management (IM) should be a priority in order to maximize efficiencies and reduce downtime.

While they provide a single interface for users on the front end, business services may rely on multiple applications with numerous back-end pieces, including data centers, network infrastructure, servers and so on. Without integrated management of these systems, it's difficult to determine the root cause when a service is not performing the way it should.

"If you look at the way people used to try to organize their services, they were all done in a pretty ad hoc and siloed type of manner," says CA Product Management Advisor, Sam Somashekar. "Couple that with the state of the economy today and how everyone is looking to get more out of less, and it becomes an increasing challenge to monitor and manage service availability."

Saving Time, Pinpointing Problems

According to Tom Hayes, CA Vice President of Marketing, the key to ensuring optimal service availability is through the integration of APM with IM, tightly linked to the business service. Using integrated management capabilities like CA Wily APM and CA Infrastructure Management, the IT organization can be immediately notified of problems impacting service availability and respond appropriately.

As an example, Hayes cites a case where a company is running a sales promotion on its Web site that's so successful that the site's performance starts to bog down. Through the integration of APM and IM solutions, the IT department can be made aware of this potential disruption in service availability and can provide additional resources to support the online application. "Proactive performance monitoring of the application and the supporting IT infrastructure alerts the IT team to the degradation in business service performance and identifies the root cause, allowing the IT team to take action to keep the business service performing as required," says Hayes.

As well as helping organizations react to changing conditions that affect service availability, the integration of APM and IM with Data Center Automation (DCA) can help enterprises prepare in advance for events that can impact service availability, such as expected traffic surges to a Web site's services. "If you have a spike on the day after Thanksgiving because a lot of people are coming into your Web site to purchase for Christmas, then you want to

make sure that you have the right level of resources adjusted for that window of opportunity,” says Somashekar. “Once that window of opportunity is complete, you'll want to shut those systems down so they are not just sitting there wasting power and energy.”

Further Integrations Enhance Service Availability

CA's latest DCA solution, CA Spectrum Automation Manager, can leverage information about what's happening in the IT environment (such as server and software configurations) to execute informed automation at the level with which the organization is most comfortable, including adjusting resources on the fly to meet periods of increased demand for business services. When coupled with CA Service Management solutions, they offer complete change, configuration and release management for these business services.

In addition to looking at service availability by performance metrics — how much uptime, how quickly are transactions completed — there are other aspects of the business services experience that need to be considered, such as the process of adding new users and providing them the proper access rights. At this point, Somashekar says, integration between service catalog management and security solutions becomes important in providing better self-service capabilities for actions such as the provisioning of user access rights.

Even further, Somashekar suggests that integration between a company's infrastructure and governance solutions like CA Clarity™ Project and Portfolio Management (PPM) can provide the proper data necessary to analyze current and future investment in services. “If you're using Clarity PPM to manage a portfolio of services and/or projects, in order to analyze the investment for the next year you will want to know how that service is performing today in terms of resources,” he says. “So it's important for Clarity PPM to understand everything that's involved in providing that service.”

It All Comes Back to the User of the Business Service

Though there are many efficiencies that integration across the IT infrastructure makes possible — everything from making better use of your IT staff's time to the optimizing of resources to reduce energy costs — Somashekar says the most important thing about integration is optimizing the experience of the user interfacing with your business services.

“When you really look at service availability, you have to think about it from the end-user perspective. At the end of the day, they're the ones that are the most important; after all, they're the users of the service,” he says. “You have to be able to correlate that with the infrastructure that makes up the service, to avoid situations where the internal people are saying one thing while the external users are saying another thing about meeting service expectations.”

Tom Hayes is Vice President of Product Marketing for CA's Infrastructure Management (IM) Business Unit, responsible for the development of strategy and go-to-market initiatives for the company's IM solutions worldwide, driving growth and reinforcing CA's position as a leader in the IM markets. Tom has accumulated over 20 years experience working at the heart of the IT industry. He has substantial industry expertise in IT management technologies and solutions, including networks, systems and applications. Prior to joining CA, Tom held several senior marketing positions at Concord Communications, 3Com, Motorola and several start-up companies, where he was responsible for new product definition, product marketing and sales and channel management. He holds a MBA degree from Clark University and a B.S. degree in mathematics from Assumption College.

Sam Somashekar is an Advisor of Product Management at CA. Sam has 15 years of experience demonstrating success in enterprise software product management and development, business development, marketing, and market research. He has experience establishing, developing, and inspiring high-performance teams, providing product vision, and delivering the best value to customers. His current responsibilities include defining CA's Enterprise IT Management strategy and vision around Data Center Automation and Green IT initiatives. Sam holds a BA in Computer Science and Biology from New York University, and is PMC certified in Product Management.

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