



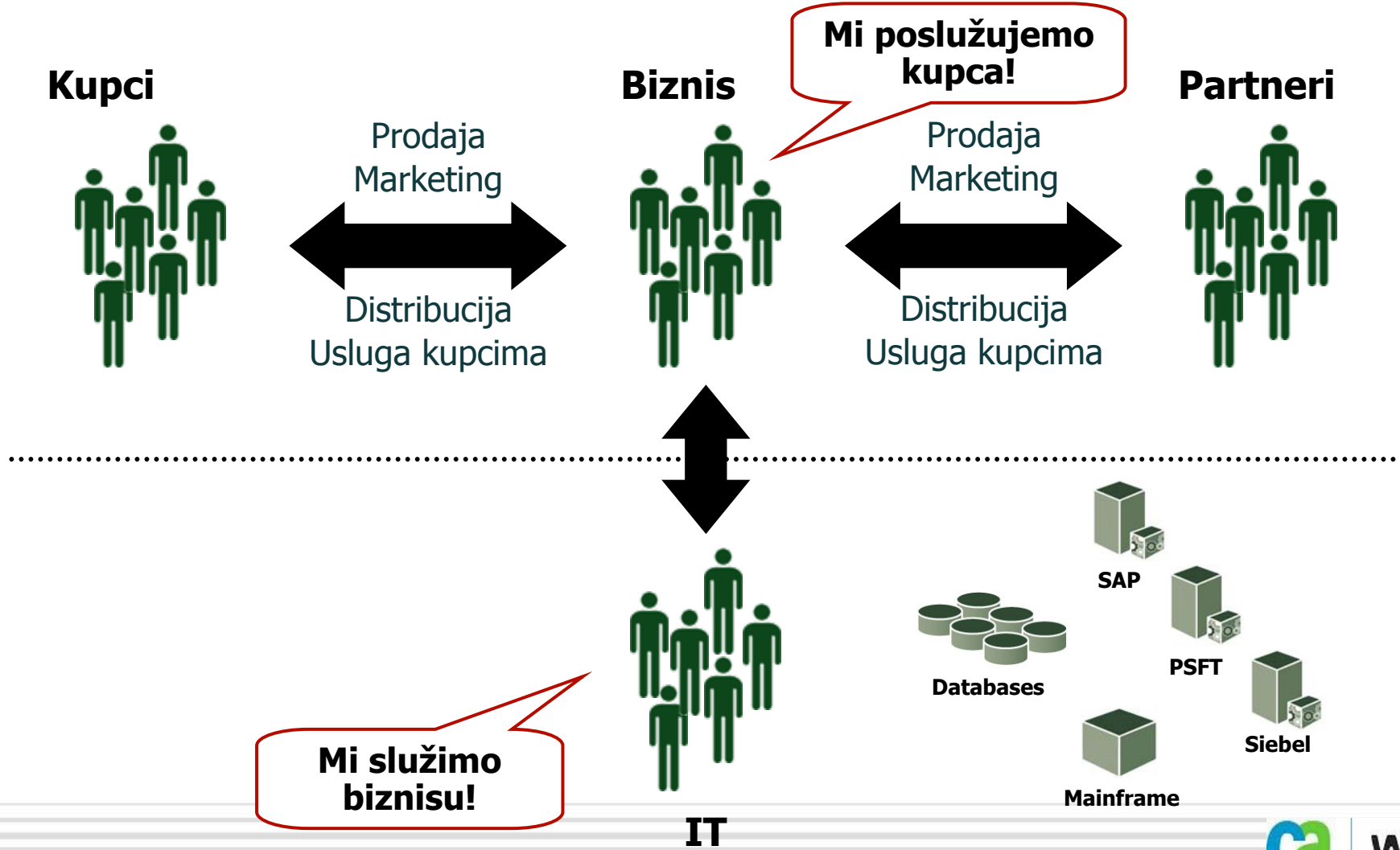
Customer Success Management

Albert Jurišić, dipl.ing.

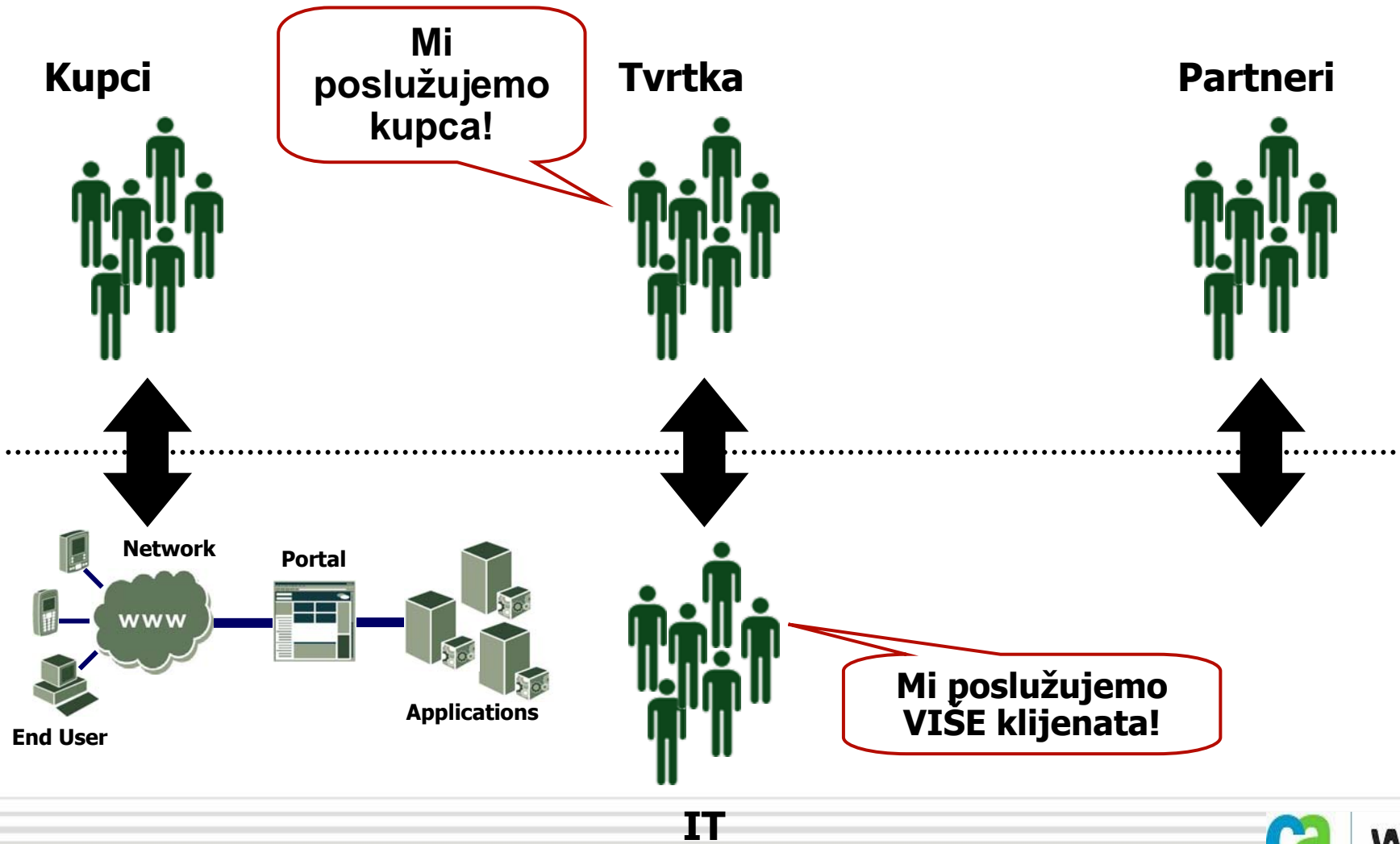
HORUG, Rovinj 18.10.2007. god.

- **Tvrtke su uspješno prebacile poslovanje na web**
 - Prodaja i self-service
 - Opskrba
 - Interne poslovne aplikacije ERP, CRM, HR
- **Obećanje Interneta je uvelike ostvareno**
 - Niži troškovi prodaje i usluga
 - Brže napredovanje i veća agilnost tvrtki
- **Ali ova migracija na web imala je neplanirane posljedice...**

Biznis, partneri, IT i kupci imali dobro utvrđene veze



Tradicionalne veze pokidane, IT danas služi kupce i partnere

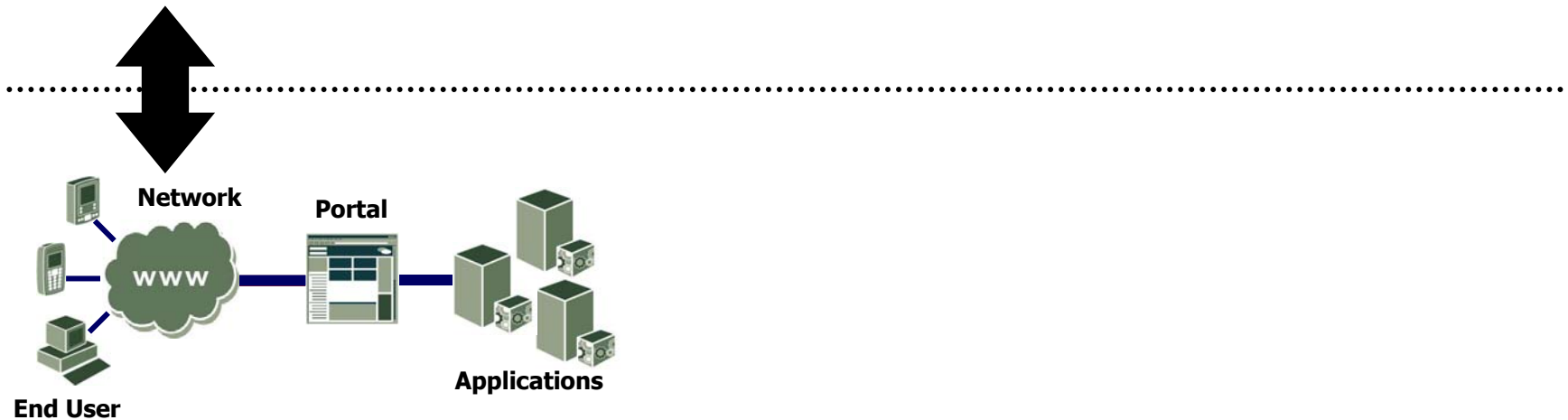


Biznis može samo pretpostaviti iskustva klijenata/kupaca...

Kupci/Klijenti

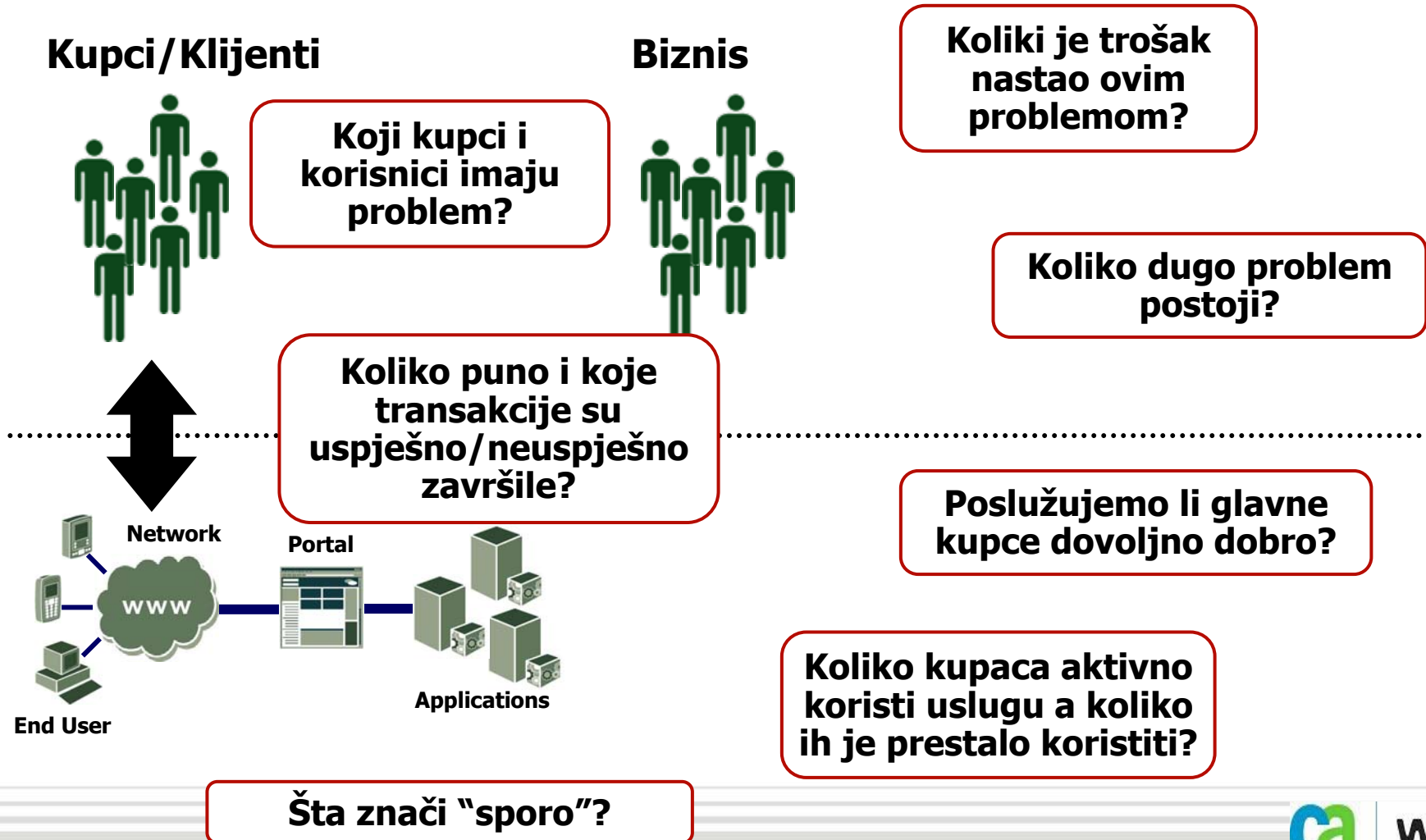


Biznis



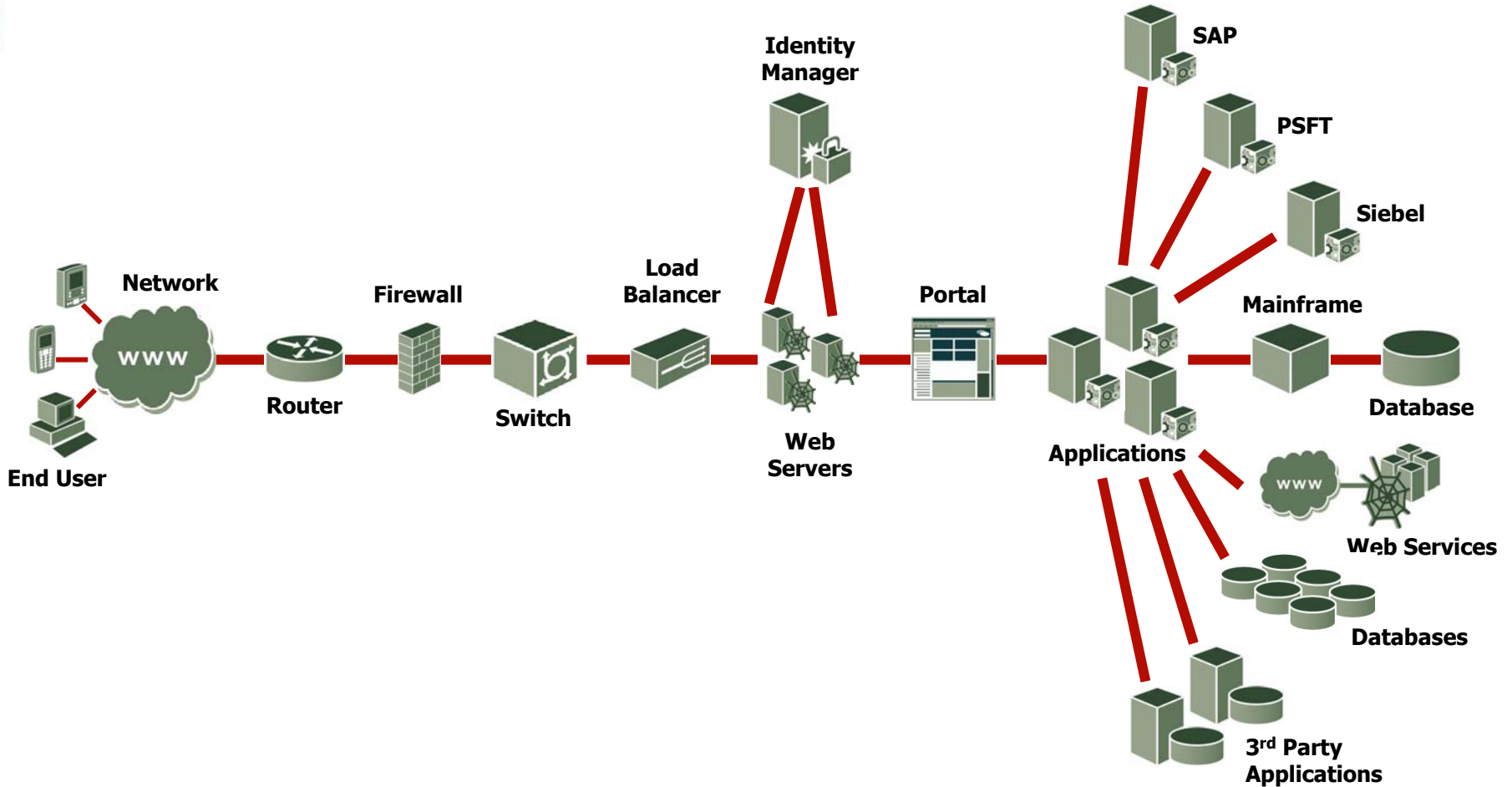
Kad nastane problem, **Biznis** treba znati

Koji kupci, korisnici i biznis su ugroženi



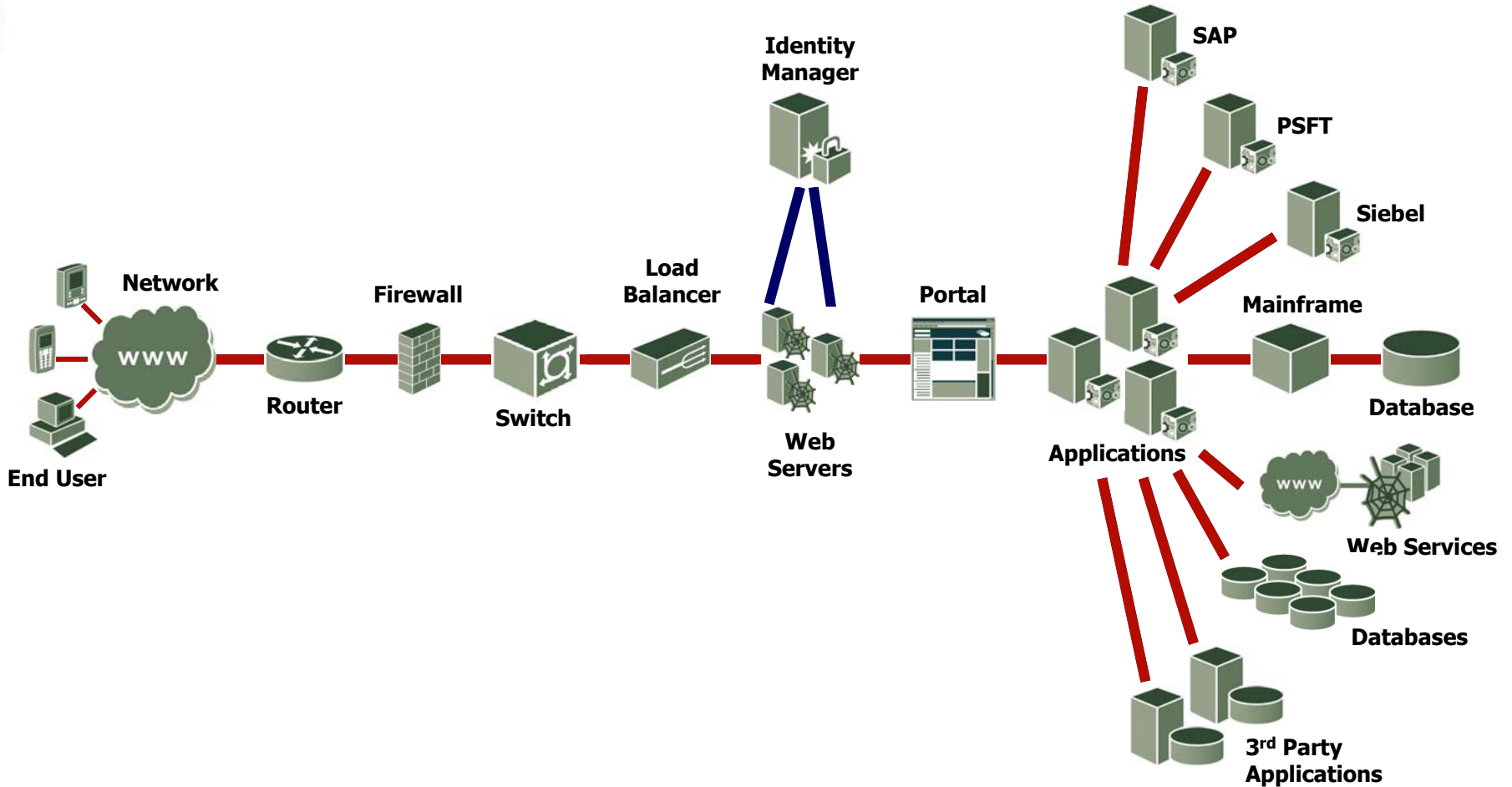
Kad nastane problem, IT treba znati

Gdje je greška u transakciji



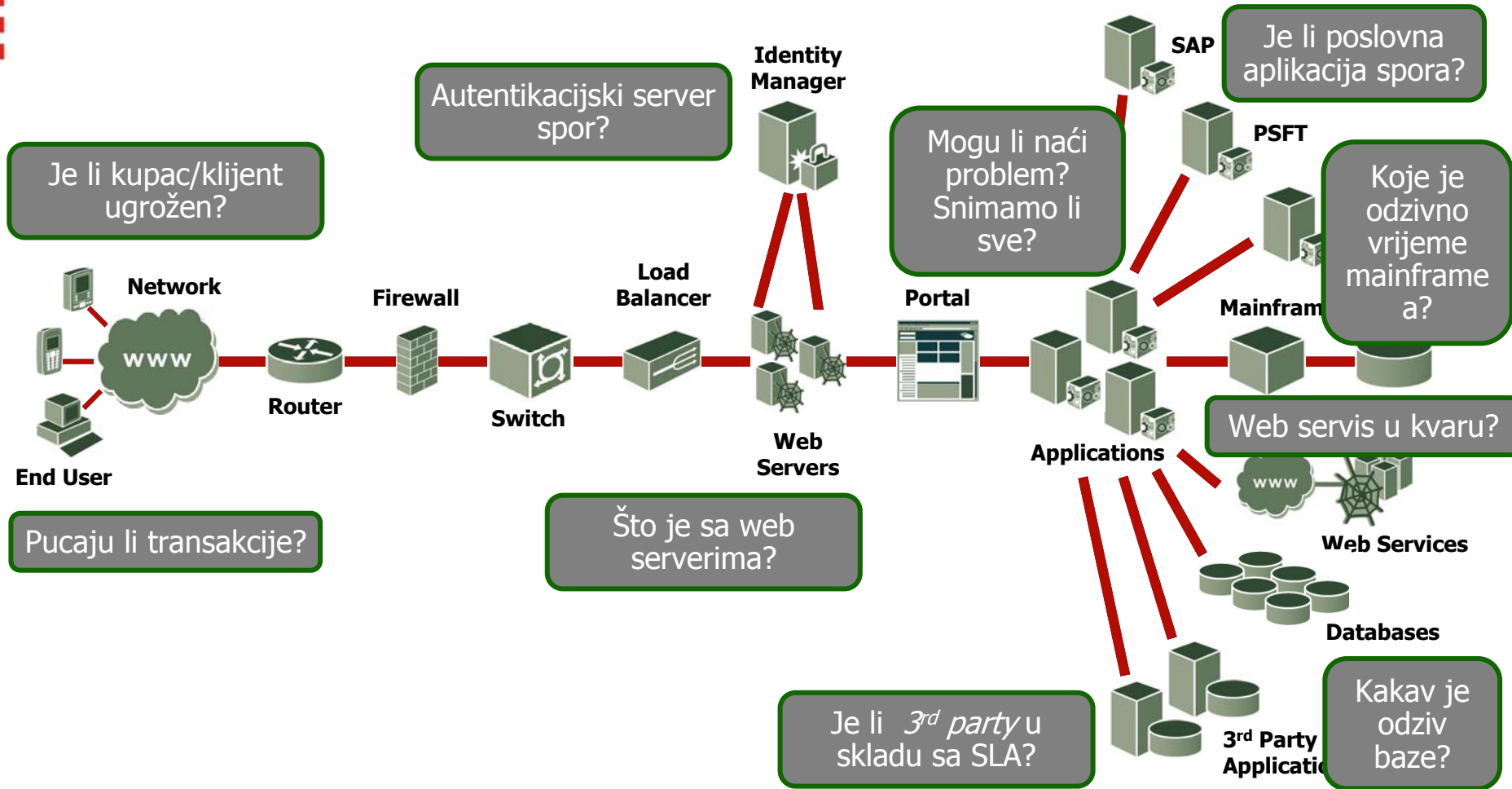
Kad nastane problem, IT treba znati

Gdje je greška u transakciji



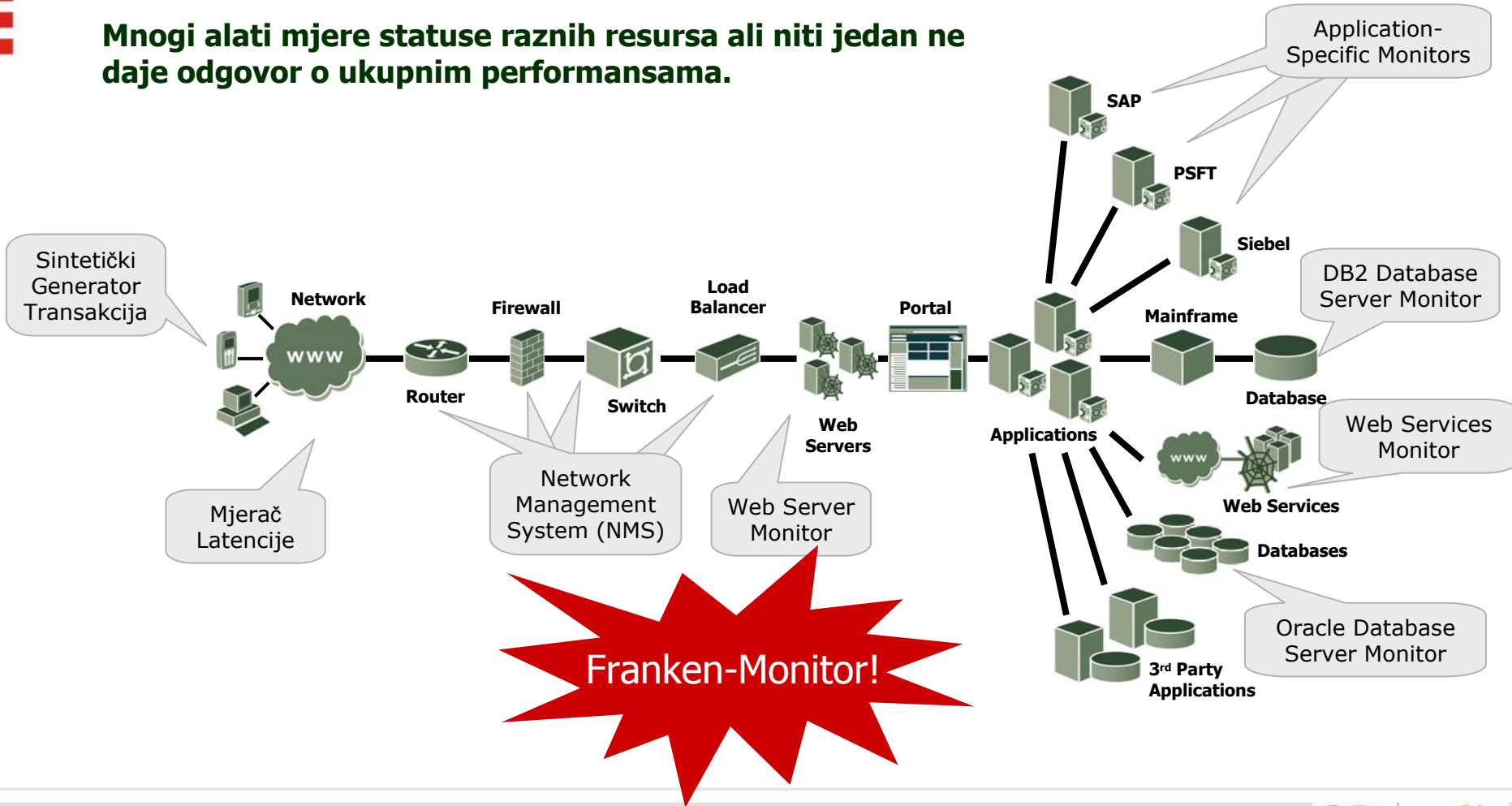
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Gdje je greška u transakciji

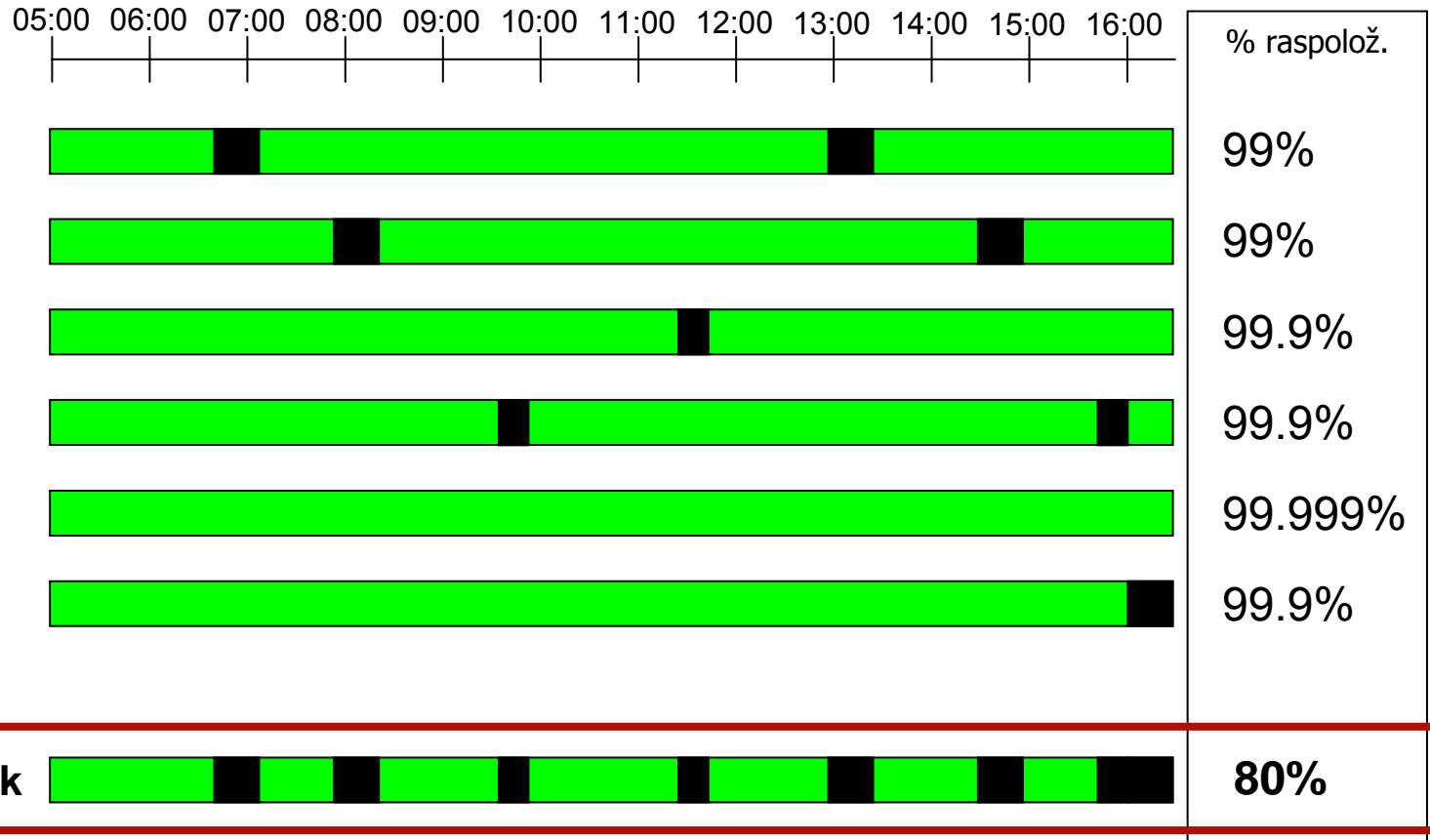


Kompleksnost aplikacije kreira nove izazove u upravljanju

Mnogi alati mjere statuse raznih resursa ali niti jedan ne daje odgovor o ukupnim performansama.



U kompleksnim, heterogenim okolinama mali ispadi se zbrajaju



■ Neraspoloživa ili spora
■ Raspoloživa i brza

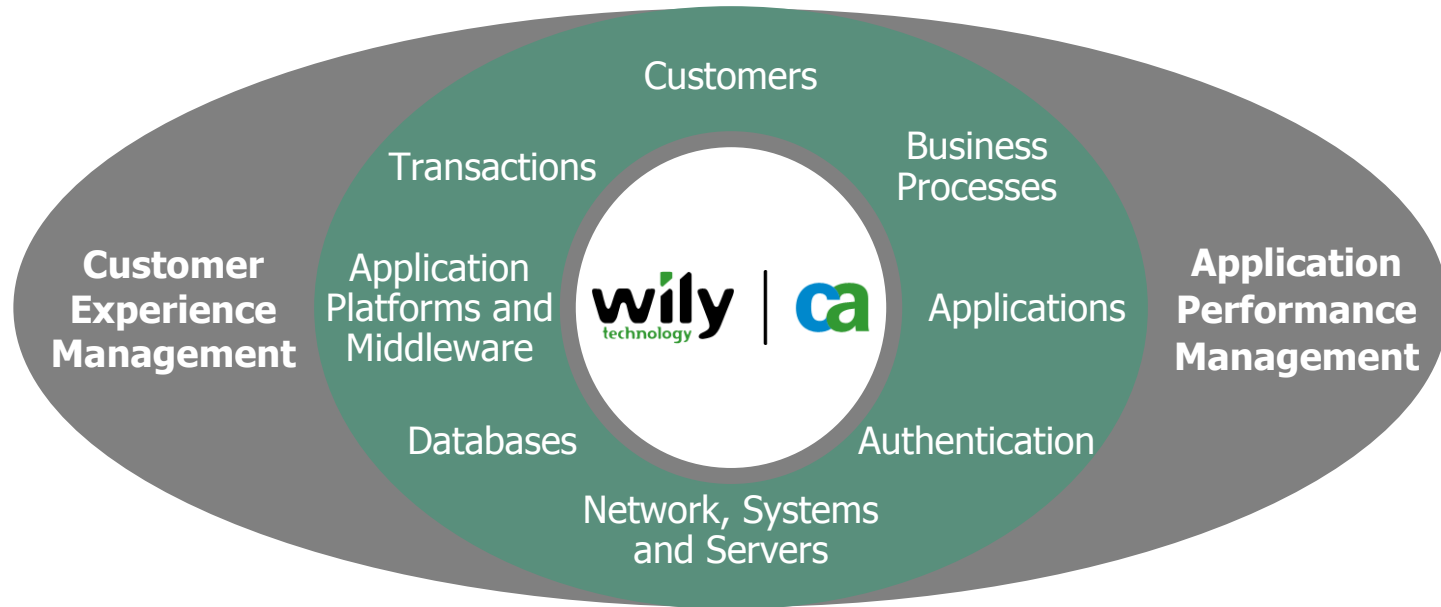
- **Biznis**
 - Gubi se kontakt sa kupcima i partnerima
 - Nema mjerila uspjeha sa klijentima
 - Nema uvida u ROI i performanse aplikacija
 - Nedostaje jezik na kojem bi pričali sa IT-em

- **IT**
 - Sada je odgovoran za isporuku roba i usluga
 - Pokreće i održava operacije 24x7
 - Stalno rastući pritisak za održanjem performansi
 - Nepozna/pretpostavlja iskustva kupaca/korisnika
 - Mnogo više točaka potencijalnih grešaka u kompleksnom okruženju
 - Nedostaje jezik na kojem bi pričali sa Biznisom

CA Wily Customer Success Management Solution pruža mogućnost nekoj organizaciji da osigura uspješno izvršavanje poslovnih transakcija za njene on-line korisnike.

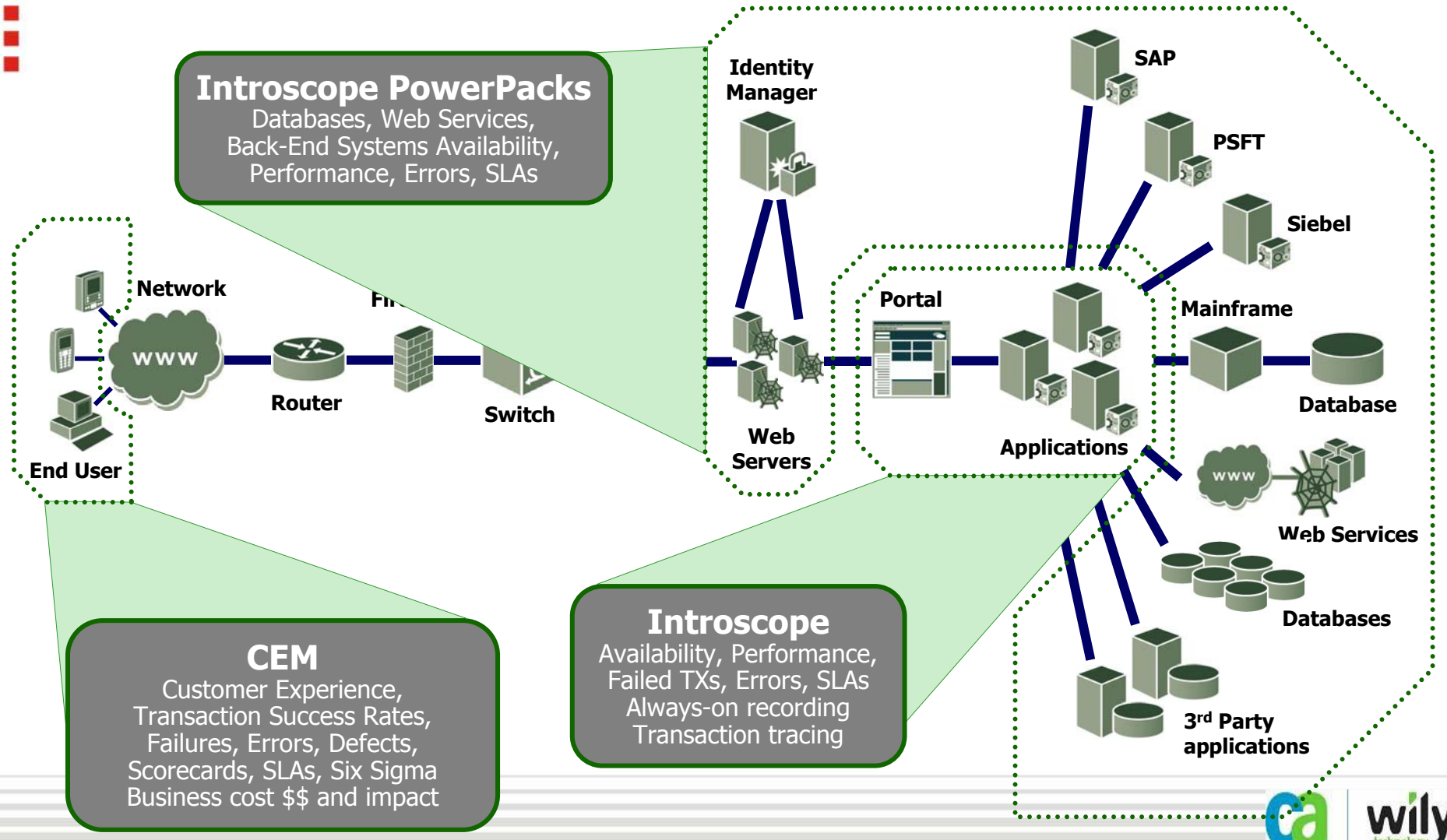
CA Wily nudi rješenje koje integrira alate kako bi predvidjeli i dijagnosticirali probleme u aplikaciji i infrastrukturi te upravljali uspješnosti on-line transakcija.

CA Wily Customer Success Management rješenje



- Nadzor svih transakcija u realnom vremenu po principu *end-to-end*
- Koreliranje trenutnog iskustva korisnika sa performansama aplikacije
- Spoznaja problema prije nego krajnji korisnik to osjeti
- Brza triaža problema u svrhu poboljšanja raspoloživosti i performansi
- Monitorira i dokumentira SLA performanse
- Suradnja ITa i Biznisa s ciljem dobre usluge kupcu/klijentu

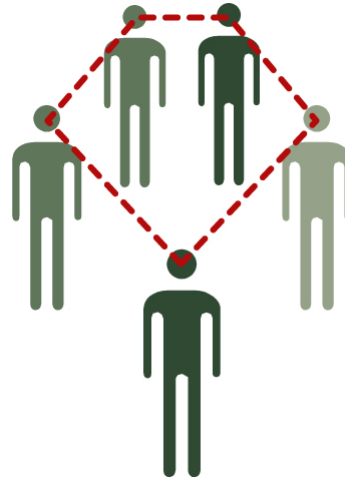
Jednino CA Wily vam daje dublji uvid u aplikacije kako bi predvidjeli, dijagnosticirali i spremili performanse u realnom vremenu



LOB Manager



- Znam koji klijent, koje transakcije, i koji procesi rade ili su u grešci.
- Znam statistiku uspješnosti klijentskih transakcija.



VP Operacija



- SLA-ovi su dobri. Mogu to dokazati.
- Moj tim radi efikasno- kao pravi tim.
- Troškovi pod kontrolom

Razvoj



- Provodim puno vremena na novom projektu
- Detaljni podaci daju mi mogućnost da popravim grešku
- Nisam uključen u svaku situaciju

QA

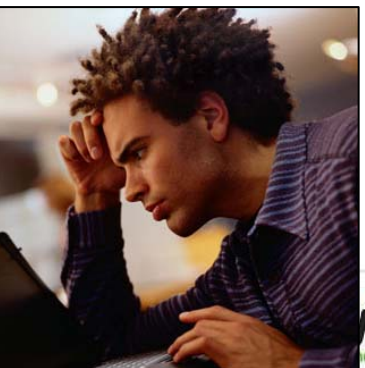
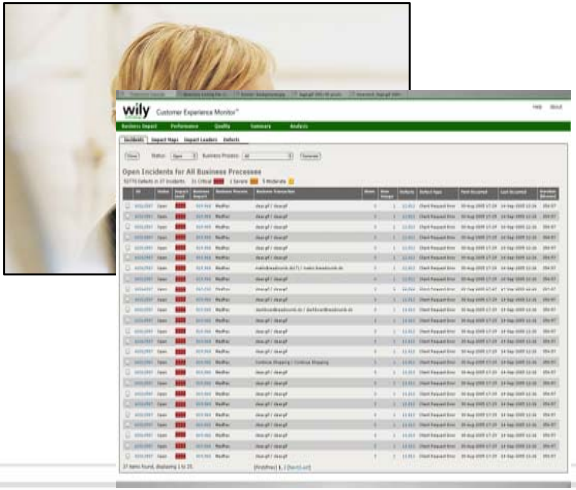
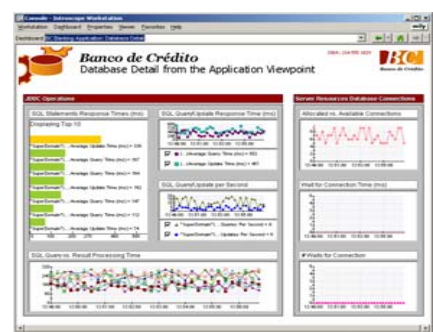


- Imam podatke za reprodukciju problema
- Aplikacije se bolje testiraju — prvi put
- Možemo predvidjeti kako će se aplikacija ponašati

Operacije



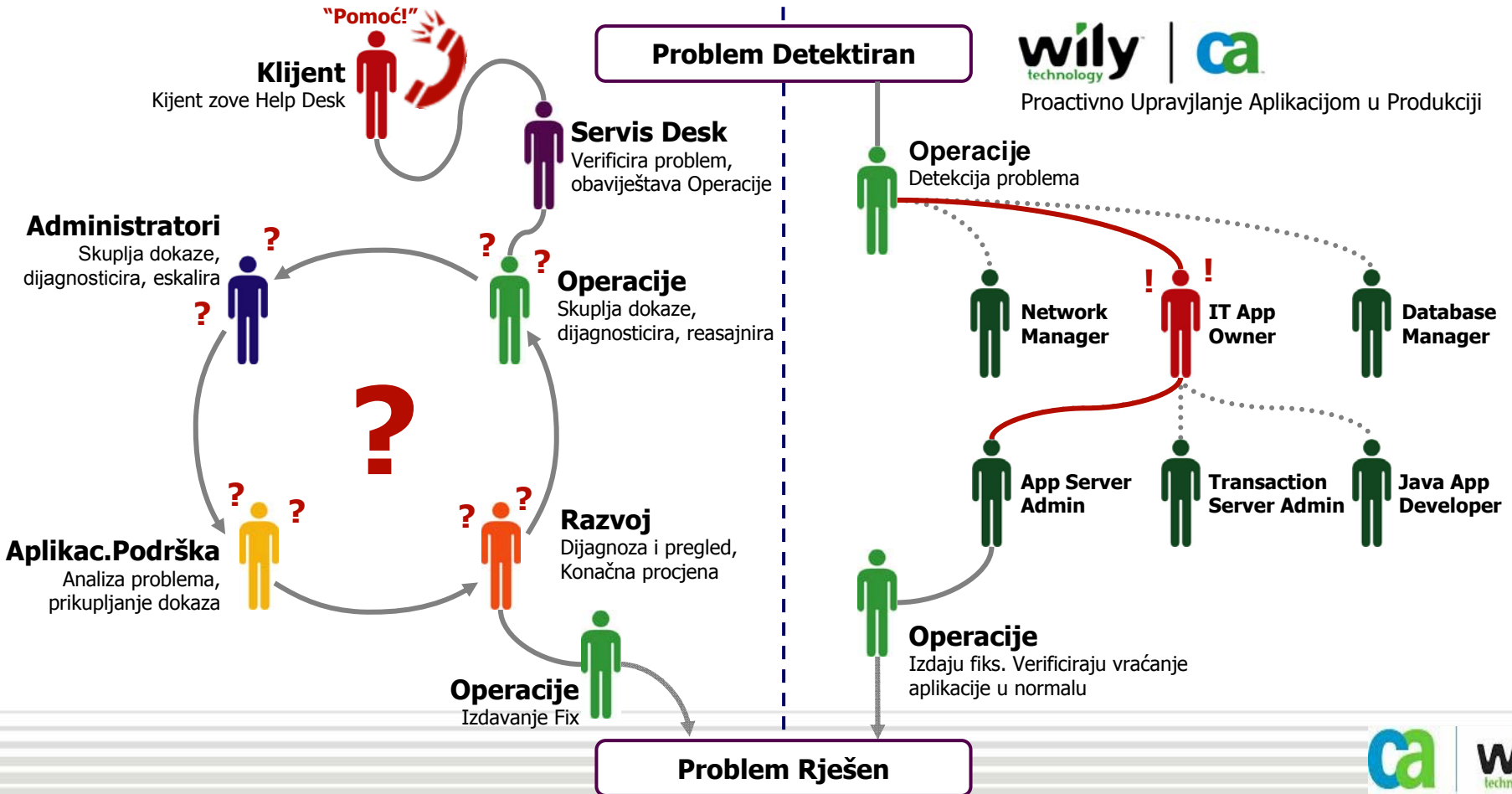
- Vidim problem prije korisnika/kupca
- Znam koga kontaktirati kad imam problem
- Znam je li to aplikacija, mreža ili baza podataka





Reaktivno Upravljanje (Bez Wilya)

Proaktivno Upravljanje (Sa Wilyjem)





- **Veća raspoloživost i performanse**

- Nadzor u realnom vremenu korisničkog iskustva i performansi aplikacije
- Predvidljiv nadzor sprječava utjecaj na korisnika
- Instant dijagnoza problema sa aplikacijom

- **Više zadovoljstvo kupca/klijenta**

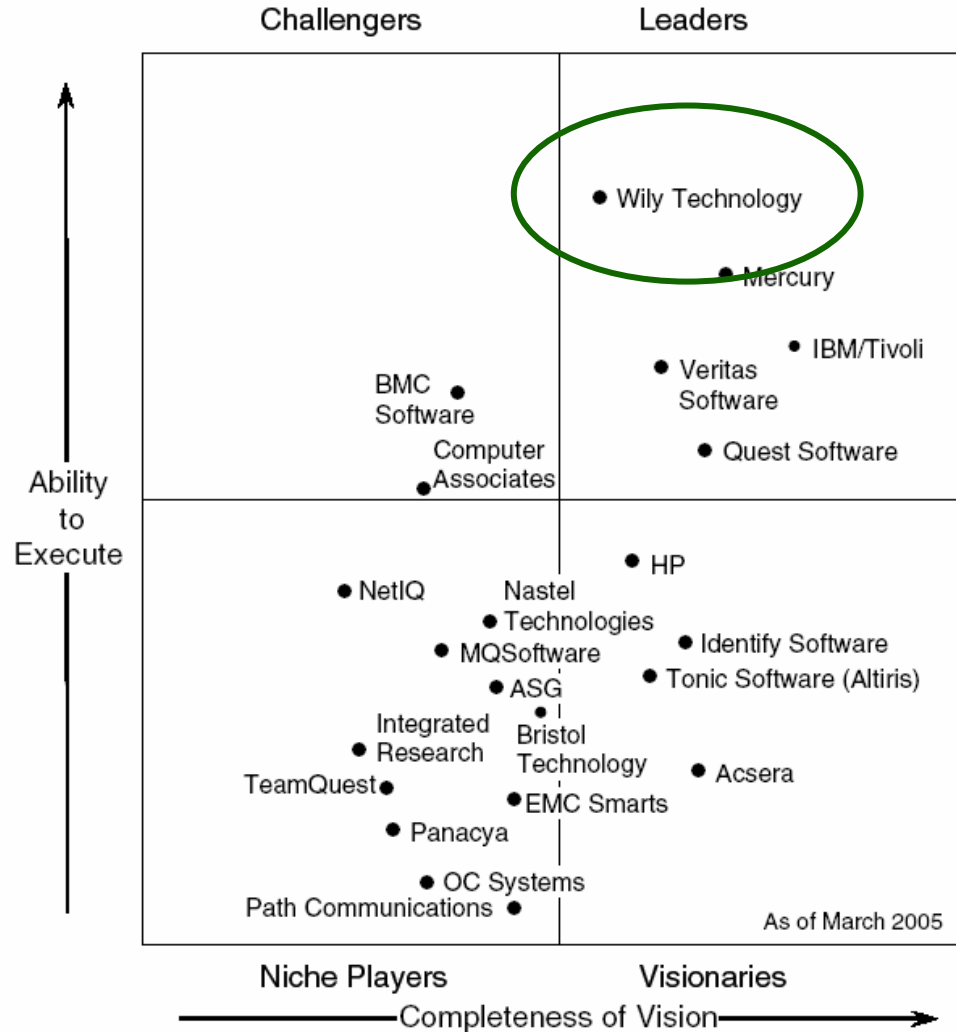
- Praćenje 100% od ukupnog broja transakcija
- Brzo upozorenje na transakcije sa greškom
- IT i biznis mogu komunicirati na zajedničkoj osnovi
- Svi alati su sukladni

- **CA Wily je tržišni lider u APM softveru**
- **CA Wily produkti omogućavaju tvrtkama:**
 - Brži razvoj aplikacija
 - Brzu dijagnozu usporenja i grešaka
 - Eliminira *finger-pointing*
 - Održava uspješan on-line pristup kupaca/klijenata
 - Nudi kritične podatke o performansama kroz cijlu organizaciju
- **CA klijentima osigurava bolje on-line servise, realizira stabilnije prihode i povećava produktivnost ITa**

Zašto tvrtke koriste CA Wily a ne druga APM rješenja?

- **Izvornik i lider u upravljanju web aplikacijama**
- **Mogućnost nadzora aplikacija sa vidljivošću 360°**
 - *End-to-end visibility*, od krajnjeg korisnika do *back-end* sustava
 - *Always-on Diagnostics*: Duboki nadzor u realnom vremenu 100% svih transakcija
 - *Drill-down* do iskustva korisnika, grešaka i puknutih transakcija
 - Stalno bilježenje performansi recording
- **Jedinstveni sustav nadzora za sve čimbenike:**
 - Za Biznis i IT
 - Ekspertne i Ne-ekspertne operacije
 - Prilagodljivo prema korisnicima
- **Brza implementacija — Bol prestaje, brzo**

Analitičari vide CA Wily na mjestu lidera



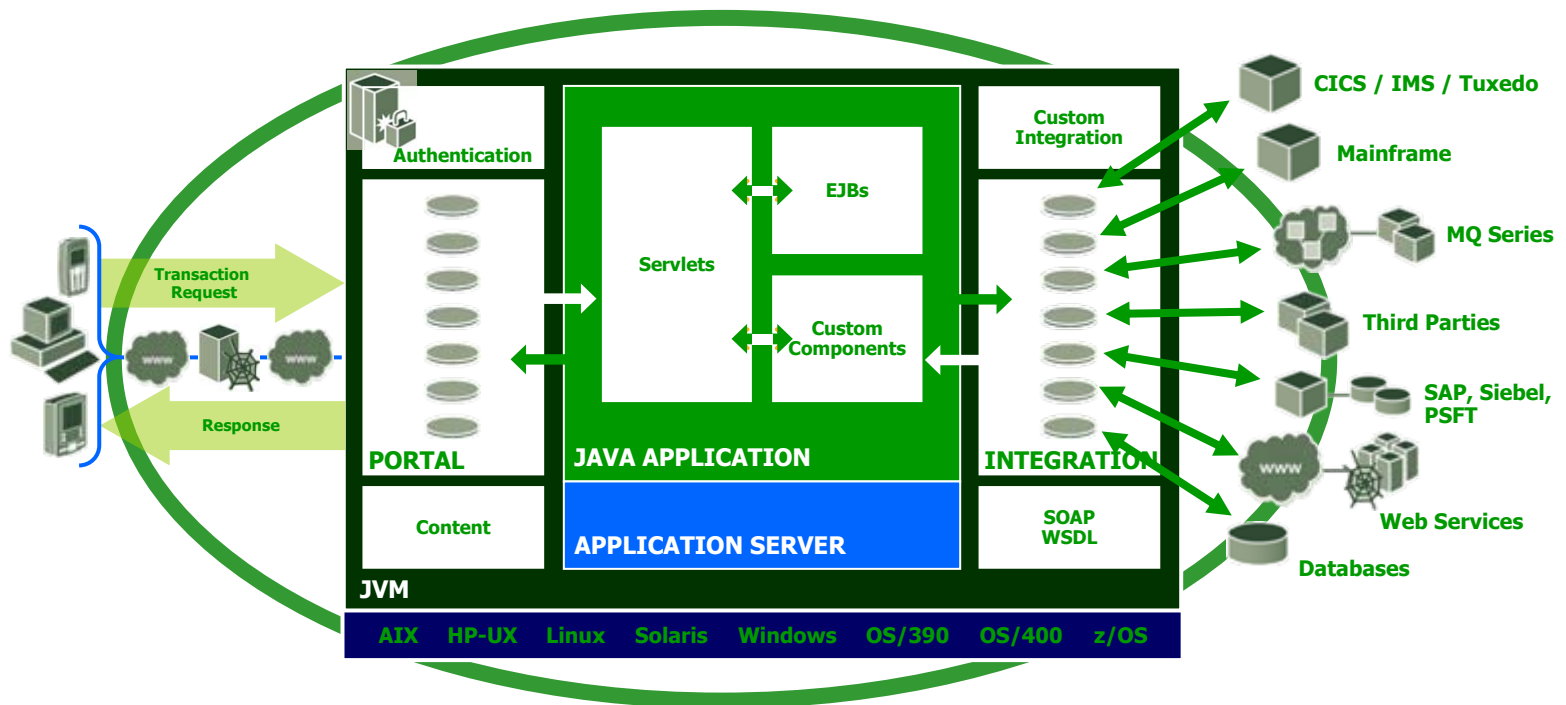
Source: Gartner Research (March 2005)



Introscope

- **Enterprise Application Management rješenje za *mission critical web* aplikacije u **produkciji** koje koriste **Global 3500** kompanije**
 - Monitorira **Java** aplikacije *iznutra*
 - Monitorira **Microsoft .NET** iznutra (Managed CLR okruženja)
 - Također monitorira **non-Java/.NET** sustave *izvana*

Obuhvaćanje postojećih sustava sa kompozitnom i servisno orijentiranom J2EE arhitekturom eksponencijalno povećava kompleksnost.



Najčešći uzrok problema sa performansama aplikacije

Vrlo često to nije kod ...

Bugovi u kodu aplikacije	13.7%
Problemi konfiguriranja i ugađanja	11.9%
Arhitektura	10.4%
Konekcije na baze podataka	9.9%
Problemi dizajniranja	9.0%
Memory Leak-ovi	7.1%
Greške u planiranju kapaciteta	6.5%
JVM Problemi	5.3%
Out Of Memory Situacije	5.1%
Bandwidth na vatrozidu (Firewall)	3.6%
Zamrznute dretve	3.3%
Problemi sa konektorima (JCA / JDBC)	3.3%
Konekcije na mainframe sustave	3.0%
Konekcije na <i>Third Party</i> partnere	2.7%
Hardverske greške	2.1%
OS Bugovi	2.0%
Virusi, hakeri, nedopuštena ometanja	1.2%

Kod je uzrok problema u jednom od osam slučajeva

Sistemske konekcije i okolina su često izvor problema sa performansama

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- Monitorira aplikacije 24x7
- ***LOW OVERHEAD***
- Detekcija incidenta i notifikacija
- Brza triaža
- ***Root Cause*** dijagnostika
- Trend analiza / planiranje



Vlasnik aplikacije

- Dogovara SLA sa Biznisom
- Mjeri korisničko zadovoljstvo i poslovne procese
- Osigurava izvješća menadžerima operacija i izvršnim menadžerima



Operacije

- 24x7 uvid u P&A aplikacije
- SLA nadzor
- Proaktivno otkrivanje greške



Java Specijalisti

- Dublji uvid u web infrastrukturu
- Krivnja na razini komponente
- Ukazivanje na *root cause*



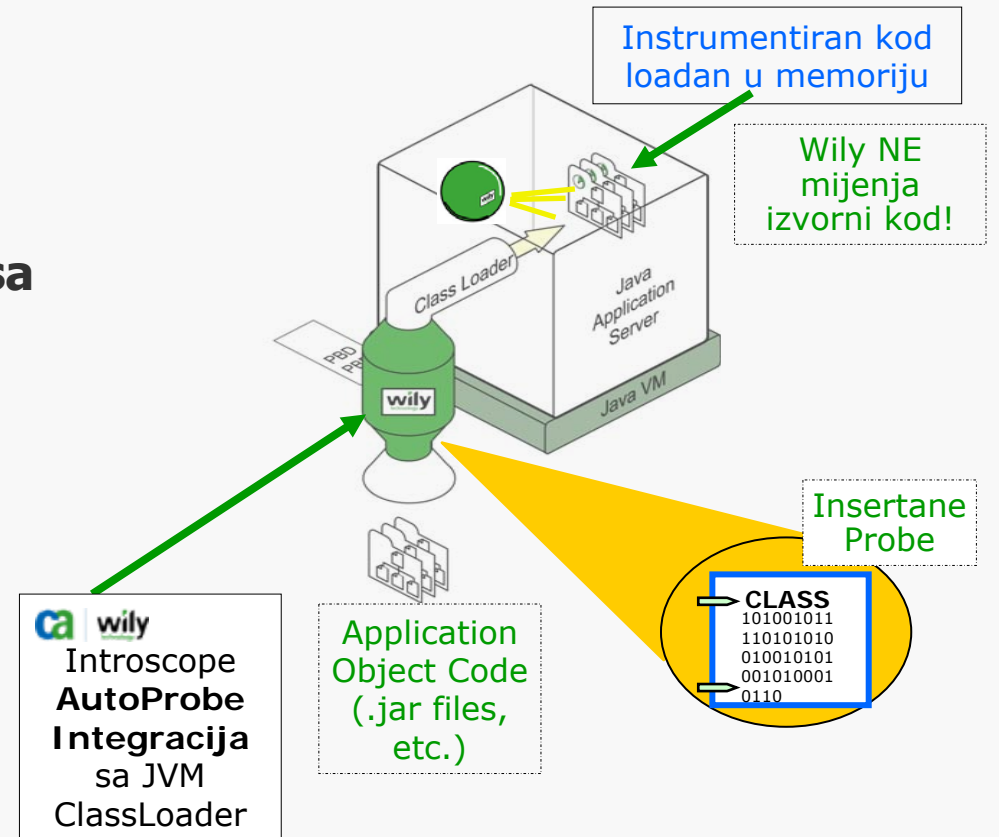
Aplikativna podrška

- Stalan, *end-to-end* pogled
- Skupljaju dokaze temenjene na stvarnim podacima
- Daju problem pravim osobama za popravak

Industrijski standardizirana bajt-kod instrumentacija - BCI

Iznimna brzina monitoriranja

- **CA Wily BCI Pristup validiran od strane Java zajednice**
 - Prihvaćen u J2SE 1.5
- **Instrumentacija "on the fly"**
 - Ne zahtjeva dodatan kod
- **CA Wily Agent kompatibilan sa svakom JVM nakon JDK 1.2**
 - Sun, IBM, JRocket, etc.



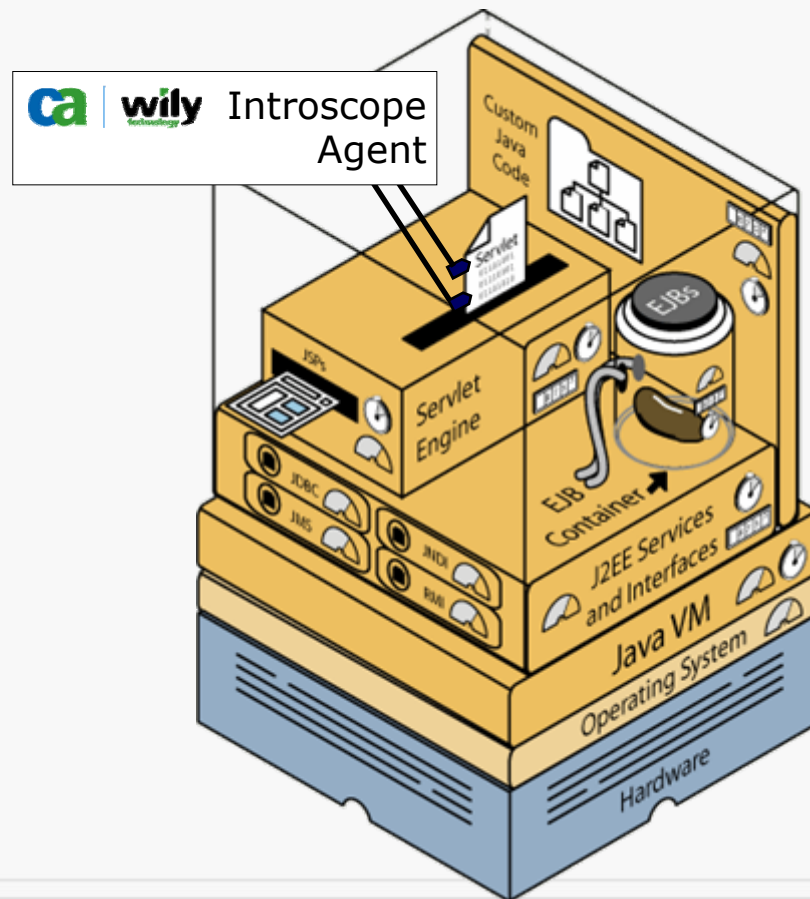
Korak 1: Java bajt-kod instrumentacija

Tajmer i Brojač "Probe" ubacuju se u Java bajt-kod

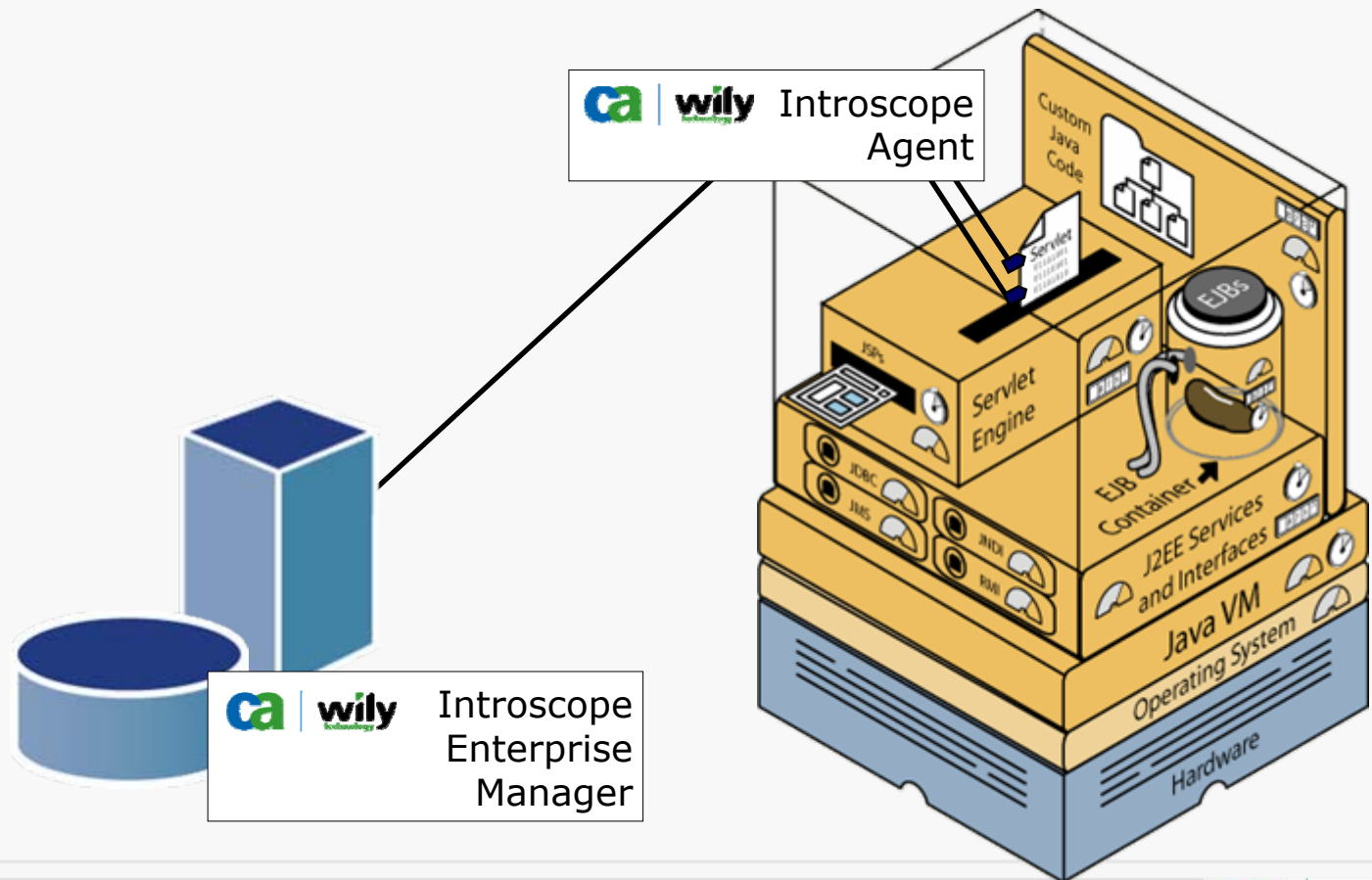
Servlet

```
101001011110101010010  
10001011011011110011  
01010100001000111101  
11011111010101010000  
00111101010100101000  
11111110101010100101  
00100101000010000011  
01111000010101000101  
10001000001111110101  
01110001111010101011
```

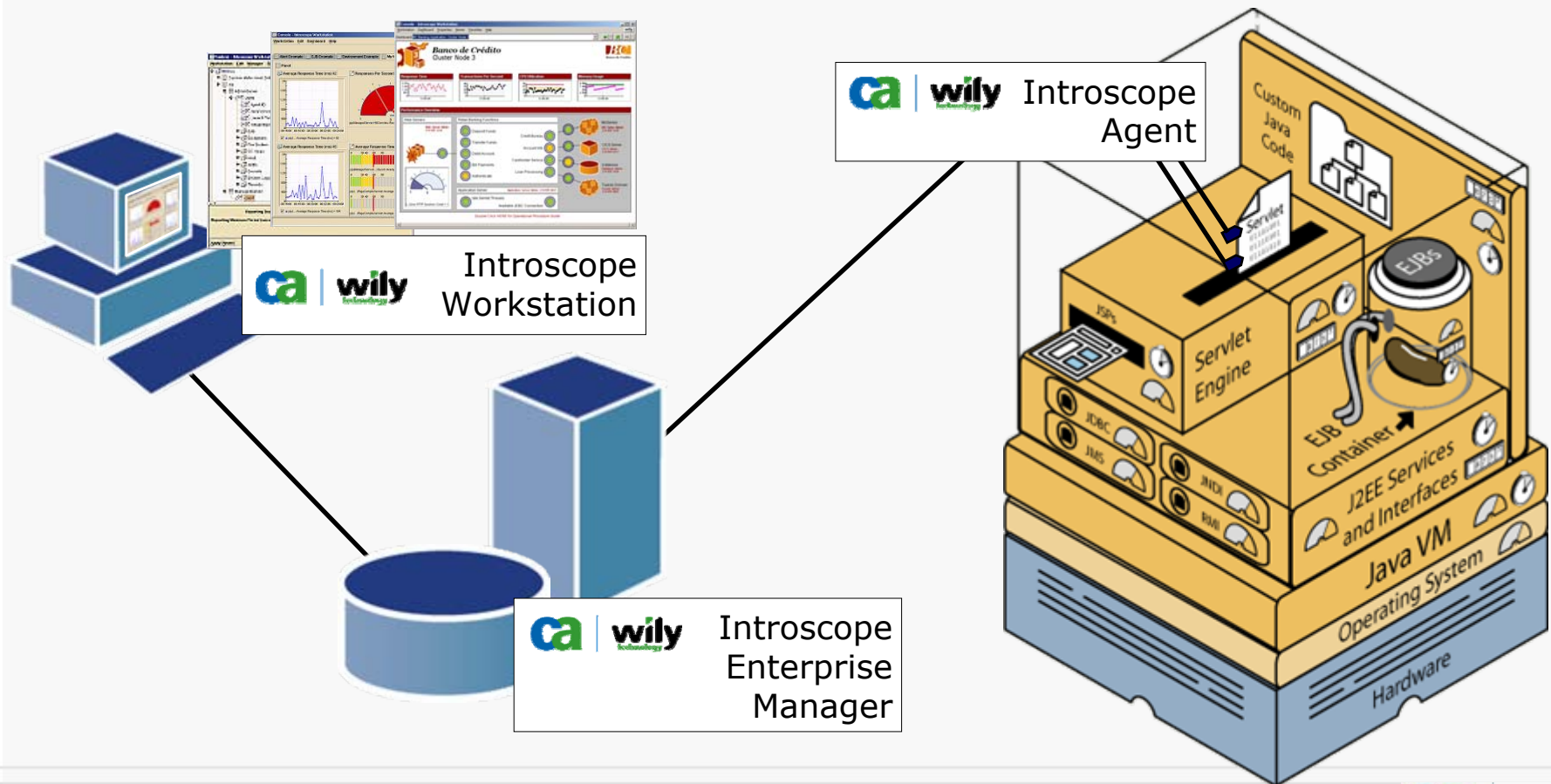
Korak 2: Introscope agent se vrti na JVM-i i monitorira probe



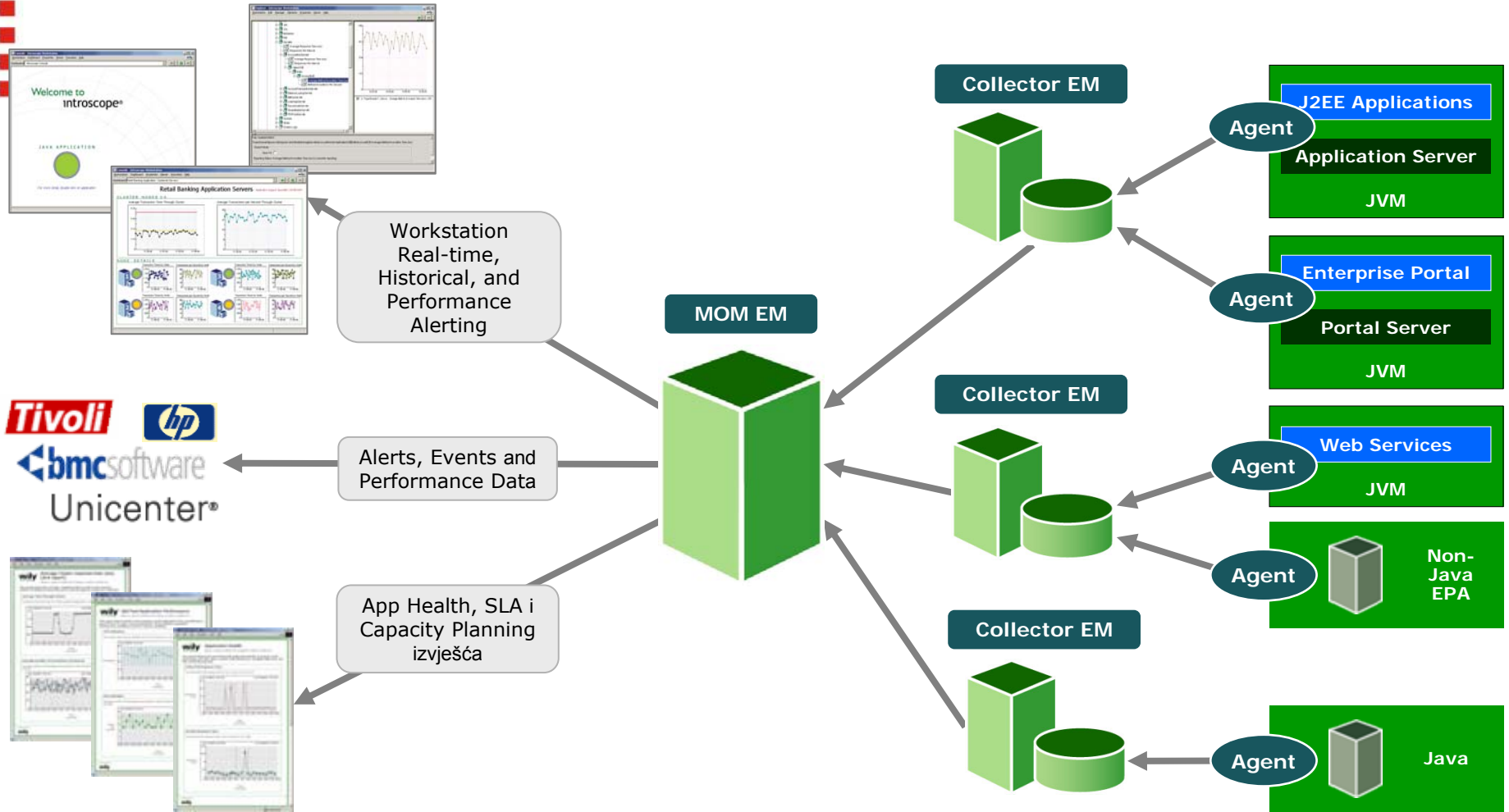
Korak 3: Introscope Enterprise Manager skuplja i procesira sirove podatke o performansama od agenata



Korak 4: GUI Workstation daje intuitivne poglede trenutnog i povjesnog stanja performansi

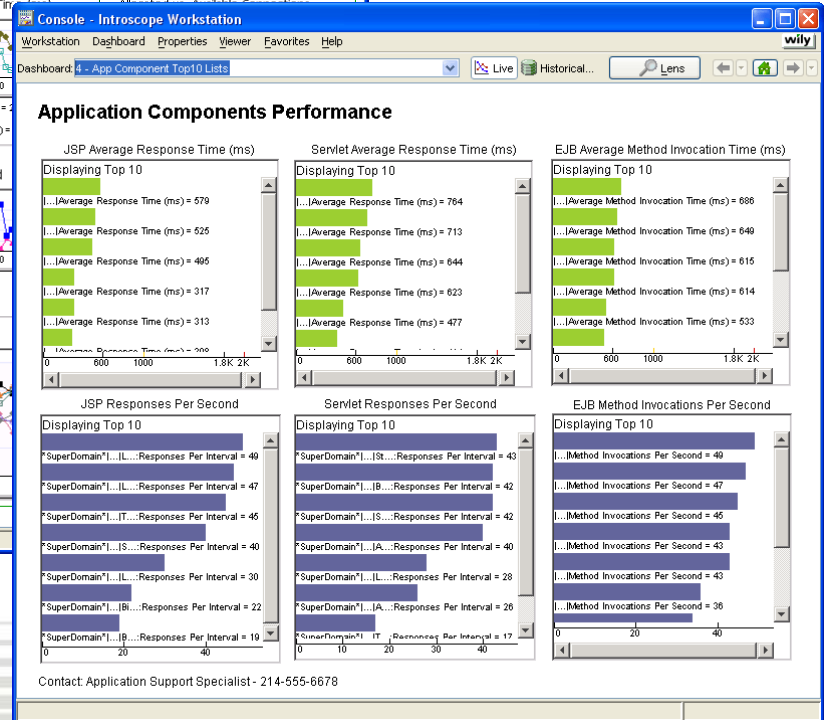
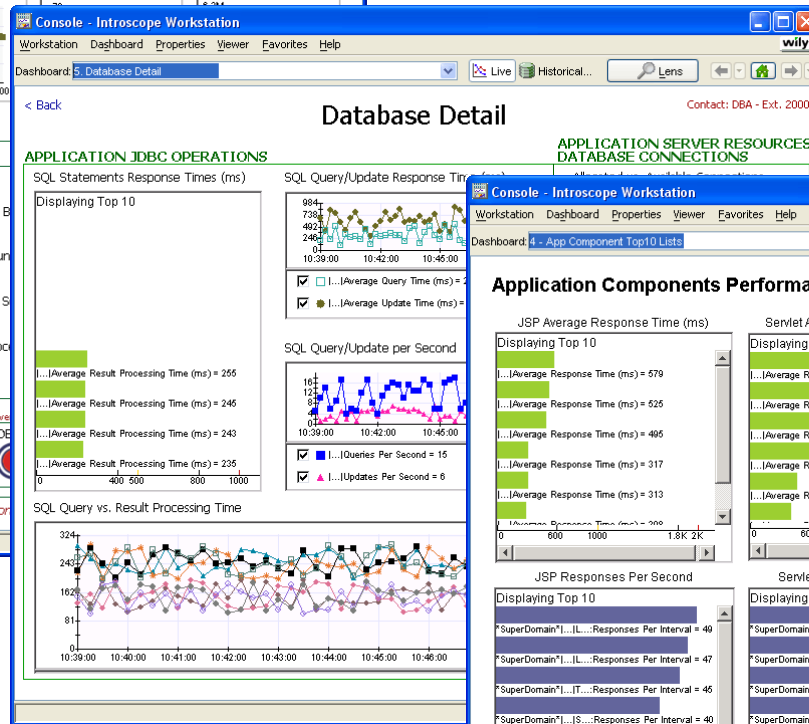
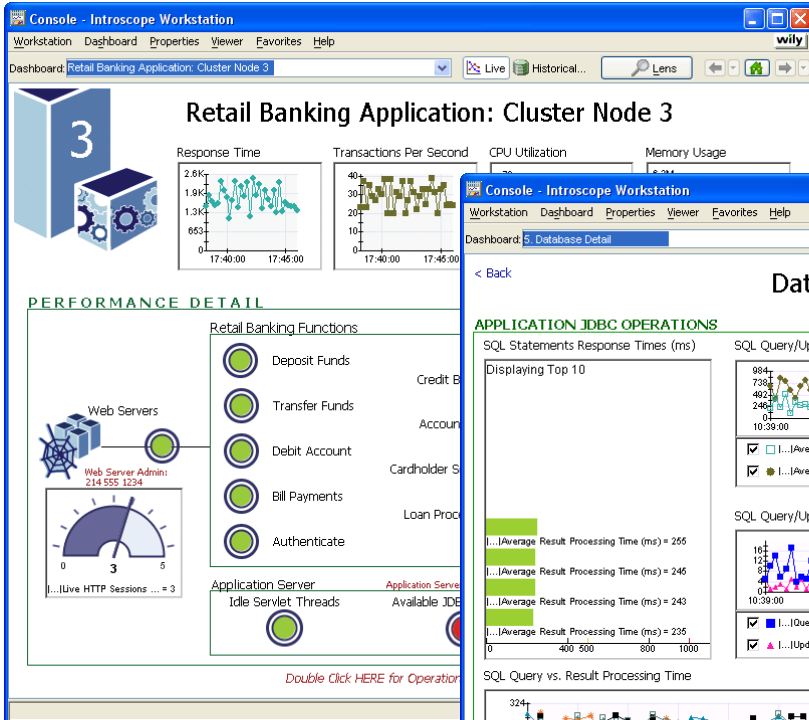


Wily Introscope 3-slojna Arhitektura: Agent, Enterprise Manager, Workstation



Prikaz opcionalnog klasteriranog rješenja

Individualni pogledi temeljeni na zajedničkom jeziku



Investigator - Introscope Workstation [Admin@localhost:5087]

Workstation Edit Manager Properties Viewer Help

Live Historical Last Hour

Overview Traces Errors Search

Application Name	User	VM	Backend Summary	gary gary--1521 (Ora...	piglet (DB-2 DB)
/bookstore-App					
/calendarA-PP					
/catalogApp					
/payrollApp					
/tradeApp					

Time...	Color	Appli...	Isolated To	What's Interesting
20:02:...	Red	All	VM	The Agent WebLogic_domain has disconnected
20:03:...	Red	/trade...	VM	The host's aggregate CPU utilization is unusual. The current value is 54, while ...
20:03:...	Red	/calend...	VM	The host's aggregate CPU utilization is unusual. The current value is 54, while ...
20:03:...	Red	/bookst...	VM	The host's aggregate CPU utilization is unusual. The current value is 54, while ...
20:03:...	Red	/payroll...	VM	The host's aggregate CPU utilization is unusual. The current value is 54, while ...
20:03:...	Red	/catalo...	VM	The host's aggregate CPU utilization is unusual. The current value is 54, while ...
20:04:...	Yellow	/trade...	User	The number of errors in /tradeApp's User tier is unusual. The current value is 9...
20:04:...	Yellow	/catalo...	User	The number of errors in /catalogApp's User tier is unusual. The current value is ...

The host's aggregate CPU utilization is unusual.
The current value is 54, while the typical value is 5.

91 events found

Laka navigacija kroz tisuće parametara za brzu *root-cause* analizu

Investigator - Introscope Workstation [Admin@localhost:5087]

Workstation Edit Manager Properties Viewer Help

Live Historical Last Hour

SuperDomain

- Custom Metric Host (Virtual)
 - HP88521308290
 - WebLogic
 - WebLogic_domain (*SuperDomain*)
 - Java Version
 - Launch Time
 - ProcessID
 - Virtual Machine
 - Agent Stats
 - Backends
 - BlamedMethodTimer
 - CPU
 - Processor Count
 - Utilization % (process)
 - Processor 0
 - Processor 1
 - Processor 2
 - Processor 3
 - EJB
 - ExceptionHandler
 - File System
 - Frontends
 - Apps
 - /bookstoreApp
 - Average Response Time (ms)
 - Concurrent Invocations
 - Errors Per Interval
 - Responses Per Interval
 - Stalled Transaction Count
 - Heuristics
 - User
 - VM
 - Backends
 - gary gary-1521 (Oracle DB)
 - ninet (DR2 DR)

Overview Traces Errors Search

Timestamp	Duration (ms)	Description	UserID
20:03:55.363 (27 Mar 2006)		203032 /catalogApp/ExecutorServlet_2	
19:55:47.329 (27 Mar 2006)	204016	/calendarApp/ExecutorServlet_2	

Summary View Trace View Tree View

Agent: *SuperDomain*|HP88521308290|WebLogic|WebLogic_domain
Timestamp: 03/27/06 19:55:47 PST
Duration: 204016 ms

Zoom

0 ms 16000 32000 48000 64000 80000 96000 112000 128000 144000 160000 176000 192000 208000

- Frontends|Apps|calendarApp|URLs|Default
- Servlets|ExecutorServlet_2
- EJB|Session|StatelessSession_10_2hkp68_Impl
- EJB|Session|StatelessSession_10_2hkp68_Impl|executeCore
- EJB|Session|StatefulSession_1_ca2pps_Impl
- EJB|Session|StatefulSession_1_ca2pps_Impl|executeCore
- EJB|Session|StatefulSession_2_p26ik0_Impl
- EJB|Session|StatefulSession_2_p26ik0_Impl|executeCore
- Backends|gary gary-1521 (Oracle DB)
- JDBC|SQL|Dynamic|Query|CALL JAVASLEEP (?)

Component Details

Identification

- Type: JDBC
- Name: CALL JAVASLEEP (?)
- Path: JDBC | SQL | Dynamic | Query | CALL JAVASLEEP (?)

Performance

- Duration: 201751 ms
- Timestamp (relative): 2265 ms
- 99% of total transaction time

Properties

- Dynamic SQL: CALL JAVASLEEP (?)

Pregled grešaka po aplikaciji, komponenti ili URL-u

The screenshot shows the Wily Investigator interface. The left pane displays a tree view of the monitored system, including components like Java Version, Launch Time, ProcessID, Virtual Machine, Agent Stats, Backends, BlamedMethodTimer, CPU, EJB, ExceptionReporter, File System, Frontends, and Apps. The middle pane shows a table of error entries:

Timestamp	Description	Error Message
20:10:36.928 (27 Mar 2006)	Frontends	ExceptionHandler ExceptionThrower doWork: java.sql.SQLEx...
20:10:36.928 (27 Mar 2006)	Frontends	ExceptionHandler ExceptionThrower doWork: java.sql.SQLEx...
20:10:36.928 (27 Mar 2006)	Frontends	Stalled Transaction
20:10:36.928 (27 Mar 2006)	Frontends	ExceptionHandler ExceptionThrower doWork: java.sql.SQLException: My custom sql exception!
20:10:36.928 (27 Mar 2006)	Frontends	Stalled Transaction
20:10:36.928 (27 Mar 2006)	Frontends	ExceptionHandler ExceptionThrower doWork: java.sql.SQLEx...
20:10:36.928 (27 Mar 2006)	Frontends	ExceptionHandler ExceptionThrower doWork: java.sql.SQLEx...
20:10:36.928 (27 Mar 2006)	Frontends	Stalled Transaction

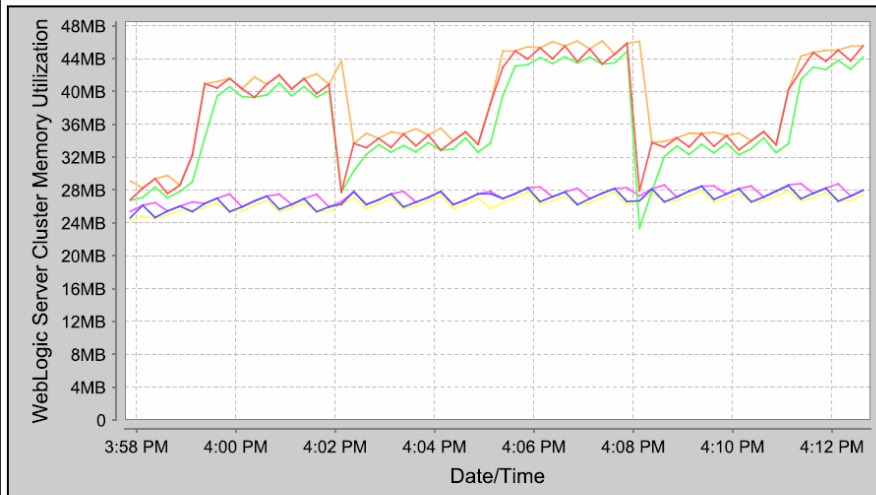
The right pane provides a detailed view of an error at 20:10:36.928 (27 Mar 2006). The error details include:

- Agent: *SuperDomain*|HP88521308290|WebLogic|WebLogic_domain
- Timestamp: 03/27/06 20:10:36 PST
- Duration: 94 ms
- Error at 20:10:36.928 (27 Mar 2006)**
- Frontends | Apps | /catalogApp | URLs | Default (0 ms)**
 - Application Name: /catalogApp
 - Context Path: /catalogApp
 - Method: service
 - Normalized URL: Default
 - Scheme: http
 - Server Name: localhost
 - Server Port: 7010
 - Thread Group Name: Thread Group for Queue: 'weblogic.kernel.Default'
 - Thread Name: ExecuteThread: '11' for queue: 'weblogic.kernel.Default'
 - Trace Type: ErrorSnapshot
 - URL: /catalogApp/ExecutorServlet_2
 - URL Query: Workload=Av&app=po2
 - HttpRequest.header.User-Agent: Java/1.5.0_06
- Servlets | ExecutorServlet_2 (0 ms)**
- BlamedMethodTimer | ExceptionThrower | doWork (94 ms)**
 - Error Message: ExceptionReporter|ExceptionThrower|doWork: java.sql.SQLException: My custom sql exception!
 - Exception: java.sql.SQLException: My custom sql exception!
 - Method: doWork

Izvešća o SLA sukladnosti, performans trendovima, kapacitetu ...

Capacity Planning

WebLogic Server Cluster Memory Utilization

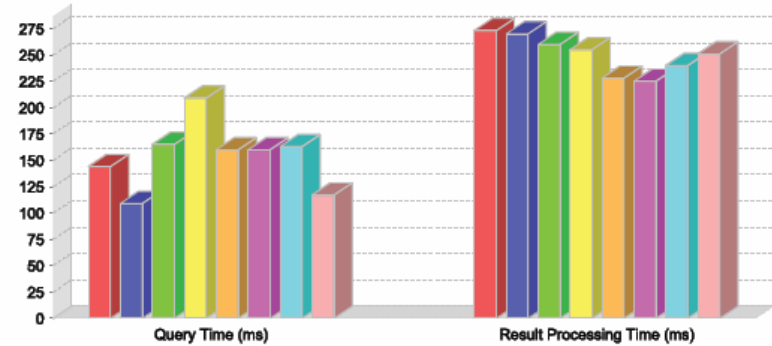


Start: 5/9/06 3:57 PM

End: 5/9/06 4:12 PM

SQL Operations

Metric Value Breakdown from 3/28/06 9:00 PM to 4/1/06 9:00 PM



- SELECT ACCTID, NAME, ADDRESS1, ADDRESS2,... (wkayser-dt1)
- SELECT ACCTID, NAME, ADDRESS1, ADDRESS2,... (wkayser-It)
- SELECT ACCTID, NAME, CCN FROM ACCOUNTS W... (wkayser-dt1)
- SELECT ACCTID, NAME, CCN FROM ACCOUNTS W... (wkayser-It)
- SELECT ACCTID, NAME, CCN, COMMENT1, COMM... (wkayser-dt1)
- SELECT ACCTID, NAME, CCN, COMMENT1, COMM... (wkayser-It)
- SELECT PORTFOLIO FROM ACCOUNTS WHERE NAM... (wkayser-dt1)
- SELECT PORTFOLIO FROM ACCOUNTS WHERE NAM... (wkayser-It)

- Uvid u svaku transakciju od početka do kraja kroz cijelu web infrastrukturu
- Proaktivna notifikacija — prije ugrožavanja SLA
- Automatsko otkrivanje, nadzor i trijaža za cijelu aplikacijsku okolinu
- Duboki uvid u svaku transakciju kroz procese
- Dohvat 100% svih podataka o performansama za SLA upravljanje, trend analizu i planiranje kapaciteta
- Integracija sa Customer Experience Management rješenjem



CA | Wily

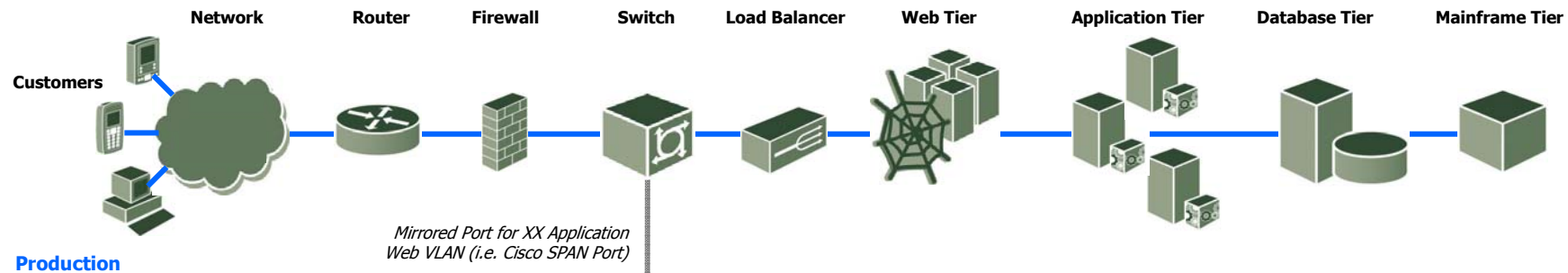
**Customer
Experience
Manager**



■ CEM

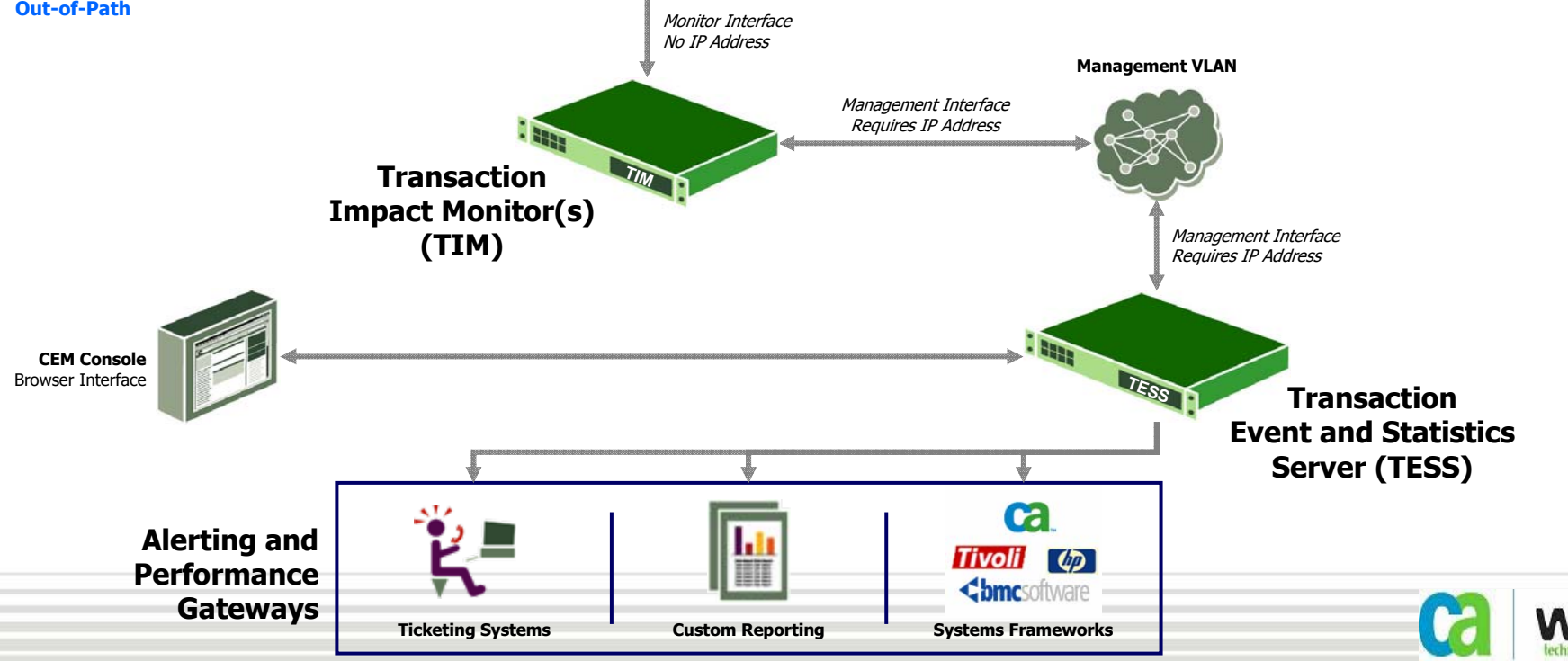
- Monitorira iskustvo i transakcije (24x7) stvarnog krajnjeg korisnika pasivnom analizom mrežnog prometa sa uređajem
- Monitorira klijente i uspješnost njihovih transakcija, performanse transakcija, kvalitetu transakcija i volumen klijentskih transakcija i više
- Podržava sve *web-enabled* aplikacije uključujući Siebel, SAP, Oracle i druge bilo da se temelje na Java-i, .NETu, mainframe-u ili *legacy* tehnologiji
- Integracija sa Introscope-om

Wily CEM distribuirana arhitektura



Production

Out-of-Path



Pokazuje "kada" i "razinu utjecaja" defekata





Incident Management










Incidents are groups of defects that are correlated based on transaction type and defect type. Click on any link to view more incident-related information. [More...](#)

[Incidents](#) | [Impact Maps](#) | [Impact Leaders](#) | [Defects](#)

Status: Business Process:

Open Incidents for All Business Processes

499 Defects in 9 Incidents. 2 Critical  3 Severe  4 Moderate  0 Low 

<input type="checkbox"/>	ID	Status	Impact Level	Business Impact	Business Process	Business Transaction	Identified Users	User Groups	Defects	Defect Name	First Occurred	Last Occurred	Duration (hh:mm)
<input type="checkbox"/>	1009	Open		7,360	WilyFone Store	Place Order	91	5	113	Slow Time	22-Apr-2007 10:16	22-Apr-2007 16:59	06:43
<input type="checkbox"/>	1005	Open		6,128	Siebel Call Center	Update Profile	77	5	94	Slow Time	22-Apr-2007 10:15	22-Apr-2007 16:59	06:44
<input type="checkbox"/>	1006	Open		4,656	WilyFone Store	Login	54	5	72	Incomplete Transaction	22-Apr-2007 10:17	22-Apr-2007 16:54	06:37
<input type="checkbox"/>	1004	Open		4,400	Siebel Call Center	View Statement / View Statement	38	5	67	Content Error	22-Apr-2007 10:34	22-Apr-2007 16:53	06:19
<input type="checkbox"/>	1003	Open		3,472	Siebel Call Center	Opportunities / Opportunities	33	5	52	Server Response Error	22-Apr-2007 10:18	22-Apr-2007 16:53	06:36
<input type="checkbox"/>	1001	Open		2,320	WilyFone Number Portability	New Service Req / New Service Req	27	5	36	Missing Component	22-Apr-2007 10:36	22-Apr-2007 16:49	06:13
<input type="checkbox"/>	1007	Open		1,632	WilyFone Store	Add Ringtone / Add Ringtone	23	5	25	Client Request Error	22-Apr-2007 10:17	22-Apr-2007 16:58	06:41
<input type="checkbox"/>	1002	Open		1,344	WilyFone Number Portability	Assets View	17	4	21	Low Throughput	22-Apr-2007 10:45	22-Apr-2007 16:57	06:12
<input type="checkbox"/>	1008	Open		1,216	WilyFone Store	Add Plan / Add Plan	1	1	19	Unauthorized / Forbidden	22-Apr-2007 10:19	22-Apr-2007 16:34	06:15

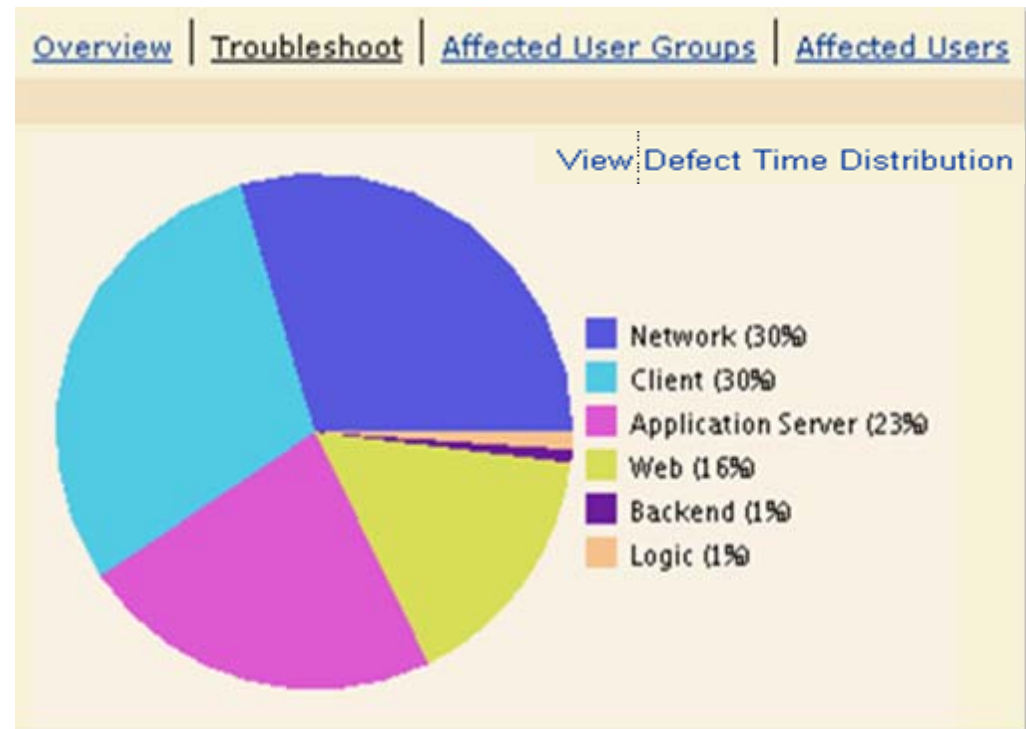
9 items found, displaying all items.

Eliminira korake u procesu rješavanja problema

Tipični proces

- Provjeri mrežu
- Provjeri web server
- Provjeri aplikacijski server
- Provjeri bazu podataka
- Provjeri kod aplikacije

CEM radi posao za vas



Service Level Management

Status report showing all business processes, including success rate observed / SLA, average time observed / SLA

Transaction SLA | User SLA | Correlational SLA | Transaction Trend | User Trend | Business Value

Business Process: User Group: Time Frame: View:

Business Process SLA Report

Business Process	Success Rate Status	Success Rate Observed	Success Rate SLA	Average Time Status	Average Time Observed	Average Time SLA
WilyFone Store		98.881%	95.000%		2.736s to 4.609s	4.000s
Siebel Call Center		99.614%	95.000%		2.710s to 2.995s	5.000s to 12.000s
WilyFone Number Portability		99.897%	95.000%		1.100s to 17.830s	4.000s to 20.000s

Business Process	Success Rate Status	Success Rate Observed	Success Rate SLA	Average Time Status	Average Time Observed	Average Time SLA
WilyFone Store		98.881%	95.000%		2.736s to 4.609s	4.000s
Siebel Call Center		99.614%	95.000%		2.710s to 2.995s	5.000s to 12.000s
WilyFone Number Portability		99.897%	95.000%		1.100s to 17.830s	4.000s to 20.000s

13 items found, displaying 3 items

Start Time: 22-Apr-2007 00:00 End Time: 22-Apr-2007 16:59 Generated: 22-Apr-2007 17:09

Service Level Management

Status report showing all user groups, including success rate observed / SLA, average time observed / SLA, and Six Sigma-related statistics

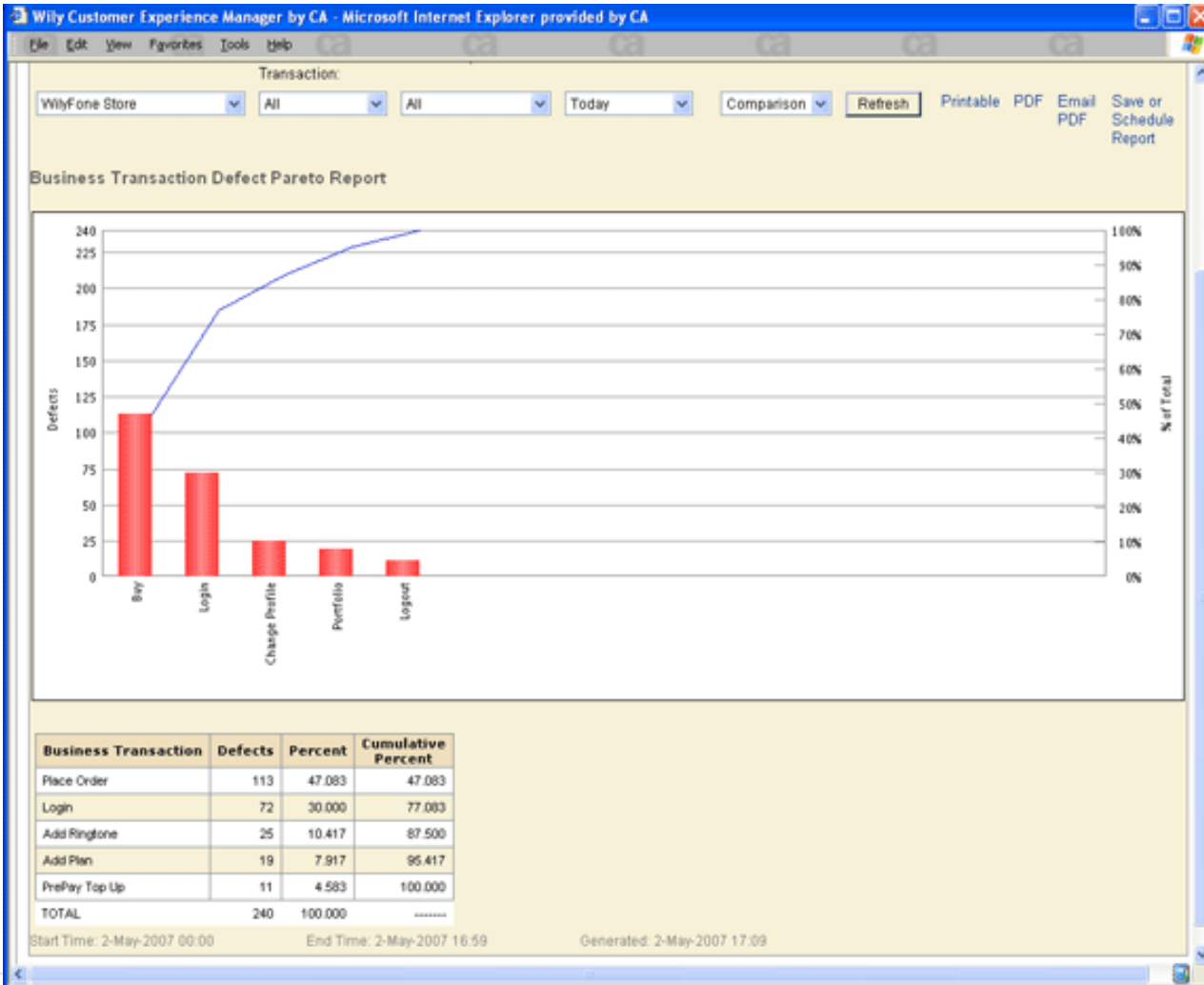
Transaction SLA | **User SLA** | Correlational SLA | Transaction Trend | User Trend | Business Value

User Group: Business Process: Business Transaction: Time Frame: View:

User Group SLA Report

User Group	Success Rate Status	Success Rate Observed	Success Rate SLA	Average Time Status	Average Time Observed	Average Time SLA
London	█	99.843%	95.000%	█	0.076s to 17.749s	5.000s
Corporate	█	99.881%	95.000%	█	0.075s to 18.008s	5.000s

User Group	Success Rate Status	Success Rate Observed	Success Rate SLA	Average Time Status	Average Time Observed	Average Time SLA
London	█	99.843%	95.000%	█	0.076s to 17.749s	5.000s
Corporate	█	99.881%	95.000%	█	0.075s to 18.008s	5.000s



Defekt Data Center Time

Wily Customer Experience Manager by CA - Microsoft Internet Explorer provided by CA

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail

wily Wily Customer Experience Manager™ Help About My Account

System Security Setup Administration Tools CEM

Logged in as: **CEM Administrator** (Log Out)

Dashboard Service Level Management Incident Management Performance Reports Quality Reports Analysis Graphs My Reports

Incident Management

Embedded help is unavailable

Defect Information		Transaction Information		User Information	
Defect Name:	Slow Time	Business Transaction:	Product Detail	User:	Unspecified
Defect Condition:	0.002s	Transaction:		User Group:	Unspecified Users
Defect Value:	0.358s	Component:		Client IP Address:	138.42.244.55
Time of Occurrence:	13-Feb-2007 15:37:44	Size:	14.8kB		
Business Impact:	64	Time:	0.358s		
		Throughput:	41.4kB/s		
		Data Center Time:	0.111s		

Web Server Information

Web Server IP Address: 138.42.244.49
 Web Server Port Number: 9080
 Web Server MAC Address: 00:0F:1F:65:FB:65

Application Server Information

Detail: [Go to Web View link](#)
 Detail: [Go to Web Start link](#)

Transaction Trace

Done Local intranet Internet





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POWERPACK ZA ORACLE

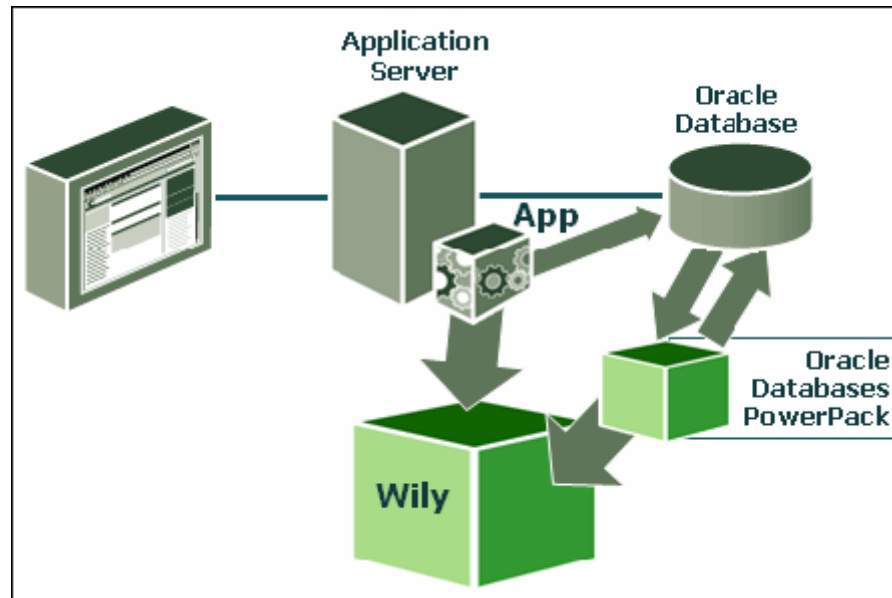


- Introscope PowerPack for Oracle Database omogućava vam:
 - Monitoriranje performansi Oracle baze podataka sa stajališta web aplikacije
 - Korelaciju Oracle baze podataka sa aktivnosti web aplikacije
 - Verifikaciju korištenja kapaciteta Oracle baze podataka od strane aplikacije
 - Dijeljenje kritičnih informacija o performansama sa DB administratorima
 - Usporedbu trenutne aktivnosti baze podataka sa prijašnjim

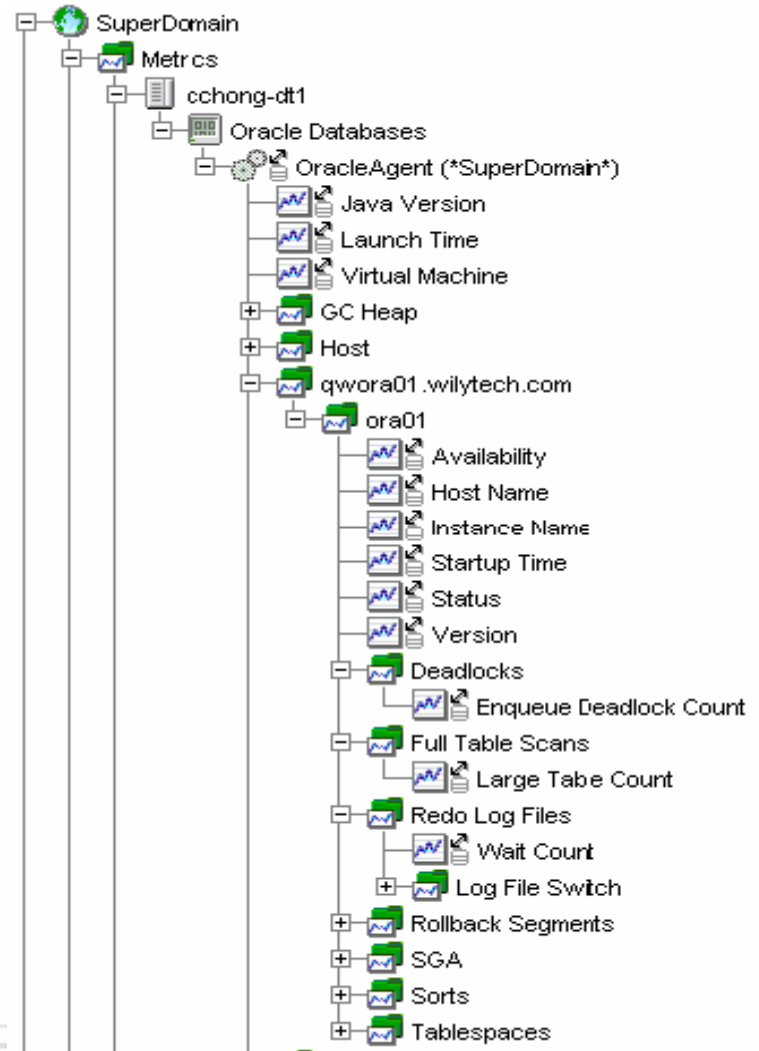
- Raspoloživost - Availability
- Broj deadlock-ova
- Broj potpunih Table Scan-ova
- Redo Log datoteke wait i switch brojači
- Rollback Segmenti get/wait brojači i odnosi
- System Global Area (SGA) veličina spremnika (buffera)
- Sortira disk/memory omjer (ratio)
- Table Spaces read/write brojač

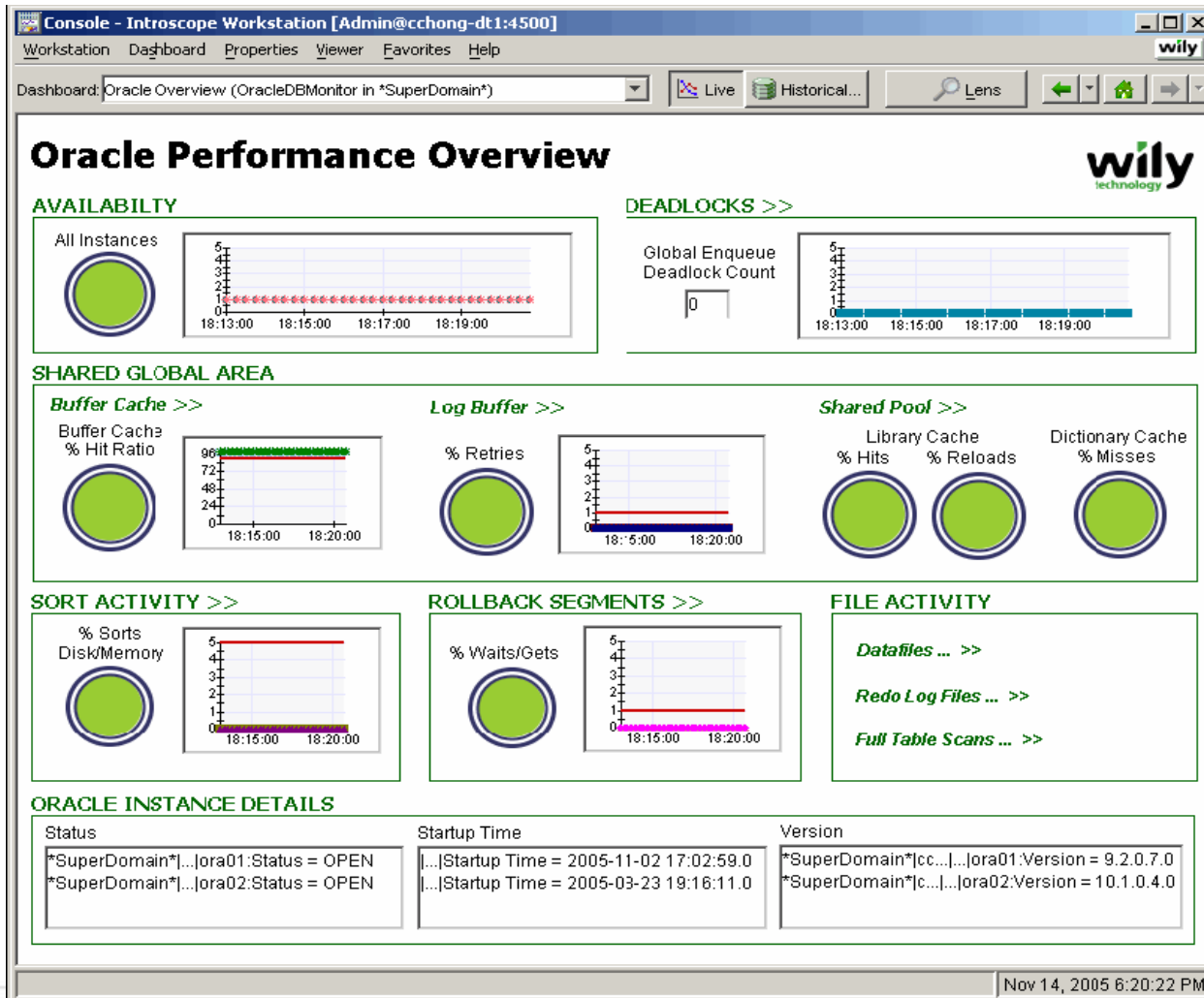
- Bešavna ili 'nevidljiva' (seamless) integracija sa Introscopeom
- Gotovi Dashboardi i Alerti daju brzu informaciju
- Pruža dublji uvid u back-end sustave koji utječu na performanse aplikacija
- Dohvaća najvažnije mjere, direktno iz Oraclea
- Administrator aplikacije ne treba učiti dodatno kako bi monitorao Oracle bazu
- Omogućava konstruktivnu komunikaciju unutar IT-a između administratora aplikacije i DBA. Administrator aplikacije može se obratiti DBA na jeziku koji razumije.

- **Samostalna Java aplikacija**
- **Skuplja informacije s Oracle-a i konvertirane šalje EM-u**
- **Jedna instalacija može monitorirati više Oracle instanci na više poslužitelja**



- Shared Global Area (SGA) Metrike—Shared Pool & Library & Dictionary
- Caches, veličina Log Buffera , Hit Ratios i Waits
- Sorts—number of sorts, memory sort count, ratio of disk to memory sorts
- Full Table Scans—broj pojava velikih skeniranja cijelih tablica
- Rollback Segments—uspješni rollback get brojač, wait brojač, odnos čekanja prema sumi dohvata
- Redo Log Files—Wait brojači, logfile switch, completion, incomplete i archiving needed brojači
- Tablespaces— fizički zapisi i čitanja
- Deadlocks—deadlock brojači







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Zaključak

- **CA Wily je tržišni lider u APM softveru**
- **CA Wily produkti omogućavaju tvrtkama:**
 - Brži razvoj aplikacija
 - Brzu dijagnozu usporenja i grešaka
 - Eliminira *finger-pointing*
 - Održava uspješan on-line pristup kupaca/klijenata
 - Nudi kritične podatke o performansama kroz cijlu organizaciju
- **CA klijentima osigurava bolje on-line servise,**
- **Realizira stabilnije prihode i**
- **Povećava produktivnost ITa**



Q/A