



Managing application performance

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- 1. Air France Business case**
- 2. Managing critical applications**
- 3. Q&A**

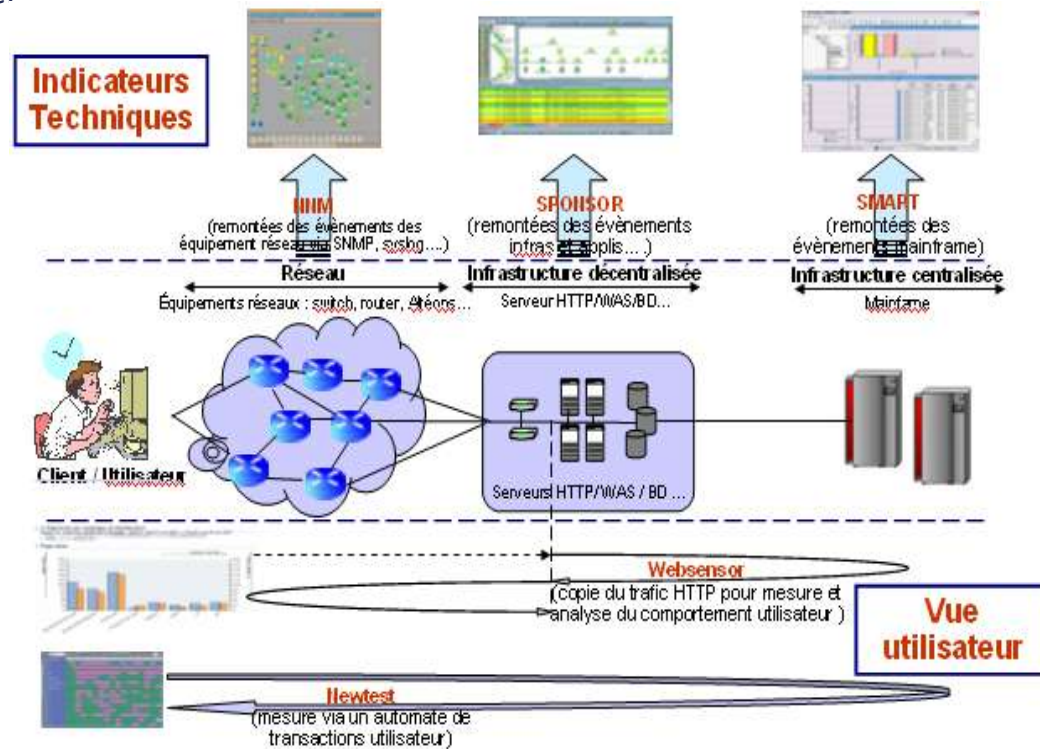
The background of the slide is a light blue and white gradient. It features a faint, semi-transparent globe with a grid of latitude and longitude lines. Overlaid on the globe are several line graphs with data points. One prominent line is orange, starting from the bottom left and trending upwards towards the top right. Other lines in white and dark blue also show various trends across the horizontal axis.

Newtest business case



« Études Supervisions » service missions are :

- Developp and maintain supervision tools, automation and CRM
- Perform technological survey on this perimeter
- Setting up new tools





■ Goals :

- Provide an end to end quality of service indicator
- Contributing to incident / problem management
- Assisting real time operations



Operations

- Operation supervision
- Incident management
- Analysing technical migration impacts



Improving real time operations



Improving technical migrations

Quality Customer Relation

- Reporting
- Result analysis
- Driving emergency committees



Improving communication

Developpement

- Analysing measures, help on diagnosis
- Analysing evolutions impacts



Service improved



End user oriented

End user

- Quality of service KPI user friendly
- Is able to follow up his « IT »



End user trust improved

4 Dedicated people are centralizing

- Administration and solution evolution
- Incidents detailed analysis
- Reports, Dashedboards
- New deployments (Robots, Scenarios)

System and operation managers

- Define implementations priorities
 - Drive Quality of service improvements
 - Delivers IT indicators to end users, customers
-
- Scripting definition, and scripting is performed by application power users
 - Real time supervision is performed by operations

- Newtest Real time supervision during a server incident (security and password)
 - Fast visualization of every application impact
 - Identifying impacted customers
 - Monitoring recovery

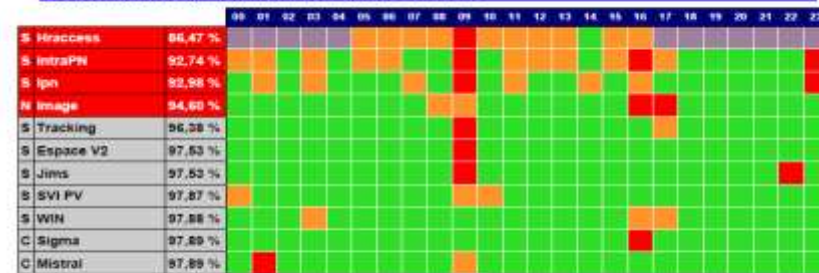


- Different kind of reports (daily, weekly, monthly, custom).
- Multi-user
- Agregated or detailed



Toulouse

Evolution de la disponibilité heure par heure sur la journée



Interprétations

Début	Applications	Libellé de la page	Fin
22/7 à 00:00	IntraPN	Par intermittence Timeout lors de l'accès à Intraignes	27/8 à 23:55
22/7 à 00:00	ipn	Par intermittence Timeout lors de l'accès à Intraignes	27/8 à 23:55
27/8 à 05:00	Hraccess	Par intermittence timeout lors de la connexion à l'application	27/8 à 16:45

Setting up the monitoring of a complex critical application

- 1 scenario to create fake flights
- 1 batch is creating « Newtest » passengers on this flight
- 1 booking scenario through the airline website
- 1 scenario is canceling, and modifying the original booking

Sensitive context

- One of the first common application between 2 airlines
- Important consequences for both airlines image

e-services > CARTE D'EMBARQUEMENT
BOARDING PASS

Nom / Name: ZZZCINWTESTAIAUTOM E-ticket #: 0572198982519
Vérifiez le terminal et la porte à l'aéroport / Verify terminal and gate at airport

N° Vol	Date	De	À	Départ à	Porte	Embarq.	Classe	Séjour	Sec. N°
Flight	Date	From	To	Departure	Gate	Boarding	Class	Seat	Sec. N°
AF8000	11/04		SURPRISE	20:20		19:50	Y	07A	2

Not Effective For / Operated by AIR FRANCE
CodeShare / CodeShare-Operated by AIR FRANCE

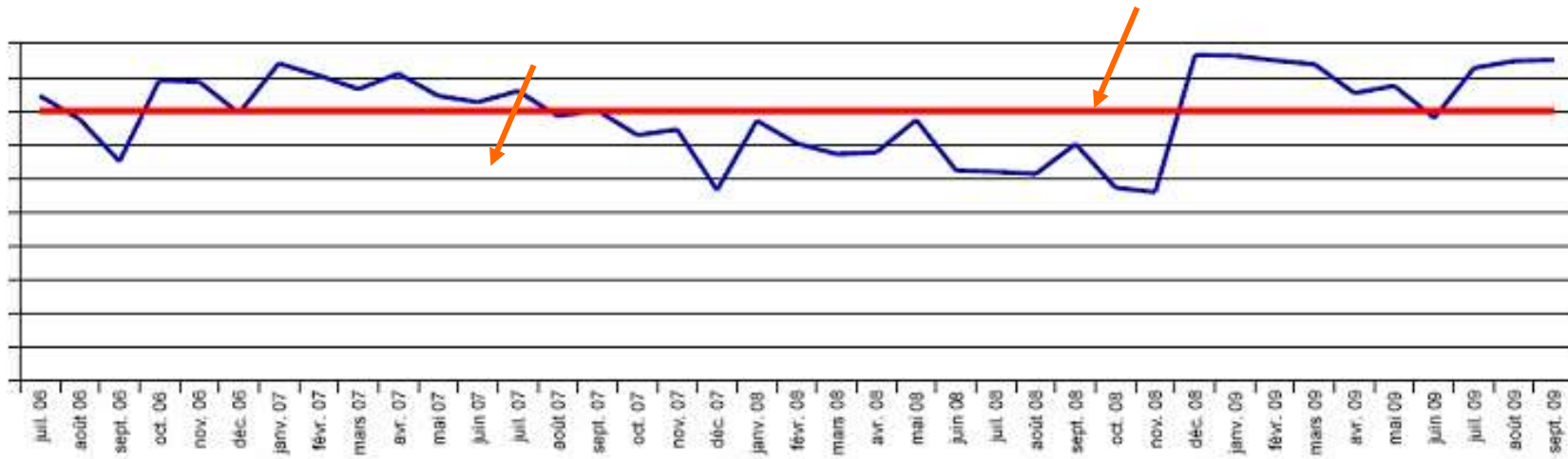
ECONOMY

Document à conserver jusqu'à la fin de votre parcours / Please keep this document until the end of your trip

Summer 2007 : end user complaints on erratic behaviors

- Setting up crisis committees
- Using Newtest to objectify end user inputs

December 2008 : corrective release from task force lessons





- Improved communication with end customers
- Increased IT staff sensivity to end user perception
- Strong mastering of all incidents impacts / migration

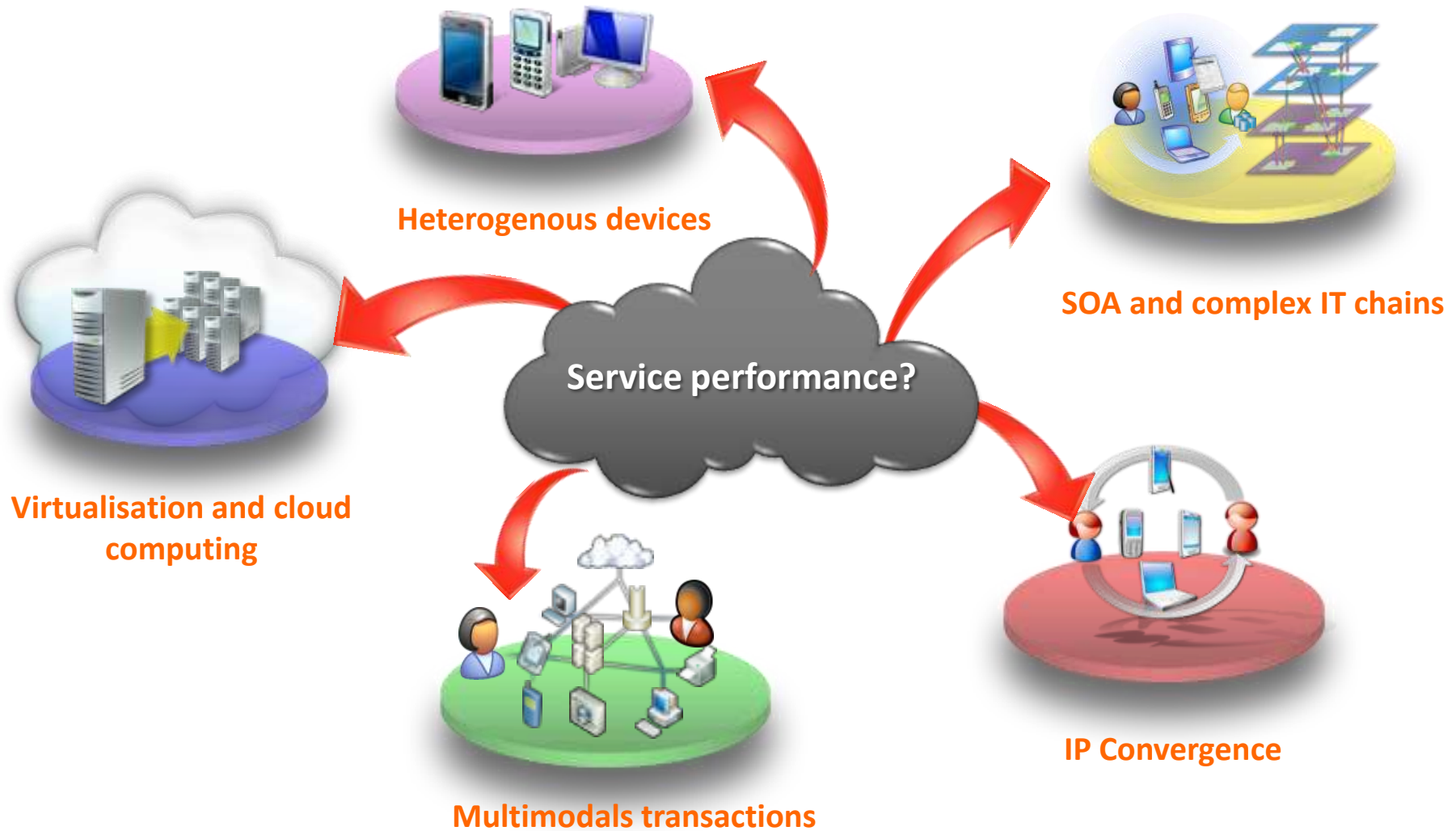
Managing critical applications



- Need to respect strong SLO / SLA commitments
(core business)
- Need to get close to the end user perception in order to measure his real perception about response times and availability
- Need reactivity and diagnosis assistance
- Need pro activity

- Managing huge number of application stacks (thin client, fat client, web application, mainframes, PDAs...)
- Heterogenous IT chain components
- Complex processes, involving « intelligent » transactions

- Critical application management involve much more complex transactions
- Larger IT chain, business transaction involving more and more applications (SOA, Web 2.0)



1. Massive investment shift into cloud services

Yankee GROUP survey, 2010

2. Weak service service level agreements definition

Meaning = If the service is unavailable for up to 10 minutes, vendor deems service is up!

3. Quality assurance is vital for the adoption of cloud computing

4. 7/10 CIOs service performance as biggest concern

Colt Technology Services / PortioResearch study, « European CIOs and cloud services », July 2010.

Our solution : EUEM

Why EUEM?

*« EUEM solution are necessary to ensure a good relation between IT and business.
EUEM solution main challenge is to detect in real time critical performance failures»*

Yphise

Monitoring end user experience is the best way « to provide a view from the real customer point of view » as recommended in ITIL.

ITIL V3 Chapter 4.3



« End user experience monitoring is one of the most relevant technique to measure application performance.

End users don't care of the system metrics, the architecture used to respect SLA based on 99% service availability!

They care on how can I do my job well, and in case of breakwon, they care on how quickly can IT fix my problem! »

Milind Govekar, Research VP

Děkuji !

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1600 customers in BeNeLux, China, France, Germany, Italy, Spain, Switzerland, USA, Poland

