

Why APM for DevOps

The Impact of Faster Releases

HOW HAS THIS INCREASE IN FREQUENCY OF CODE DELIVERY IMPACTED PRODUCTION ENVIRONMENTS?

UPSIDES

- ACCELERATED REVENUE GROWTH
- INCREASED USER SATISFACTION
- ENHANCED COMPETITIVENESS

DOWNSIDES

- MORE TROUBLESHOOTING TIME
- REDUCED SERVICE QUALITY
- POOR APPLICATION RESPONSE

52%

OPERATIONS IS SPENDING MORE TIME ON PRODUCTION TROUBLESHOOTING

48%

DEVELOPMENT IS DRAWN INTO PRODUCTION TROUBLESHOOTING MORE OFTEN

45%

SERVICE LEVELS HAVE DEGRADED AS RATES OF CHANGE INCREASED

36%

WE ARE EXPERIENCING A HIGHER NUMBER OF PERFORMANCE AND/OR AVAILABILITY PROBLEMS

Gaps in the DevOps Tool Chain

THE SOLUTION IS SIMPLE: FIND ISSUES FASTER, FIX THEM FASTER.

B U T

MOST DEVOPS TOOLSETS ARE NOT UP TO THE TASK.

64%

REQUIRES MANAGEMENT

49%

SOFTWARE DEVELOPMENT

48%

QA TESTING

45%

INTEGRATION TESTING

LOWEST RANKING IN THIS SURVEY

41%

ROOT-CAUSE ANALYSIS

WHICH OF THESE FUNCTIONS ARE FULLY SUPPORTED BY YOUR CURRENT DEVOPS TOOL SET?

APM Completes the DevOps Tool Chain

DEVOPS TOOL CHAIN WITHOUT APM

PROBLEM: LIMITED DATA ON USER EXPERIENCE
RESULT: INCOMPLETE, UNINFORMED PRODUCT ROADMAPS

BUSINESS



DEVOPS TOOL CHAIN WITH APM

APM: REAL-TIME INFO ON USAGE AND BUSINESS IMPACT
BENEFITS: TARGETED, EFFECTIVE PRODUCT ROADMAPS

PROBLEM: INEFFECTIVE DIAGNOSTIC TOOLS
RESULT: LOST TIME DUE TO MANUAL TROUBLESHOOTING

DEVELOPERS



APM: SPOT AND RESOLVE CODE ISSUES IN A FEW CLICKS
BENEFITS: INCREASED PRODUCTIVITY, HIGHER-QUALITY CODE

PROBLEM: MORE BUGS TO HANDLE IN PRODUCTION
RESULT: LOWER SERVICE LEVELS, COSTLY REWORK

OPERATIONS



APM: FULL VISIBILITY ACROSS APPLICATION DELIVERY CHAIN
BENEFITS: INCREASED RELIABILITY, LOWER OPERATING COSTS

PROBLEM: POOR APPLICATION PERFORMANCE
RESULT: USER COMPLAINTS, LOST PRODUCTIVITY AND REVENUE

USERS



APM: END-TO-END PERFORMANCE ASSURANCE
BENEFITS: FASTER ISSUE RESOLUTION, BETTER PERFORMANCE, INCREASED USER SATISFACTION

Craig, Julie, "APM in the Digital Economy: What's Hot, What's Not, and What's on the Horizon," EMA, July 2016

Maximize Your APM Investment For DevOps

WHAT TO DO

DEVELOP A STRONG PERFORMANCE ENGINEERING TEAM.



HOW TO DO IT

HIRE STAFF WITH EXPERIENCE IN APM.

BUILD RELATIONSHIPS WITH BUSINESS LEADERS.



DEMOCRATIZE DATA ACCESS WITH APM.

BEWARE THE PERSPECTIVE BIAS OF DISPARATE TOOLS.



UNIFY MONITORING WITH APM.

DETERMINE THE ACTUAL IMPACT OF NEW RELEASES.



MEASURE USER EXPERIENCE WITH APM.