Application Performance Management Survey

Survey Summary

The challenge of implementing proactive measures to ensure application response time SLAs and greater end-user productivity

Application Performance Management Survey

Summary of Survey Findings

- ✓ 87% of the respondents indicated that they learn about application response time problems due to complaints to the Help Desk. Only 43% receive alerts from their application performance management (APM) tools and 32% from their network monitoring tools.

- ✓ IT organizations know they have to address the problem, so 78% have budgeted application performance monitoring tools for the 2011 fiscal or calendar year.

- ✓ 73% indicated that they wanted to do root cause analysis so the same application performance problems do not occur repeatedly, and 67% wanted to be more proactive and address problems before they impacted end-users.

- ✓ The challenge is that application response time problems are complicated to resolve. 74% said that inadequate visibility into an entire transaction made it difficult to identify the root cause.

- ✓ When asked to identify the top requirements to address problems with application response time, the respondents identified the following top three requirements:

    - o Ability to trace business transactions end-to-end

    - o Ability to monitor applications and services end-to-end

    - o Ability to map transactions back to end systems and application components

- ✓ Most of the organizations that participated in the survey had IBM mainframes, but nearly half (44%) are minimizing or they will not make further investment in APM tools for System z.

Survey Methodology

The findings in this paper are based on unbiased results of a survey conducted in December, 2010 that assessed application performance management trends in 158 large corporations across a variety of industry sectors in North America. 39% of the respondents were from companies with >10,000 employees, 31% were from organizations with 2,500-10,000 employees, and 30% were from medium size businesses with 500-2,500 employees. The survey was sponsored by ServicePilot Technologies and conducted by an independent organization with experience conducting similar research.

About ServicePilot Technologies
www.servicepilot.com

ServicePilot Technologies is a premier provider of business-focused application performance management and service assurance solutions that are easy to use and maintain. Service providers and global companies in a wide range of industries rely on the power, scale and flexibility of ServicePilot products to cost-effectively enhance the monitoring of application response time, proactively manage their physical and virtual infrastructures, and improve the quality of VoIP services.

Application Performance Management Survey

Current Status: IT is currently in reaction mode

Most organizations are simply reacting to application response time issues when they hear about them from end-users. The application performance monitoring tools currently installed are alerting them of a problem less than half (43%) of the time.

How do you normally learn about application response time problems? (Multiple responses allowed)

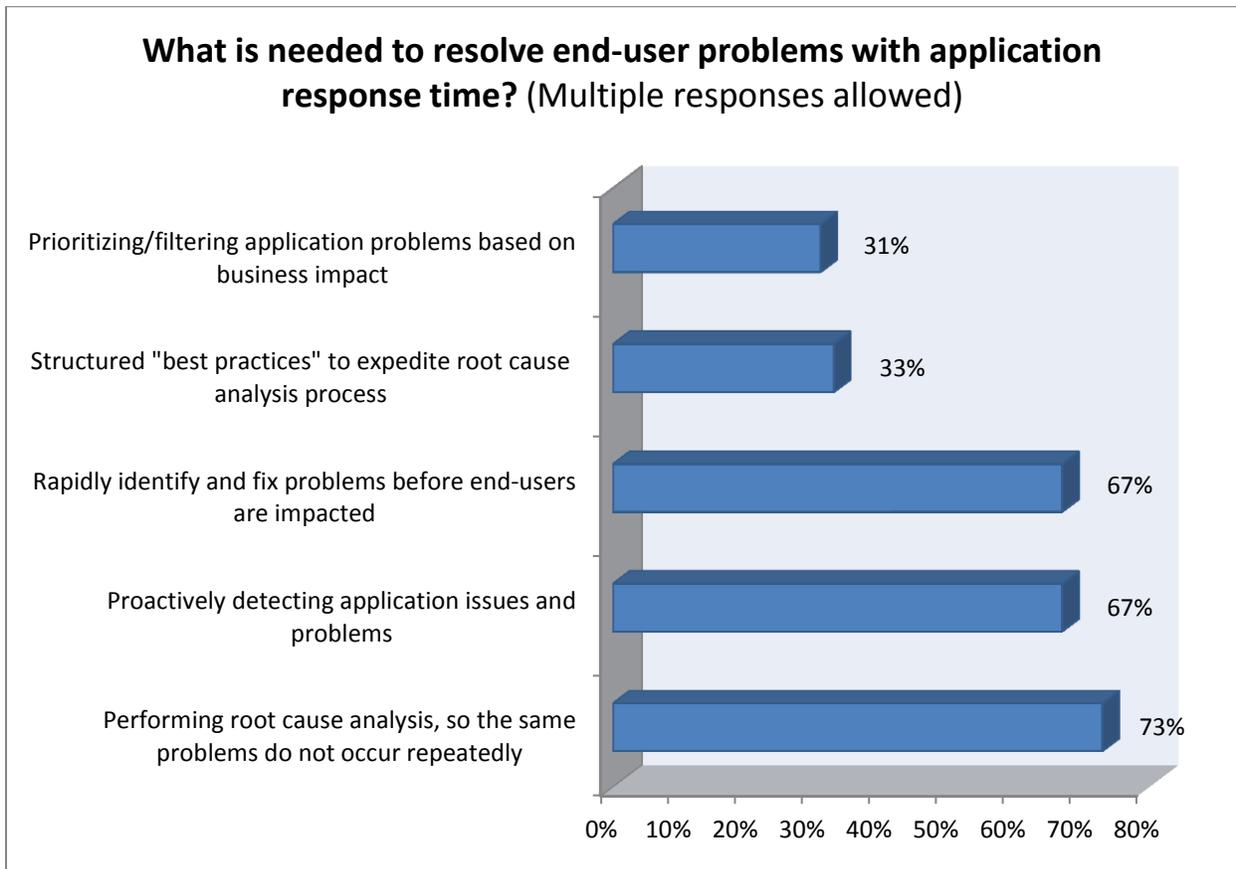| Category	Percentage
Alerts from an end-user monitoring tool	27%
Alerts from a network monitoring tool	32%
Alerts from an application performance monitoring tool	43%
Calls to the Help Desk from the end-user	87%
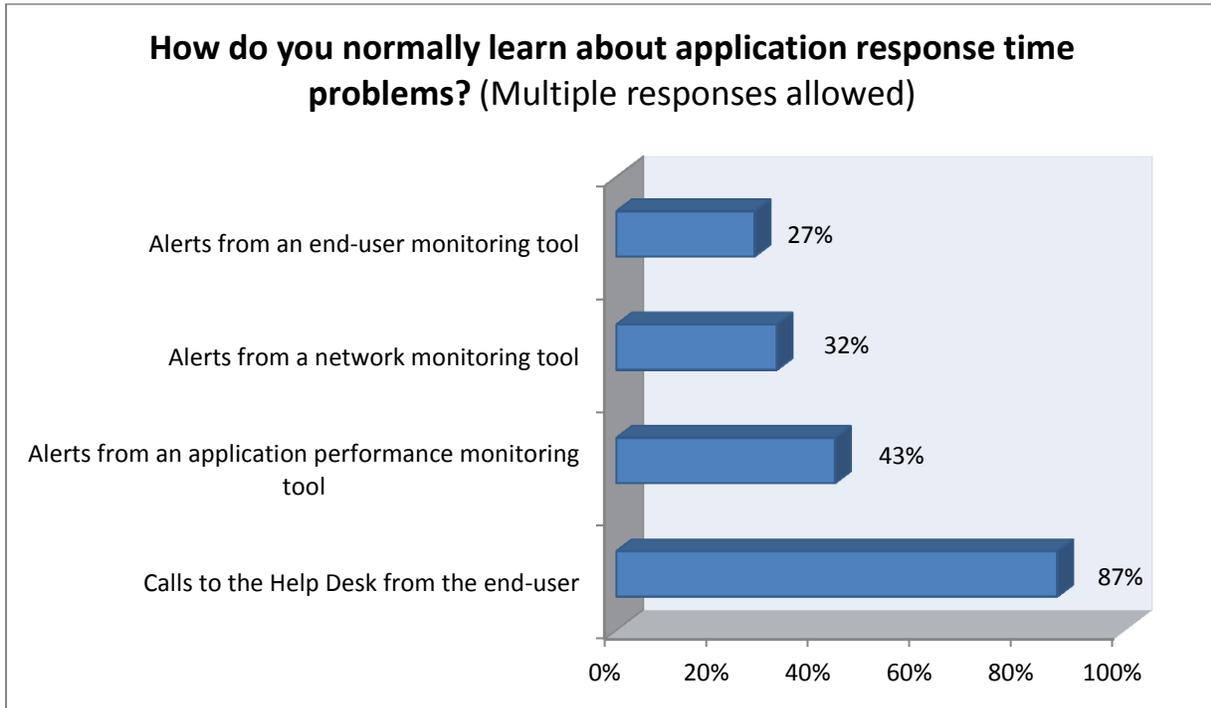
These organizations recognize the problem, and they are in investing in tools to help them be more proactive. 78% have funds in their 2011 budget to purchase application performance management tools.
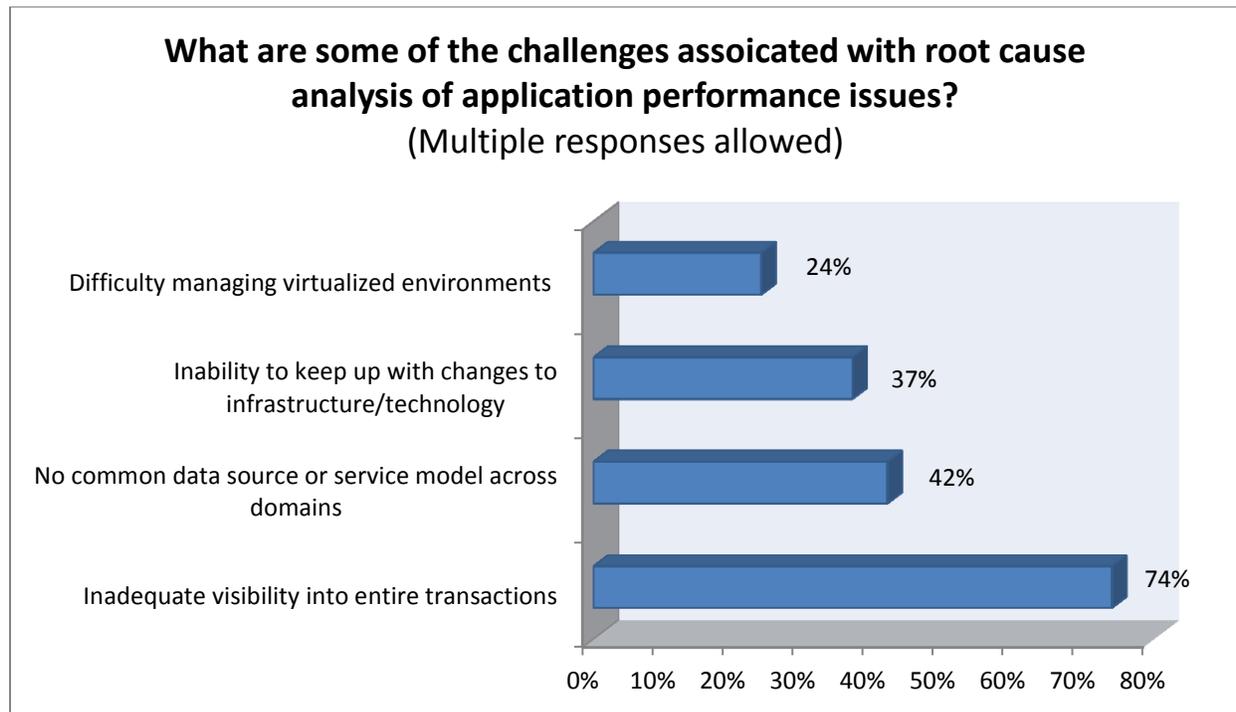
Application Performance Management Survey

The complexity of identifying the root cause of poor response time

IT organizations want to be more pro-active, but there are complex technical and planning issues associated with application response time problem. According to the survey, organizations clearly want to address the root cause of problems so they do not occur repeatedly (73%), and they want to proactively identify and resolve problems before they impact end-users (67%).

What is needed to resolve end-user problems with application response time? (Multiple responses allowed)

Category	Percentage
Prioritizing/filtering application problems based on business impact	31%
Structured "best practices" to expedite root cause analysis process	33%
Rapidly identify and fix problems before end-users are impacted	67%
Proactively detecting application issues and problems	67%
Performing root cause analysis, so the same problems do not occur repeatedly	73%

Application Performance Management Survey

There is significant difficulty, however, in proactively addressing the challenges associated with application peformance management. The lack of end-to-end visibility of applications and inadequate perception of an entire tranaction were identified as the top challenges in analyzing the root cause of applicaion performance problems.

What are your top technical challenges in application performance management? (Multiple responses allowed)

Challenge	Percentage
Better tools for effective capacity planning	42%
Ensuring consistent end-user response time	51%
End-to-end visibility of applications for faster root cause analysis	57%
Proactively detecting application issues and problems	70%

What are some of the challenges assoicated with root cause analysis of application performance issues? (Multiple responses allowed)

Challenge	Percentage
Difficulty managing virtualized environments	24%
Inability to keep up with changes to infrastructure/technology	37%
No common data source or service model across domains	42%
Inadequate visibility into entire transactions	74%

Application Performance Management Survey

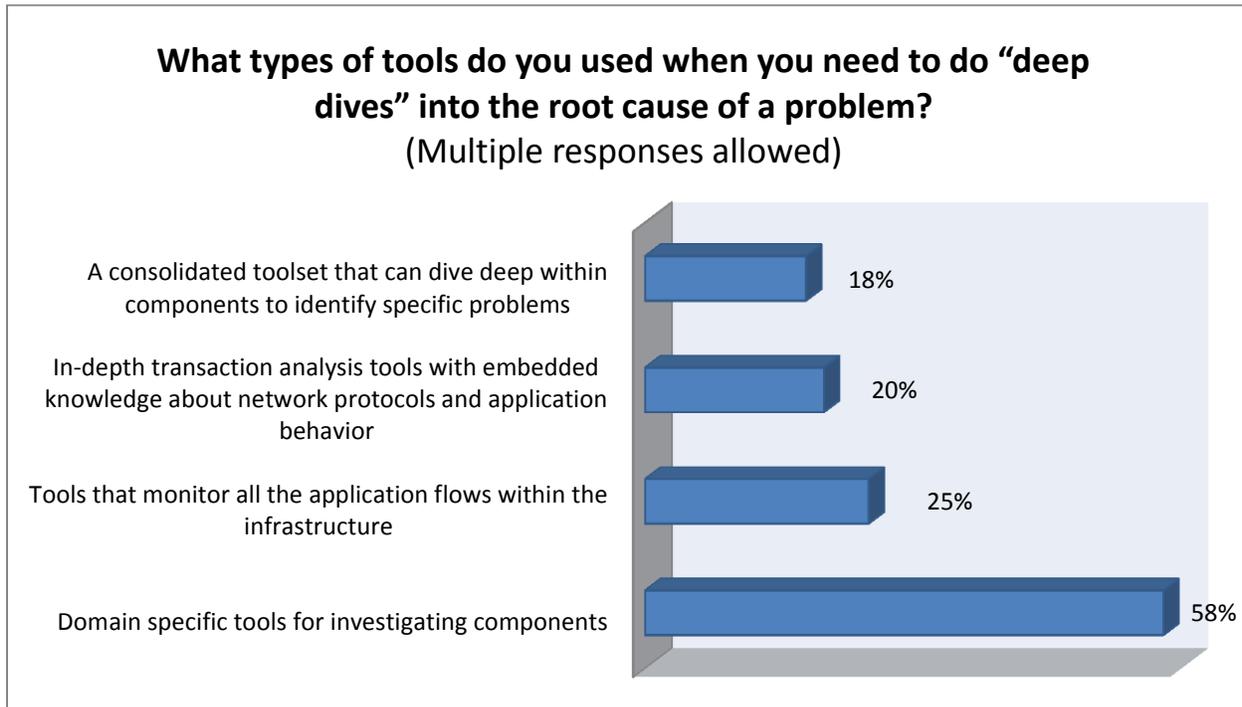## Top requirements for addressing problems with response time

The ability to monitor applications and services and trace business transactions end-to-end were identified as the top requirements to resolve end-user problems with application response time. The ability to map transaction issues back to end systems and application components was also identified as a third requirement.

What do you consider to be the top three requirements to resolve end-user problems with application response time?
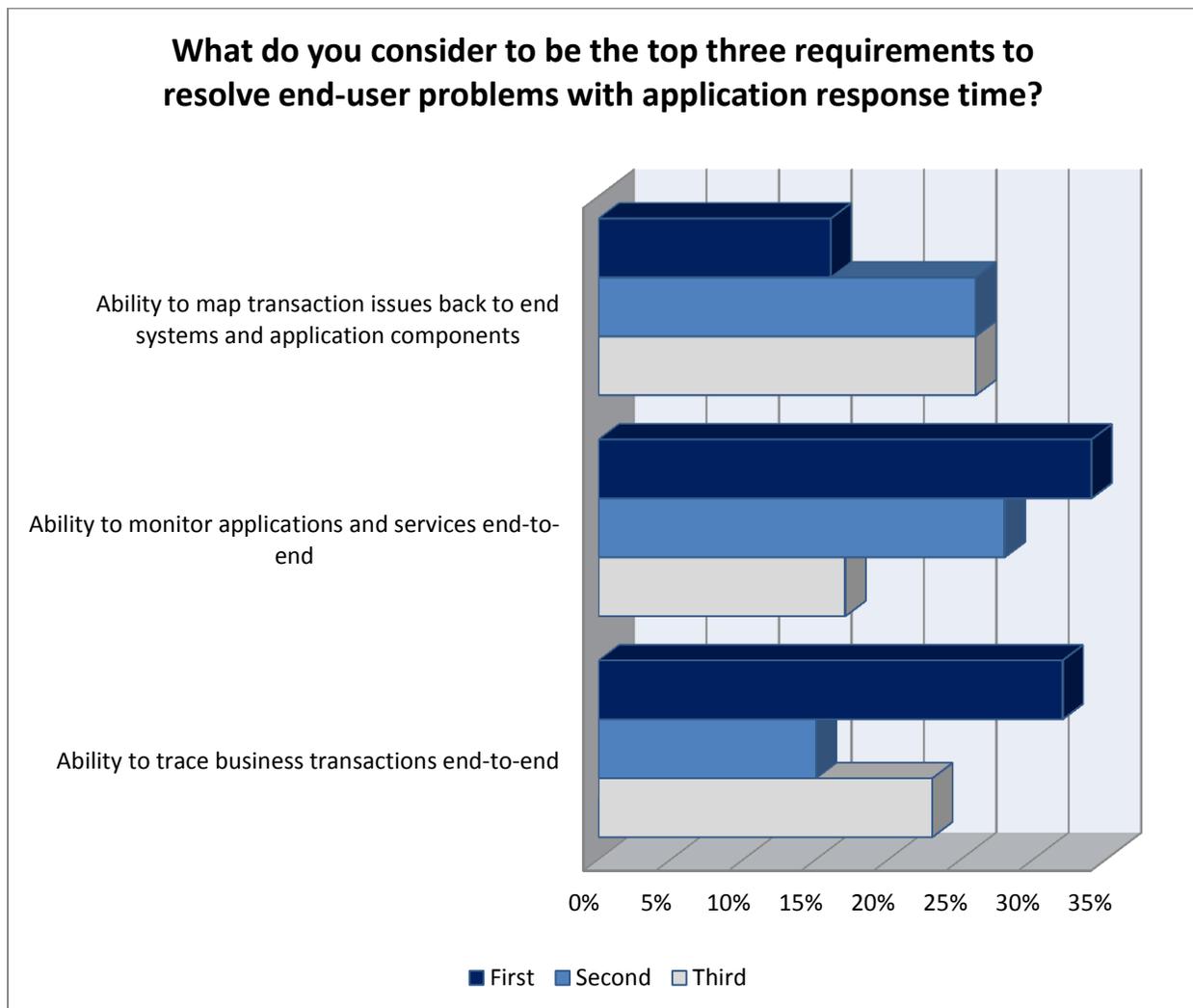
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Tools required for root cause analysis of response time problems

The respondents wanted end-to-end visibility to applications and transactions. The majority (58%) wanted domain specific tools for root cause analysis along with a variety of other tools that would provide them with in-depth understanding of problems.

What types of tools do you used when you need to do "deep dives" into the root cause of a problem?
(Multiple responses allowed)

Tool	Percentage
A consolidated toolset that can dive deep within components to identify specific problems	18%
In-depth transaction analysis tools with embedded knowledge about network protocols and application behavior	20%
Tools that monitor all the application flows within the infrastructure	25%
Domain specific tools for investigating components	58%

Application Performance Management Survey

Organizations are reducing their investment in mainframe APM tools

Nearly all of the organizations we surveyed had IBM System z mainframes. 76% of the organizations use a variety of network and application performance monitoring tools from different vendors on the z/OS platform. 60% had a tool that monitored network traffic on the mainframe. Nearly half (46%) said they use different tools to monitor System z and other network servers, because they are managed by different teams.

Do you need an application performance monitoring solution for both mainframe and network server environments?

No, we use separate tools, because they are managed by different teams:	46%
Yes, if it is more cost-effective:	23%
The tools can be separate, but we need a common dashboards and reporting:	18%
Yes, we need a common solution to simplify our processes and staff activities:	13%

It was interesting to note that most organizations continue to shift their focus and investments away from System z, and only 35% said they were committed to the mainframe as a strategic platform. 28% are not making further investments in management tools for System z and 16% are minimizing investments.

Do you plan to make further investments in monitoring software for the z/OS platform?

- We are currently minimizing investments in z/OS software tools 16%
- We are shifting our focus to tools that monitor end-to-end performance, regardless of the platform 21%
- We are not making further investments in mainframe software tools 28%
- Yes, we are committed to the mainframe and z/OS as a strategic platform 35%