

IBM Tivoli Composite Application Manager for Transactions

Highlights

- **Enable proactive management of transactions, identifying bottlenecks and other potential problems before they impact customer satisfaction**
- **Reduce MTTR (Mean Time to Repair) through shorter problem isolation times**
- **Launch in context to SME (Subject Matter Expert) capabilities**
- **Provide robust change and configuration tracking, reporting, and comparison capabilities by integration between IBM Tivoli Business Service Manager (TBSM) and IBM Tivoli Application Dependency Discovery Manager (TADDM).**
- **Rapid time-to-value through topology discovery and automatic baselining**
- **Enable domain-through-domain tracking capability via dynamic correlation**

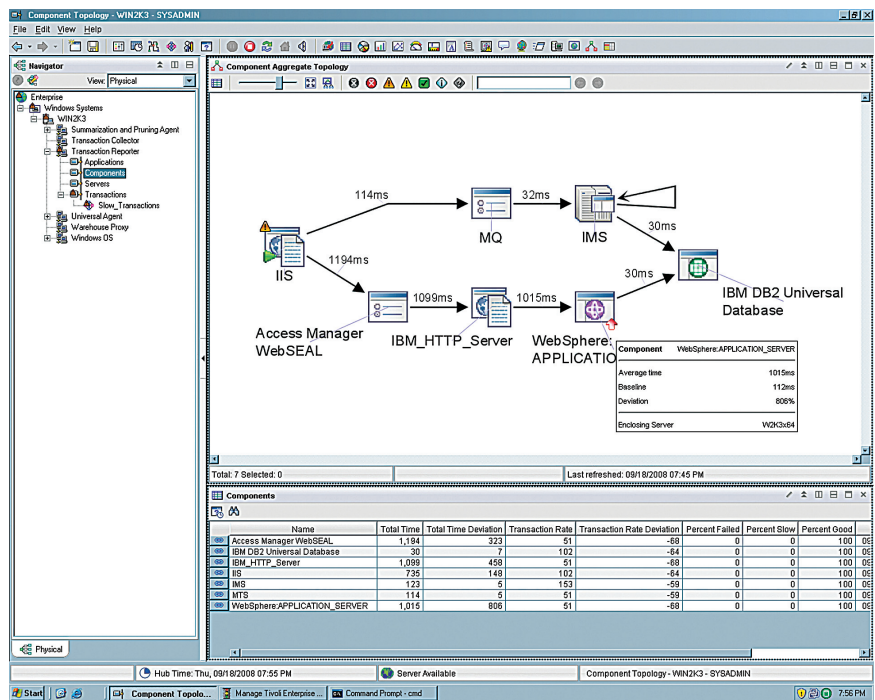
Transactions are at the heart of today's business, which means that high availability and rapid response times are top priorities for many IT organizations. As transaction volumes increase and IT infrastructures become more complex, isolating the source of performance problems can be a cumbersome and labor-intensive process—one that often takes far more time than it should.

Traditional approaches to the isolation of transaction performance issues typically involve individual teams of IT employees running tests and performing checks on their individual domains. These individuals may convene—in person or electronically—to share these results and attempt to troubleshoot across the domains. Despite the time and effort put into this collaborative process, it doesn't always yield ready answers. In the meantime, valuable resources are spending time tracking down problems that may not even belong to their domain, and the organization faces the risk of lost revenue while services are degraded.

IBM Tivoli® Composite Application Manager (ITCAM) for Transactions offers a more effective approach to this problem by providing end-to-end transaction tracking and visualization capabilities, allowing IT teams to more quickly and easily isolate problems and, in turn, allowing faster problem resolution. This comprehensive solution also provides capabilities for real end-user monitoring, robotic monitoring, and Internet service monitoring.

View the transaction path with end-to-end transaction tracking

The transaction tracking capabilities of ITCAM for Transactions provide a true end-to-end view of response times across multiple production systems to help you more quickly isolate the cause of response time and availability problems and hand the problem off to the appropriate specialist. The software delivers unequalled domain coverage for true end-to-end transaction tracking. This is achieved by first automatically learning the components of your transaction infrastructure, then using token-based and dynamic correlation to auto-generate topology mappings. These mappings establish links within each domain, then stitch the domains together, no matter how many domains you have. This powerful topology lets you follow the path of a user transaction across the many domains of your business infrastructure, making it easier for you to evaluate a transaction in its entirety—in a process that is transparent to end users.



ITCAM for Transactions auto-generates the topology of your transaction infrastructure, enabling end-to-end transaction tracking.

In addition to learning and displaying the infrastructure topology, ITCAM for Transactions automatically establishes a baseline for each domain, based on historical performance data. When a performance threshold has been exceeded, the software compares the performance against the baseline to help determine the root cause of the problem. Once the problem has been traced to a specific domain, the relevant specialist can use this same view to launch in-context SME capabilities for deep-dive analysis.

ITCAM traces transactions across JVMs and into CICS® (Customer Information Control System) and IMS™ (Information Management System). The ITCAM data collectors for CICS and

IMS allow J2EE administrators, application support analysts, and subject matter experts to profile “composite” transactions that originate in J2EE and branch off to CICS or IMS.

Enable real end-user response time monitoring

ITCAM for Transactions provides an agentless Web response monitoring component with the ability to dynamically switch monitoring levels. The Web response monitoring component allows you to adopt an end user’s perspective when measuring transaction performance. End-user response time is filtered down to specific transactions by time, user ID, or session. The software enables you to capture performance data from real Web-based customer transactions. With ITCAM for

Transactions, you can measure the performance of HTTP and HTTPS requests, including performance information for objects embedded in a Web page. These measurements can include a number of dimensions, including total response time, client time, network time, server time, load time and resolve time. This component can be deployed in an appliance mode to help eliminate overhead at the server.

ITCAM for Transactions can leverage response time information to help identify the impact to overall business services. In addition, it integrates with IBM Tivoli Business Service Manager (TBSM) and IBM Tivoli Application Dependency and Discovery Manager (TADDM) to automatically generate service models, helping to reduce time-to-value. It includes launch-in-context capability for a wide variety of IBM Tivoli deep-dive tools, including IBM Tivoli Composite Application Manager for Diagnostics, ITCAM for SOA and OMEGAMON® XE for Messaging. This also includes TEP integration that provides the ability to help manage the entire enterprise with a single user interface, thereby eliminating the need to learn multiple tools with different interfaces and resulting in faster return on investment.

ITCAM for Transactions integrates IBM Tivoli Application Dependency and Discovery Manager (TADDM) with IBM Tivoli Business Service Manager

(TBSM). TADDM finds the collections of resources that comprise your business applications, and keep those collections up to date by running regular discovery cycles. TBSM imports resource and relationship information from TADDM through TADDM's native APIs. This allows for low latency and granular integration of TADDM information to TBSM.

This product provides real-time monitoring of Microsoft® Windows® applications at the client level, enabling organizations to make highly accurate measurements of response times. The software monitors "round-trip" response times of real end users, then breaks the information down into useful data points, capturing overall response time, server time and network time—providing critical information for service level agreement (SLA) reporting. It also correlates network activity to transactions that occur in monitoring applications. ITCAM for Transactions is ideal for monitoring thick-client applications such as IBM Lotus Notes® and Microsoft Outlook®.

When an established response time threshold is exceeded, the software generates an alert. These alerts can be customized to come in the form of a pager notification, an e-mail notification, a Simple Network Management Protocol (SNMP) trap, or an event that's sent to IBM Tivoli Netcool®/OMNIBus or IBM Tivoli Enterprise Console®.

Leverage robotic monitoring techniques for impact analysis

ITCAM for Transactions provides robotic capabilities to generate synthetic transactions for Web-based and Microsoft Windows applications and to track their response times, thereby assuring service availability for business-critical applications. Screen capture is provided on failure for robotic transactions. By generating synthetic transactions on a defined schedule, you can more effectively identify potential problems before they negatively affect customers and end users in a production environment. Monitoring simulated transactions on an ongoing basis allows organizations to be proactive in managing the availability and performance of their applications, identifying potential bottlenecks before they impact customer satisfaction. Robotic monitoring supports playback of multiple scripts from a single situation and reduces the amount of configuration required.

Unlike other robotic simulators that can only perform one kind of monitoring, ITCAM for Transactions is a flexible solution that can monitor a wide variety of applications and leverage more of your existing assets. It includes the functionality of both IBM Rational® Robot and IBM Rational Performance Tester to record and playback simulated end-user transactions for more comprehensive analysis. The software also provides support for products such as LoadRunner and Robot GUI, as well as supporting custom scripts.

Test Internet services that impact user experience

ITCAM for Transactions allows IT organizations to test Internet services that impact user experience, providing a suite of monitors that measure services availability, performance and content through periodic polling from specific points within the infrastructure. The software can proactively log into a Web address, perform FTP file transfers and execute lookups. Tests can be grouped together to facilitate service level reporting. Flexible report options can help IT administrators compare multiple services based on multiple values and can be used to measure performance against SLAs.

ITCAM for Transactions provides Internet service monitoring that measure availability, performance and content accuracy of services via 24 protocols. These monitors can be used to periodically poll critical Internet services such as DNS, DHCP, FTP, SMTP, POP3, IMAP4 and LDAP.

Enhance reporting through IBM Tivoli Enterprise Portal

ITCAM for Transactions provides an easy-to-use, role-based interface, IBM Tivoli Enterprise Portal, to deliver user-friendly navigation of response time views. This portal also provides single sign-on access to key business performance metrics, comprehensive visualization capabilities and correlation with other Tivoli-monitored systems.

Tivoli Enterprise Portal is used by many Tivoli monitoring and management products, including other solutions in the ITCAM product family, to help identify problems, investigate solutions and take corrective actions.

Tivoli Enterprise Portal can provide customizable views of performance data across the infrastructure for end-to-end visualization capabilities. This portal can help you manage your environment from a single tool, helping you break down silos while avoiding the complexity of deploying, integrating and learning multiple management tools. By providing a single user interface for multiple Tivoli software products, Tivoli Enterprise Portal can also help reduce time to value and lower the cost of ownership.

Extend the value of your Tivoli software investments

ITCAM for Transactions can help you extend the value of your other Tivoli software investments.

- *Response time and availability information is a key input to IBM Tivoli Service Level Advisor. This information is stored in the IBM Tivoli Data Warehouse, where it can be leveraged to help validate service levels and identify trends that could lead to a service level agreement breach.*
- *Transaction topology information can be fed to Tivoli Business Systems Manager, automatically generating service models to dramatically improve time to value*

- *Response time problems can be viewed in the overall business systems context through IBM Tivoli Business Service Manager. This application can be used to prioritize problems, helping to ensure that the most critical problems are addressed first.*
- *IBM Tivoli Provisioning Manager can use response time information to trigger provisioning actions that can help prevent a service level agreement breach. For example, if the end-user response time exceeds thresholds while being monitored, Tivoli Provisioning Manager can requisition another application server to help with the load.*

Part of the ITCAM family

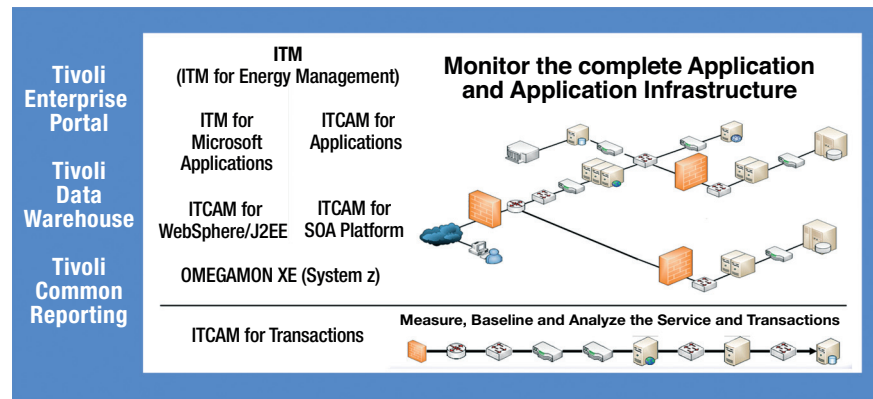
ITCAM for Transactions is one of a series of integrated performance management solutions from IBM Tivoli software. Additional ITCAM solutions provide rich monitoring and management capabilities for each aspect of your IT infrastructure, including end-to-end server management, robust application management and service-oriented architecture (SOA) platform management.

ITM—ITCAM Family

The ITM—ITCAM Solution Family

easily extends ITCAM for Application Diagnostics to monitor and manage an extensive end-to-end application and application infrastructure environment from a single enterprise portal, with a single data warehouse and visualized with a single, common report capability.

- **ITM—Resource monitoring for physical and virtual operating system environments and custom monitors for home-grown applications.**
- **ITM for Microsoft Applications—** Microsoft application and application infrastructure resource monitoring (includes VMware and Citrix)
- **ITCAM for Applications—** Heterogeneous applications and application infrastructure resource monitoring
- **ITM for Virtual Servers—** Optimize utilization and ensure high availability of your virtualized environment
- **ITCAM for Diagnostics—** Diagnostic capabilities for complex web applications through memory trends graphing, metric comparison, heap analysis and transaction tracing for WebSphere and other J2EE application servers
- **ITCAM SOA Platform—** Leading-edge monitoring for service-oriented architecture
- **OMEGAMON® XE on System z®—** Integrate distributed monitoring tightly with System z operating systems and application infrastructures for a truly complete



For more information

To learn more about IBM Tivoli Composite Application Manager for Transactions, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli/solutions/application-management

About Tivoli software from IBM

Tivoli software offers a service management platform for organizations to deliver quality service by providing visibility, control and automation—visibility to see and understand the workings of their business; control to effectively manage their business, help minimize risk and protect their brand; and automation to help optimize their business, reduce the cost of operations and deliver new services more rapidly.

Unlike IT-centric service management, Tivoli software delivers a common foundation for managing, integrating and aligning both business and technology requirements. Tivoli software is designed to quickly address an organization's most pressing service management needs and help proactively respond to changing business demands. The Tivoli portfolio is backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli clients and Business Partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world—visit www.tivoli-ug.org



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Route 100
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December 2009
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