

TIBCO ActiveMatrix Service Performance Manager

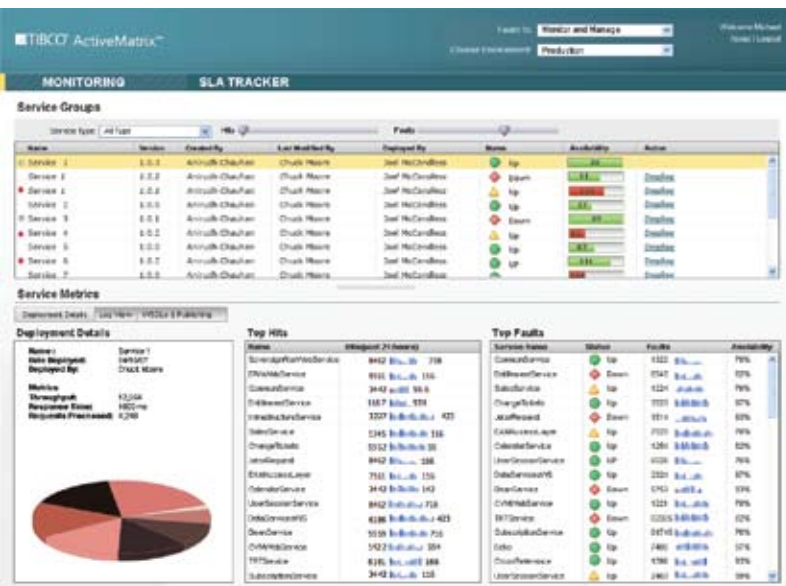
With so much attention on implementing service-oriented architecture (SOA), organizations have paid relatively little attention to monitoring and managing their SOAs to ensure compliance with service level agreement (SLA) compliance and increase efficiencies.

SLAs for Your SOA

Once an SOA is in place, you need to know whether Quality of Service levels are acceptable. You need to know if order processing services are performing sufficiently and, if not, why they are under-performing and whether performance is trending toward failure. You need to know how Gold and Silver customer's requests are performing and how to ensure, for example, a 5-second response time for Gold customers and 30-second response for Silver customers. You need to know if there is enough computing capacity to handle a sales promotion on a particular day or time. You need to know if you can allocate extra computing to order processing and whether you can borrow computing resources for Gold customers from Silver customers to maintain service performance agreements.

Service Performance Management

Service performance management is the ability to monitor and measure the observable behavior of individual or grouped services and to effect changes – reactively or proactively – to service behavior based on a defined set of rules. Observable behavior includes: performance, availability, usage, and faults.



With TIBCO ActiveMatrix Service Performance Manager, when an incident or a violation occurs, it can be handled through a standard alert on the dashboard, through email, or by initiating a BPM or CRM workflow.

AT A GLANCE

TIBCO ActiveMatrix™ Service Performance Manager is an enterprise software platform that monitors and proactively manages the health and performance of IT and business services based on service level agreements.

BENEFITS

- Enables your organization to meet Quality of Services objectives by providing more efficient operations management and quality control.
- Provides low cost of administration through centralized management and self-managing protocol.
- Ensures better compliance and SOA governance through service level agreement (SLA) measurement and determination.
- Improves customer service by predicting and solving customer issues before customers are aware of them.

ATTRIBUTES & CAPABILITIES

TIBCO ActiveMatrix™ Service Performance Manager is a software platform that maintains and automatically manages the health and performance of IT services based on observable behavior and uniquely manages business payload.

ActiveMatrix Service Performance Manager can be used to:

- Design, plan, and monitor services based on business needs
- Balance service levels against costs
- Achieve and enforce measurable levels of service
- Reduce the likelihood of unpredictable demands
- Dramatically improve relationships between service providers and customers

How It Works

At the bottom of the information stack are the elementary metrics that can be gathered from an SOA infrastructure on and around the data path.

First, service metrics such as throughput, latency, request size, faults, and availability signals can be extracted. Second, business metrics can often be extracted directly from the content or envelope of the request. For example, the user identity, origin of the request, or a transaction amount in dollars or euros can be used to associate a value by which to prioritize the request. Third, metrics about the physical deployment architecture can be gathered through JMX instruments.

ActiveMatrix Service Performance Manager uses policy management techniques to

distribute listeners and associated policies and to gather performance information. By combining complex event processing, rules, policies, and JMX control interfaces, it allows you to create virtually any reaction scenario to service level exceptions or anomalies.

Key Features

- Add-on to existing SOA infrastructure
- Distributed monitoring/instrumentation framework
- Dashboard to track metrics from a service perspective (deployment infrastructure independent)
- SLAs on service levels defined in monitoring
- Alerting, proactive and reactive, on threshold violation or impending violation
- Service assurance through self-healing and self-optimizing capabilities
- Wizard-based creation of service level agreements and rules
- Monitor-deployed service artifacts

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