Application Performance Management for Cloud Applications

CMG Canada

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Cloud Adoption Predictions

- Spending on public cloud Infrastructure as a Service hardware and software is forecast to reach $173B in 2026.
- SaaS and PaaS portion of cloud hardware and infrastructure software spending are projected to reach $55B in 2026.
Agenda

- Understanding Cloud
  - What is Cloud Computing
  - Cloud Deployment Models
    - Public vs Private, Hybrid?
  - Cloud Service Models
    - IaaS/PaaS/SaaS

- Problem Statement
  - Obscurity of Cloud

- Solution
  - Understanding APM
  - Considerations for Cloud Applications

- Making the right APM choice
  - APM for XaaS
  - Synthetic Vs Real User Monitoring
  - Magic Quadrant and Market Solutions
  - Evaluating APM Solutions

- Examples
Understanding Cloud
What is cloud computing?

**Traditional IT**
- Cost of Ownership and Maintenance
- Cost of Operation
- Total Control

**Cloud Computing**
- Flexible availability
- Cost effective, Pay per use
- Unlimited Scalability
- Fit for Purpose
Cloud Deployment Models

- **Private Cloud**
  - Privately shared virtualized resources
  - Systems and Services operated and delivered exclusively for an organization

- **Public cloud**
  - Enterprise taps into a public set of resources delivering standardized, highly automated offerings
  - Compute resources, storage and networking capabilities, are owned by a service provider and offered on demand with limited SLAs regarding tenancy, isolation, and performance.
  - Shifts CapEx to OpEx – Pay as you go

- **Hybrid cloud**
  - Implementation of “Hybrid” includes a mix of internal (on-premises, often virtualized) and external (cloud-hosted) solutions, with applications switching between resources as needed
  - Allows manipulation of CapEx and OpEx
Cloud Service Models

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Problem Statement

Obscurity of Cloud
Cloud Challenges

- Security and Privacy
  - Compliance
- Obscurity
  - Lack of Visibility
  - Loss of Control
- Availability, Reliability, Service Quality
  - Performance Unpredictability
- Lack of Skills, Expertise
- Integration with Existing Infrastructure
Traditional Management Paradigm

- Traditional data center management and monitoring protocols focus on technology elements in silos
- Lack of visibility and control puts organization at the mercy of cloud vendor
  - Vendor’s commitment and capability to meet SLAs
Solution - CAPM
Application Performance Measurement/Monitoring/Management?

- **Application Monitoring**
  - CPU, Memory, Disk and Network monitoring
  - Process Health
    - Heap Usage, Garbage Collection Health
    - Threads Count, Contention/Race conditions
    - DB Connection Health
    - # of connections, use/wait time, deadlocks

- **Production Monitoring / Alerting**
  - CPU, Memory, Disk and Network
  - Application availability/health
  - Critical business function performance
  - Garbage Collection Health
  - Out of Memory, Deadlock Conditions

- **Code Optimization**
  - Method level code profiling - root cause identification and optimization
  - Thread synchronization and deadlock analysis
  - Heap Object analysis and optimization
  - Response Time tier breakdown

- **UEM and Reporting**
  - Real-time end user experience monitoring

- **SLA Reporting**
  - Performance and Availability of Critical Business Functions

- **Business Analytics**
  - Business Transaction Volumes
  - Trend Reports
  - Geographic Location distribution

- **Application Performance Management**
Application Performance Measurement/Monitoring/Management?

Develop

Code Optimization
- Method level code profiling - root cause identification and optimization
- Thread synchronization and deadlock analysis
- Heap Object analysis and optimization
- Response Time tier breakdown

UED and Reporting
- Real-time end user experience monitoring
- SLA Reporting
  - Performance and Availability of Critical Business Functions
- Business Analytics
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Test

Application Monitoring
- CPU, Memory, Disk and Network monitoring
- Process Health
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Application Performance Management

Monitor

Production Monitoring / Alerting
- CPU, Memory, Disk and Network
- Application availability/health
- Critical business function performance
- Garbage Collection Health
- Out of Memory, Deadlock Conditions

Deploy

Feedback

13
APM & Cloud: Why is it Important?

- Ensuring excellent end-user experience
- ‘Right Sizing’, validation and forecasting future growth, smart scaling
- Mitigating Risk of Unpredictable Performance
- Regaining Visibility and Control
- SLA Verification
CAPM – Making the right choice
APM for XaaS

- **Real User Monitoring**
  - Script Injection
  - Agent install at times
  - Compatible with IaaS and PaaS
  - Can also be implemented for SaaS if vendor permits

- **Synthetic Monitoring**
  - Robotic transactions simulating User Behavior
  - Availability focused
  - Compatible with all Cloud offerings: IaaS, PaaS and SaaS

- **Deep Dive Monitoring**
  - To monitor container resources
  - Java/J2EE and .Net
  - Needs an Agent
  - Compatible with IaaS and PaaS

- **Network Monitoring**
  - TCP/IP and SPAN Port monitoring
  - Not Cloud Compatible

- **Agent Based Monitoring**
  - Active (IaaS/PaaS)
  - Passive (IaaS/PaaS)

- **Agentless Monitoring**
  - Active (IaaS/PaaS/SaaS)
  - Passive (Not Cloud Compatible)
Synthetic Vs RUM

- **Synthetic**
  - Active Monitoring, special focus on Availability
  - Based on ‘Scripted’ User Interactions
  - Gauges possible user experience
  - Executed from any location across the globe
  - Is Agentless

- **RUM**
  - Based on ‘Real’ User Interactions
  - A more definitive indicator of User Experience
  - Also provides a global perspective
  - Can be Agentless (JavaScript, Network tap) or Agent based
Some things to consider..

- Focus on
  - Business Transactions
  - Tiers
  - Baselines
  - End User Experience

- Unified View across Hybrid Environments

- APM Approach
  - Agent Vs Agentless
  - Synthetic Vs Real User Monitoring (RUM)

- Development and Optimization considerations
Gartner’s Magic Quadrant for APM Suites

Dimensions of APM Suites

End-user experience monitoring (EUDEM)
- The capture of data about how end-to-end latency, execution correctness and quality appear to the real user of the application.
- A secondary focus on application availability may be accomplished by synthetic transactions emulating the end user.

Application topology discovery and visualization
- The discovery of the software and hardware infrastructure components involved in application execution, and the array of possible paths across which these components communicate to deliver the application.

User-defined transaction profiling
- The tracing of user-grouped events, which comprise a transaction as they occur within the application as they interact with components discovered in the second dimension; this is generated in response to a user’s request to the application.

Application component deep dive
- The fine-grained monitoring of resources consumed and events occurring within the components discovered in the application topology discovery and visualization dimension.
- This includes the server-side components of software being executed.

IT operations analytics (ITOA)
- The combination or usage of the following techniques: complex operations event processing, statistical pattern discovery and recognition, unstructured text indexing, search and inference, topological analysis, and multidimensional database search and analysis.
Dynatrace
AppDynamics
New Relic
Monitoring Capabilities of Cloud Providers

- **AWS- Amazon Cloud Watch and now X-Ray**
  - Chargeback/Cost Metrics, Status and Availability Monitoring
  - Log Monitoring, Transaction Tracing, Service Mapping
  - For AWS only
Monitoring Capabilities of Cloud Providers

- **Azure - Azure Monitor**
  - Activity and Diagnostic Logs, Alerts and Automated actions
  - Metrics – Resources, Application Performance, Storage, Service Bus etc
  - For Azure only
Monitoring Capabilities of Cloud Providers

- **Google - StackDriver**
  - Logging, event monitoring, diagnostics,
  - Visibility into performance, uptime, and overall health of cloud applications
  - For Google Cloud and AWS
Evaluating APM Solutions
Defining APM Requirements

Real End User Monitoring Solution

- **Must Have**
  - Real-time capture and reporting on User Activity, Response Times and Errors
  - **Page Rendering** and object level details
  - Business Transaction and **SLA monitoring**
  - Business Analytics and User Session Insights
  - Omni-channel visibility across Browsers and Mobile platforms
  - **Geographic perspective**
  - User defined transaction profiling for critical business applications
    - Integration with Runtime application performance
      - ‘User-Complaint’ to ‘Code-Level’ root cause for faster triage of Production issues

- **Good to Have**
  - User defined transaction profiling for non critical applications
Defining APM Requirements

Synthetic Monitoring Solution for Active Availability coverage

- **Must Have**
  - Page rendering and object level details for Root Cause analysis for critical business applications
  - Last Mile response time from across the geography
  - Multi Browser support for playback

- **Good to Have**
  - Third part content analytics for critical business applications
  - Competitive Benchmarking
  - Integration with UEM, Runtime Application Performance
Defining APM Requirements

Runtime Application Performance Monitoring Solution

- **Must Have**
  - Process health, **Container resource and event monitoring** (Heap, Thread, Connection pools, Servlets, EJBs)
  - Auto discovery of **transaction topology** for service dependency mapping
  - Transaction tracking/ **stitching** for response time tier breakdown
  - Code level ‘deep-dive’
  - DB Performance (**SQL Captures**, Pool usage, Deadlocks, Hotspots)
  - WebService, Messaging and Remote calls Performance
  - Support for Java/J2EE, .Net, Microservices and other runtimes
  - Monitoring of **on premises and cloud hosted** applications – seamless integration and presentation
  - Real time **high granularity collection** and reporting
  - No impact to application performance with minimal resource overhead

- **Good to Have**
  - Transaction/Method level resource cost evaluation for code optimization
  - Runtime Thread Dump and Heap Dump capabilities
  - Application Events- Errors, Exceptions, logs and Stack Trace
  - Integration with DevOps, support development/test lifecycle for agility
    - Integration with Load Generation tools (HP Performance Center) for monitoring of Performance tests
    - Integration with IDEs and CI/CD solutions for code optimization
Defining APM Requirements

Other Considerations

- Data analysis, **presentation and reporting capabilities**
- **Integration with MoM** solutions
- Ease of deployment and Use
- Architecture of solution (**Aggregation vs Gapless design**), Data model, Agent design (**application resource reliant vs independent**)
- Converged platforms providing one consolidated view – Single pane of glass
- **One unified solution** for multi purpose APM
  - On-premises and Cloud (IaaS/PaaS/SaaS) applications
  - Monitoring capability for Containers and Microservices
- APM-aaS availability
- Vendor Evaluation
  - Roadmap and technology/trend adoption towards Digital Performance Management
  - **Licensing Model**
  - Current Market Share
  - Customer Service and Product Support
  - **Gartner’s Evaluation**
- **Cost of Deployment, Maintainability and Scalability**
Examples
Synthetic Monitoring
### Synthetic Monitoring - Reports

#### Portal

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#### Availability

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Real User Monitoring (JavaScript Injection)

1. The client sends a request for an HTML page to the Apache Server.
2. The Apache Server generates page content.
3. The root, passive module inserts the JavaScript snippet.
4. The Apache Server sends the HTML page to the client.

Application Architecture

SaaS Application
RUM Reports

- Capability to track ‘critical’ transactions, visibility into top customer locations, branches and associated user experiences
RUM Reports

User Experience Overview

Concurrent Sessions

Session Length (min)

User Actions per min

Top Slowest User Actions

Most Frequent User Actions
Agent Based Monitoring

IaaS/PaaS Application
Agent Based Monitoring - Reports
Agent Based Monitoring - Reports

- Garbage Collection health, Suspension time, Process throughput, Thread Count
Agent Based Monitoring - Reports

This Dashboard shows a few important WebSphere health metrics. Use it via an agent Drill down or by setting the Dashboard filter to your WebSphere agent.

**WebSphere Server Health**

**Managed Connections Pool Sizes**

**Thread Info**

**Servlet Response Times**

**Servlet Session Counts**

**Memory**

**CPU Usage**
Agent Based Monitoring - Reports

- Giving the Developers capability to drill in all the way to the source of the problem
  - Deep dive into the code, identifying root cause at the method level
  - Long running methods contributing to latency; Also identifying resource intensive methods
And that’s a wrap!

We talked about
- Cloud
  - Cloud deployment models
  - Service offerings
- Cloud Challenges
- APM Solutions
- Considerations for APM solutions

Irrespective of
- What cloud solution you adopt
- Which applications you migrate to it
- What monitoring methodologies you choose
- What APM solutions you deploy

….as an IT organization, you have to move from traditional monitoring/management paradigms to business service and end user focused, holistic solutions to survive this new age of Cloud
Questions?
References

Gartner’s Magic Quadrant for Application Performance Monitoring Suites
Things to Know About APM in the Cloud
Managing Performance of Cloud Based Applications
APM for Cloud Computing
Anatomy of APM
Cloud Predictions
Obscurity of Cloud
Duality of APM
Azure Monitor
AWS X-Ray
Google Stackdriver
Dynatrace
AppDynamics
New Relic
RUM Reports (JavaScript Injection)

- Reporting on Average Application throughput during typical and peak times
- Average response times for users with anomalies
- Response Time Breakdown between Server, Network and Rendering time

No improvement in Response Time since July 1st

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EST Users come online
PST Users come online
Agent Based Monitoring - Reports

.NET System Monitoring

- Total Processor Time
- Gen 0 GC
- Gen 0 Mem
- Peak Mem
- User Processor Time
- Gen 1 GC
- Gen 1 Mem
- Virtual Mem
- Privileged Processor Time
- Gen 2 GC
- Gen 2 Mem
- Non Paged Mem
- Thread Count
- GC %
- Large Object Mem
- Paged Mem
RUM Reports (JavaScript Injection)

- Understanding User Experience across the globe
- Application Workload Trending for forecasting growth
RUM Reports (Agent Based)
Monitoring/Reporting Service levels for overall application as well as at ‘component level’

Combining ‘Active’ and ‘Passive’ monitoring for complete visibility

Proactive alerting

Trending Transaction Volumes and End User Experience

Understanding ‘cost per transaction’
  - Correlating business throughput to system resource for ‘right-sizing’
Optimization for Cloud Applications

- Content Caching
- Compression algorithms – data is expensive in the cloud
- Optimized page rendering
  - Parallel rendering of content
- WAN Quality of Service
- Chatty Applications
  - Reducing acknowledgements to reduce WAN Latency
Dynatrace – Instance Cost

Amazon EC2 Instance Costs - Dev Account

Daily Instance Costs - from last 7 days
Shows how much cost in Dollar is triggered by the active Amazon EC2 instances. Note: this does not include traffic and storage costs.

Cost - from this month
Shows how much cost in US Dollar is triggered since the start of this month by the active Amazon EC2 instances. Note: this does not include traffic and storage costs.

Cost - from last month
Shows how much cost in US Dollar was triggered last month by the active Amazon EC2 instances. Note: this does not include traffic and storage costs.
Dynatrace – Problem Evolution
Dynatrace – Overview Dashboards

Home

Quick overview
- Problems: 1
- Hosts: 21
- Web checks: 3
- Applications: 6
- Smartscapes: 7

Cloud & infrastructure
- AWS account: demo environment
  - RDS instances: 1
  - Load balancers: 2
  - EC2 instances: 15
- VMware vCenter: emea-gdn-vc002
  - Migrations: Last Fri 9, Today 9
  - Guests: 2

Application health
- Action duration: www.easytravel.com

User experience
- Apdex: www.easytravel.com

Database
- DBT (Oracle)
  - 132/min COMMITs
  - 738/min STATEMENTS
  - 1 ms RESPONSE TIME

Services
- 3/73 Web
- 6 Database
- 0 Messaging
- 0 RMI/Custom

Most used 3rd party providers
- www.easytravel.com
- dynatrace.com: 95.3/min
- amazon.com: 94.0/min
- twitter.com: 931/min
AppDynamics – Topology Visualization
AppDynamics – User Experience
New Relic – Infrastructure Overview
New Relic – Instance Cost Monitoring

Costs By Tag

Costs By Service

Costs By Region

Recent events

EC2 Instances Count By Tag

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