IBM Tivoli Composite Application Manager for Transactions V6.2 helps monitor the availability and response time of business applications

At a glance

IBM Tivoli Composite Application Manager for Transactions V6.2:

- Helps monitor end-user response time with comprehensive response time coverage for both Web and Microsoft Windows applications using a variety of robotic and real-time analysis
- Records and plays back synthetic transactions
- Helps automate business practices
- Delivers end-to-end integration via Tivoli Enterprise Portal (TEP), a portal-based customizable user interface that can bring together the right set of data and generate reports in an easy-to-use interface
- Allows the user to follow transaction flows to help identify the cause of response time problems
- Provides application topology information to the IBM Tivoli Change and Configuration Management Database (CCMDB) to help manage application dependencies
- Integrates with other IBM Service Management and IBM Tivoli products to provide complete end-to-end management of your applications

Overview

IBM Tivoli® Composite Application Manager for Transactions V6.2 (Composite Application Manager for Transactions V6.2) is designed to monitor, alert, and report on the availability and response time of business transactions. Key components include:

- Client response — real-user response time of Microsoft® Windows® applications at the client level that can be broken down into overall response time, server time, and network time, and is ideal for monitoring client applications such as Lotus Notes® and Microsoft Outlook.
- Web response — real-user response time of Web applications that can be broken down into browser (client) time, network time, server time, load time, and resolve time.
- Robotic response — monitoring simulated transactions allow organizations to be proactive in managing availability and performance of their applications to help identify bottlenecks before they impact customer satisfaction.
- Transaction tracking — end-to-end view of response times across systems to quickly help isolate the cause of response time and availability problems.

Integration with the IBM Tivoli Enterprise™ Portal (TEP) function of IBM
Tivoli Monitoring V6.2 delivers easier navigation of response time views. In addition, integration with TEP provides more seamless integration with IBM Service Management and IBM Tivoli products for complete end-to-end management of your applications.

Key prerequisites

Refer to the Software requirements section.

Planned availability dates

- June 6, 2008 (electronic for distributed)
- June 20, 2008 (media for distributed)
- July 4, 2008 (media for z/OS®)

Description

Composite Application Manager for Transactions V6.2 for the distributed environment includes:

- IBM Tivoli Composite Application Manager for Response Time V6.2
- IBM Tivoli Composite Application Manager for Response Time Tracking V6.1
- IBM Tivoli Composite Application Manager for Internet Service Monitoring V6.0
- IBM Tivoli Monitoring V6.2

Composite Application Manager for Transactions for z/OS, V6.2 for the z/OS environment includes orderable options for:

- IBM Tivoli Composite Application Manager for Response Time Enabler for z/OS V6.2
- IBM Tivoli Composite Application Manager for Response Time Tracking for z/OS V6.1

Response time monitoring

Composite Application Manager for Transactions V6.2 provides both real-time and robotic response time analysis to help you quickly identify availability and performance issues before they impact your customers. A complete set of comprehensive tools are available to help gather response time and availability information. Both IBM Rational® Robot and IBM Rational Performance Tester capabilities are included for record and playback of simulated end-user transactions. Monitoring simulated transactions allows organizations to be proactive in managing availability and performance of their applications to help identify bottlenecks before they impact customer satisfaction.

In addition, Composite Application Manager for Transactions V6.2 provides the capability to help monitor:

- Real-user response time of Web applications that can be broken down into browser (client) time, network time, server time, load time, and resolve time.
- Real-user response time of Windows applications at the client level that can be broken down into overall response time, server time, and network time, and is ideal for monitoring client applications such as Lotus Notes or Microsoft Outlook
- Transactions from end to end to help isolate the source of problems

Monitoring the end-user response time of both Web and Windows applications can help IT operations quickly isolate the cause of the response time problems at the problem area, allowing for fast problem handoff and resolution with minimal impact on customer satisfaction.

Response time tracking covers Web servers, J2EE applications servers, DB2®, Siebel, Lawson ERP, CICS®, and IMS™. Composite Application Manager for Transactions V6.2 can help track transaction flows from the J2EE environment to CICS and IMS. This capability can help quickly isolate the cause of a problem to the transaction processing systems on System z™.

Internet service monitoring for the distributed environment

Composite Application Manager for Transactions V6.2 includes a highly scalable suite of

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monitors, with unique executable rules and property files, that can be distributed to a number of points in the business infrastructure to help measure the availability, performance, and content of business services. It is designed to provide:

- Real-time user-side transaction monitoring by performing simulated transactions, acting like a customer or end user. It can proactively log into a Web address, perform FTP file transfers, and execute Dynamic Host Configuration Protocol (DHCP) lookups.
- Customized service level definition that gives you the capability to define what comprises a service level by grouping tests together. The status tests can be stored and based on response time, content matches, and many other values.
- Web-based SLA reporting and analysis whereby operators can compare and analyze the relative performance of multiple Internet services in one graphic report and measure them against SLAs.

Composite Application Manager for Transactions V6.2 delivers Internet service monitors that support many Internet protocols and Remote Function Calls (RFCs). These Internet service monitors can be used to help support rapid deployment of emerging technologies, including voice over IP, application hosting, e-commerce, and enterprise portals.

**Change and Configuration Management Database (CCMDB) support**

A discovery library adapter is provided so that Composite Application Manager for Transactions V6.2 can send data to IBM Tivoli CCMDB to help discover business processes and business activities. This information helps to improve the application dependency information stored in the CCMDB.

**Enhanced reporting through Tivoli Enterprise Portal (TEP)**

Composite Application Manager for Transactions V6.2 integrates with TEP through the bundling of IBM Tivoli Monitoring V6.2 infrastructure components. These components can enable Composite Application Manager for Transactions V6.2 to supply TEP with key business performance metrics for enhanced visualization and correlation within new workspaces and with other IBM Tivoli Monitoring V6.2 monitored systems. This integration delivers a single GUI through TEP, which is used by many IBM Tivoli monitoring and management products to help discover and investigate problems and take immediate corrective actions.

The end-to-end visualization capabilities, delivered by TEP, can help you manage your environment from a single tool, breaking down silos and avoiding the additional complexity of learning, integrating, and communicating issues across multiple management tools. TEP delivers powerful visualization and customizable views of all IT operation's performance metrics from across the data center, including:

- End-to-end monitoring of your infrastructure
- Clear, actionable information for increased confidence in management effectiveness
- Simple and flexible alarming, automation, and workflows to help improve IT operations' effectiveness
- Historical data and aggregated warehouse reporting
- Expert advice to help IT operations quickly resolve issues without the need for experts
- Significantly reduced time-to-value and lower cost of ownership

**Note:** Licensees of Composite Application Manager for Transactions V6.2 will receive a limited use, no-charge license of IBM Tivoli Monitoring V6.2 bundled with Composite Application Manager for Transactions V6.2 for distributed environments. For host environments, if you have not separately purchased a license to IBM Tivoli Monitoring V6.2, you can obtain the TEP-based function by acquiring a no-charge, limited use license to IBM Tivoli Monitoring Services on z/OS, V6.2 (5698-A79). This limited use license is subject to usage restriction that is based on use of the various IBM Tivoli Monitoring V6.2 components, including without limitation, if you have obtained IBM Tivoli Monitoring V6.2 under a no-charge, limited use license.

You may not use:

- Any IBM Tivoli Monitoring V6.1 operating systems agents, any IBM Tivoli Monitoring V6.2 monitoring agents, or the IBM Tivoli Monitoring Universal Agent unless you have purchased an appropriate IBM Tivoli Monitoring V6.2 program license.
- The DE functionality of IBM Tivoli Monitoring V6.2 and IBM Tivoli Monitoring Services on
Tivoli Enterprise Console® (TEC) event information

The information provided in the TEC events generated by Composite Application Manager for Transactions V6.2 includes a rich set of metrics. The events can provide:

- Name of the business process
- System that is causing the response time problem
- Application name
- Transaction name and description

This root cause information helps simplify the job of the operator in assigning trouble tickets to the correct subject matter expert. This can greatly reduce the time it takes to fix a problem by quickly getting the right person involved to fix the problem. Instead of spending time determining which system is the cause of a problem, the rich TEC event can help identify the problem system and significantly reduce the time spent in the problem determination phase.

Data collectors for the host z/OS environment

Composite Application Manager for Transactions V6.2 for the z/OS environment includes the J2EE monitoring agent for WebSphere® on IBM System z and the CICS and IMS data collectors. The Composite Application Manager for Transactions V6.2 CICS and IMS data collectors are compatible with the IBM Tivoli Composite Application Manager for CICS Transactions V6.0 and IBM Tivoli Composite Application Manager for IMS Transactions V6.0 data collectors, which provide a deeper level of transaction analysis when used with IBM Tivoli Composite Application Manager for WebSphere V6.0.

For more information, refer to Software Announcement ZP05-0427, dated September 27, 2005.

Integration with other IBM Tivoli solutions

Beyond resource and diagnostics, the response time information, generated by Composite Application Manager for Transactions V6.2, can be used by a number of other IBM Tivoli products to enhance overall service management.

The response time availability information is a key data feed for IBM Tivoli Service Level Advisor. All of the response time and availability information is stored in the Tivoli Data Warehouse where it can be leveraged to help validate service levels and spot trends that could lead to a service level breach. The real-time availability reports from Composite Application Manager for Transactions V6.2 can be used to help quickly spot trends.

Through IBM Tivoli Business Service Manager, response time problems can be viewed in the overall business systems context, which can be used to help prioritize problems and ensure that the most critical problems are being addressed first, thus maximizing service to the most important customers.

IBM Tivoli Provisioning Manager can use response time information to take provisioning actions to help prevent service level agreement breaches. For example, if the end-user response time is greater than eight seconds while being monitored, Composite Application Manager for Transactions V6.2 can have IBM Provisioning Manager requisition another application server to help with the load.

Entitlement information

Composite Application Manager for Transactions V6.2 replaces three products. Licensees of the replaced products are entitled to Composite Application Manager for Transactions V6.2 as shown in the following table. You can move your use entitlements based on the current subscription and support pricing of the replacement offering. You must be current on maintenance to be eligible for moving your use entitlements. If you are not current on maintenance, you will have to pay a get-current or maintenance reinstatement fee.

The use entitlement move is for the same capacity as currently licensed when moving to the replacement offering. You are entitled to use the software on the same systems that you are currently managing (for example, the MSU quantities will be adjusted where required).

For information on move of use entitlements, contact your IBM representative.
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<th>Existing entitlement Program description</th>
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**Accessibility by people with disabilities**

A U.S. Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at


**Value Unit-based pricing for System z host products**

Value Unit pricing for eligible IBM System z IBM International Program License Agreement (IPLA) programs enables a lower cost of incremental growth and enterprise aggregation. Each System z IPLA product with Value Unit pricing, has a single price per Value Unit and a conversion matrix, called Value Unit Exhibit, for converting from some designated measurement to Value Units. Most commonly, Millions of Service Units (MSUs) is the measurement designated by IBM to be converted to Value Units. Some other measurements are engines or messages. Since MSUs are the most common measurement, that measurement will be used for the remainder of this description.

Value Unit pricing offers price benefits for you. For each System z IPLA program with Value Unit pricing, the quantity of that program needed to satisfy applicable IBM terms and conditions is referred to as the **required license capacity**. Each of the various Value Unit Exhibits stipulate that the larger your required license capacity, the fewer Value Units per MSU you will need. Value Unit Exhibits are uniquely identified by a three-digit code and referred to using the nomenclature VUExxx, where xxx is the three-digit code.

Subsequent acquisitions of Value Unit priced programs offer additional price benefits. The quantity of each System z IPLA program that you have acquired is referred to as the **entitled license capacity**. If you wish to grow your entitled license capacity for a System z IPLA program, the calculation to determine additional needed Value Units is based upon the number of Value Units already acquired.

For each System z IPLA program with Value Unit pricing, you should:

- Determine the required license capacity, in MSUs
• Aggregate the MSUs across the enterprise
• Convert the total MSUs to Value Units, using the applicable Value Unit Exhibit
• Multiply the price per Value Unit by the total number of Value Units to determine the total cost

To simplify conversion from the designated measurement to Value Units or vice-versa, use the Value Unit Converter Tool. For additional information or to obtain a copy of the Value Unit Converter Tool, visit the Value Unit Converter Tool Web site

http://ibm.com/zseries/swprice/vuctool

Note that Value Units of a given product cannot be exchanged, interchanged, or aggregated with Value Units of another product.

To determine the required license capacity for the System z IPLA program you selected, refer to the Terms and conditions section.

Product positioning

Composite Application Manager for Transactions V6.2 is part of the IBM Tivoli family for application management that includes IBM Tivoli Monitoring and IBM Tivoli OMEGAMON offerings. Working together, these offerings help provide a comprehensive, integrated, end-to-end view of your applications via the TEP.

IBM Tivoli Composite Application Manager offerings help:

• Increase the performance and availability of business-critical applications, including portal and service oriented architecture (SOA)-based technologies
• Reduce IT lifecycle operations, support, and development costs through proactive, real-time, and automated problem resolution, providing an end-to-end view of services, transactions, and associated resources across platforms and subsystems

Information from Composite Application Manager for Transactions V6.2 on performance, availability, and problem identification can be used with several other IBM Tivoli products to help deliver even greater value.

• IBM Tivoli Performance Analyzer can use response time information to help identify trends.
• IBM Tivoli Business Service Manager can leverage response time information to help identify the impact to overall business services.
• IBM Tivoli Provisioning Manager can use response time information to take provisioning actions to help prevent service level agreement (SLA) breaches.

Availability of national languages

Composite Application Manager for Transactions V6.2 is enabled to support all language environments and is translated into the following languages on the dates shown below.

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<th>Language</th>
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<td>French, German, Italian, Spanish, English</td>
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