Application Performance Monitoring Design Pattern Public Forum
Office of Technology Strategies
August 26, 2014

Meeting Summary

Purpose: The purpose of this Public Forum was to provide an opportunity for VA internal and external stakeholders, as well as industry experts, to share corporate knowledge about Application Performance Monitoring (APM) and provide feedback prior to the Design Pattern's finalization, publication and implementation.

Background: The Technology Strategies Design Patterns Team has been soliciting input for the development of this APM Design Pattern. This involved collaboration efforts with a variety of stakeholders, including internal VA subject matter experts (SMEs), external government SMEs, industry vendors, and members of academia. This Public Forum represented the final stage of stakeholder engagement in the Design Pattern development process.

Overview: The TS Design Pattern Team presented the final draft of the APM Design Pattern. An introduction of the department was provided by Caitlin Ellsworth followed by an overview presented by Joseph Brooks of the Office of Technology Strategies. Steve Dam and Michael Dance of the Design Patterns Team then presented the draft increment of the Design Pattern and covered the details of its content and development. Stakeholders from various OI&T offices and organizations, both internal and external to VA, shared their questions, comments, and insights related to the content covered in the presentation. The presentation and Q&A session lasted roughly one hour.

Key Discussion Points:

The presentation content can be found in Appendix B.

Key items discussed during the Q&A portion of the public forum are paraphrased and summarized below.

- ***Key Performance Indicators (KPI) Emphasis***
    - During Milestone 0 and Milestone 1, if KPIs could be translated into business requirements language, the design phase would be smoother and could more easily incorporate KPIs into design requirements for all applications.
        - Key measurements such as error rate and response time are easier to understand in a business context. Translating others into business language from technical requirements would better enable understanding during early project reviews.
        - Once the business needs are defined, it can be left up to the technical team to refine those business needs into technical requirements and measurements for KPIs.

- ***Application Knowledge Management***
    - APM must have an understanding of what the normal behavior of an application so that alerts can function when an application is not performing normally or deviates from optimal thresholds. Defining "normal" at the operation level is important to allow differentiation between application behavior that is acceptable or desirable and behavior which fails to meet requirements. Baseline configuration to map application behavior is currently online, but the challenge arises from a lack of systems interface documentation and enterprise understanding of systems interdependencies and capabilities.

- ***Enterprise Shared Services Center of Excellence (ESS CoE)***
    - Going forward TS will work with the ESS CoE and review and provide feedback for the models they are developing. This will help develop the appropriate solution architecture aligned to the APM Design Pattern.

- ***Future APM Increment Guidance and Implementation***
    - Guidance to application developers and designers should support identifying business transactions and enabling measurements for metrics related to those transactions. Future Design Pattern increments should emphasize providing and documenting this guidance to the developers and designers.
    - Policy and guidance initiatives are also currently being led by Rodney Emery of TS. Design Pattern increments are going to continue to be communicated and validated through the Architecture and Engineering Review Board (AERB).

Next Steps:

1. The TS team will finalize the Design Pattern for signature and submit into VAIQ for informational purposes only.
2. The TS team will work with the ESS CoE to provide feedback into solutions architecture aligned to APM enterprise needs.
3. The TS team will evaluate feedback from the development of this Design Pattern to incorporate into the next increment of the overarching APM Design Pattern.

Appendices:

A. Participant List
B. Presentation Slide Deck

Appendix A: Attendee List

Last Name	*First Name*	*Affiliation*
Beaufait	*John*	*VA*
Behr	*Steven*	*BAH*
Bogden	*Nicholas*	*VA – TS*
Brooks	*Joseph*	*VA – TS*
Butler	*John*	*Everware*
Cox	*Keith*	*VA*
Cronkite	*Wesley*	*MPS*
Dam	*Steve*	*BAH*
Dance	*Michael*	*BAH*
Ellsworth	*Caitlin*	*MPS*
Fraga	*Mike*	*App Dynamics*
Gaus	*Scott*	*IBM*
Jackson	*Dusty*	*VA – TS*
Kelly	*Edward*	*VA – Bay Pines*
McBrayer	*Roy*	*VA - AITC*
Luedkte	*Terry*	*VA - PPM*
Mai	*Phuong*	*CA*
McWilliams	*Bryan*	*Fluke Networks*
Meadows-Stokes	*Jaqueline*	*VA – TS*
Murthy	*Sri*	*CA*
Pickard	*Stewart*	*App Dynamics*
Rund	*Tim*	
Shinozaki	*Michael*	*Microsoft*
Short	*Ken*	*Fluke Networks*
Zaffery	*David*	*EIE*