

# PROACTIVELY MONITOR JBOSS PERFORMANCE AND AVAILABILITY WITH JBOSS MANAGED SOLUTIONS

JBoss® Operations Network (JBoss ON) from Red Hat is a key component of JBoss Managed Solutions and provides a single point of control to deploy, manage, and monitor an organization's JBoss Enterprise Middleware, applications, and services. JBoss Operations Network enables organizations to simplify application release management, support IT governance objectives, and ensure application service levels for performance and availability.

## APPLICATION PERFORMANCE MANAGEMENT CHALLENGES

Application downtime and performance issues can be extremely costly, both in terms of lost revenue and lost customers. Downtime also diminishes an organization's reputation, something difficult to assign a dollar figure to. Despite this fact, major application outages continue to occur, even as more and more services move online. Ensuring application service levels for availability and performance is a critical challenge for many organizations.

But how do organizations establish appropriate service levels for their applications? Too many focus solely on monitoring the health of their infrastructures, rather than focusing on their applications and ensuring a positive end-user experience. As a result, there is often a wide disconnect between the IT team's view of application health and the actual experience of end users. But the end user experience is what's reported to the business decision makers. Their measure of satisfaction is the only metric that counts.

Once appropriate metrics have been established, the next challenge is to ensure that those service levels are actually met. Administrators need to receive timely notifications when issues do occur. This requires not only being able to configure appropriate metrics and alerts, but also being able to distinguish valid alerts from false alarms and being able to direct notifications to appropriate personnel who can take action and resolve issues. It's a complex problem that many organizations struggle to address.

## REDUCING MEAN TIME TO REPAIR

Ultimately, some application problems may be inevitable. However, if the impact can be kept to a minimum by reducing the mean time to repair (MTTR), losses can be dramatically reduced and user impact minimized. While application administrators can often resolve basic issues, more complex and costly issues often require assistance of application developers. That's why administrators not only need an early warning when any problems occur, but they also require detailed metrics on middleware and application performance that can help administrators collaborate with developers to troubleshoot the root cause. It also helps if developers can directly access the same management console and leverage the same tools to manage applications across the lifecycle.

## JBOSS OPERATIONS NETWORK FOR MONITORING PERFORMANCE AND AVAILABILITY

JBoss Operations Network provides comprehensive JBoss Enterprise Middleware and application monitoring that can help administrators ensure high application performance and availability and significantly reduce their MTTR.

JBoss Operations Network provides built-in monitoring for all JBoss products, including JBoss Enterprise Application Platform, JBoss Enterprise Web Server, JBoss Enterprise SOA Platform, and more. It also provides detailed component-level monitoring for the JVM (Java virtual machine), Hibernate persistence, JMS (Java Messaging Service) queues, data sources, and other key components. In addition to JBoss Enterprise Middleware, JBoss Operations Network can monitor underlying operating system platforms, including Red Hat Enterprise Linux, Microsoft Windows, and UNIX systems. It can also monitor non-JBoss components like Apache, Tomcat, IIS, PostgreSQL, and more. JBoss Operations Network even provides log file monitoring and the ability to respond to reported events. JBoss Operations Network provides a comprehensive monitoring solution for the entire application infrastructure.





The integrated monitoring capabilities of JBoss Operations Network are based on its managed inventory of systems and applications. JBoss Operations Network provides both a single, high-level view of all managed systems as well as details on specific applications and services. This capability helps administrators understand what has caused an outage or a degradation of service. The system collects and stores key metrics on application performance and availability. This detailed monitoring provides both a real-time view of performance and availability as well as the ability to analyze performance based on historical data.

Using these historical metrics, JBoss Operations Network can automatically calculate performance baselines and report on baseline deviations to help users manage application service levels seamlessly. It can also correlate application performance with other events that may impact performance, such as configuration changes, new deployments or upgrades, and other events.

JBoss Operations Network's integrated alerts and notifications allow the appropriate personnel to be notified or direct actions to be taken when issues do occur. Notifications can be sent directly via email or to third-party event management consoles via SNMP (Simple Network Management Protocol). Alerts can also trigger resource operations, such as restarting a server or adding additional servers to a cluster to address issues or meet spiking demand. JBoss Operations Network's alerts can also be tuned to notify users when critical problems occur, and do it in a way that does not overwhelm them with trivial items. Tuning alerts so that administrators are alerted only when action is required helps to drive rapid response and improved performance.

## MANAGE MORE, STRESS LESS

How important is the monitoring that JBoss Operations Network provides? An IDC study found that users saw an 83% improvement in revenue that had previously been lost due to downtime. Average MTTR rates went from one hour to 15 minutes—a 75% reduction<sup>1</sup>. This immediate and effective ROI has a true bottom-line impact for IT and the business as a whole.

JBoss Operations Network can alert administrators when application performance falls off or fails, and perhaps more importantly, lets them understand why. That means problems can be quickly identified and fixed. This combination of monitoring and analysis makes JBoss Operations Network a key component for JBoss application deployments.

JBoss Operations Network is an integrated component of Red Hat's JBoss Managed Solutions and is also available to purchase as a stand-alone offering.

## FIND OUT MORE

To learn more about JBoss Operations Network, visit [redhat.com/jboss\\_on](http://redhat.com/jboss_on) or contact a Red Hat sales representative.

For more information on the IDC report referenced in this brief, JBoss Operations Network: Measuring Business Impact and ROI, visit [inquiries.redhat.com/go/redhat/jon-roi](http://inquiries.redhat.com/go/redhat/jon-roi).

<sup>1</sup> "JBoss Operations Network: Measuring Business Impact and ROI", IDC White Paper #224332, Tim Grieser & Randy Perry, August 2010

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**NORTH AMERICA**  
1-888-REDHAT1  
[jboss.com](http://jboss.com)  
[sales@redhat.com](mailto:sales@redhat.com)

**EUROPE, MIDDLE EAST  
AND AFRICA**  
00800 7334 2835  
[europe.redhat.com/jboss](http://europe.redhat.com/jboss)  
[europe@redhat.com](mailto:europe@redhat.com)

**ASIA PACIFIC**  
+65 6490 4200  
[apac.redhat.com/jboss](http://apac.redhat.com/jboss)  
[apac@redhat.com](mailto:apac@redhat.com)

**LATIN AMERICA**  
+54 11 4329 7300  
[latam.redhat.com/jboss](http://latam.redhat.com/jboss)  
[info-latam@redhat.com](mailto:info-latam@redhat.com)

