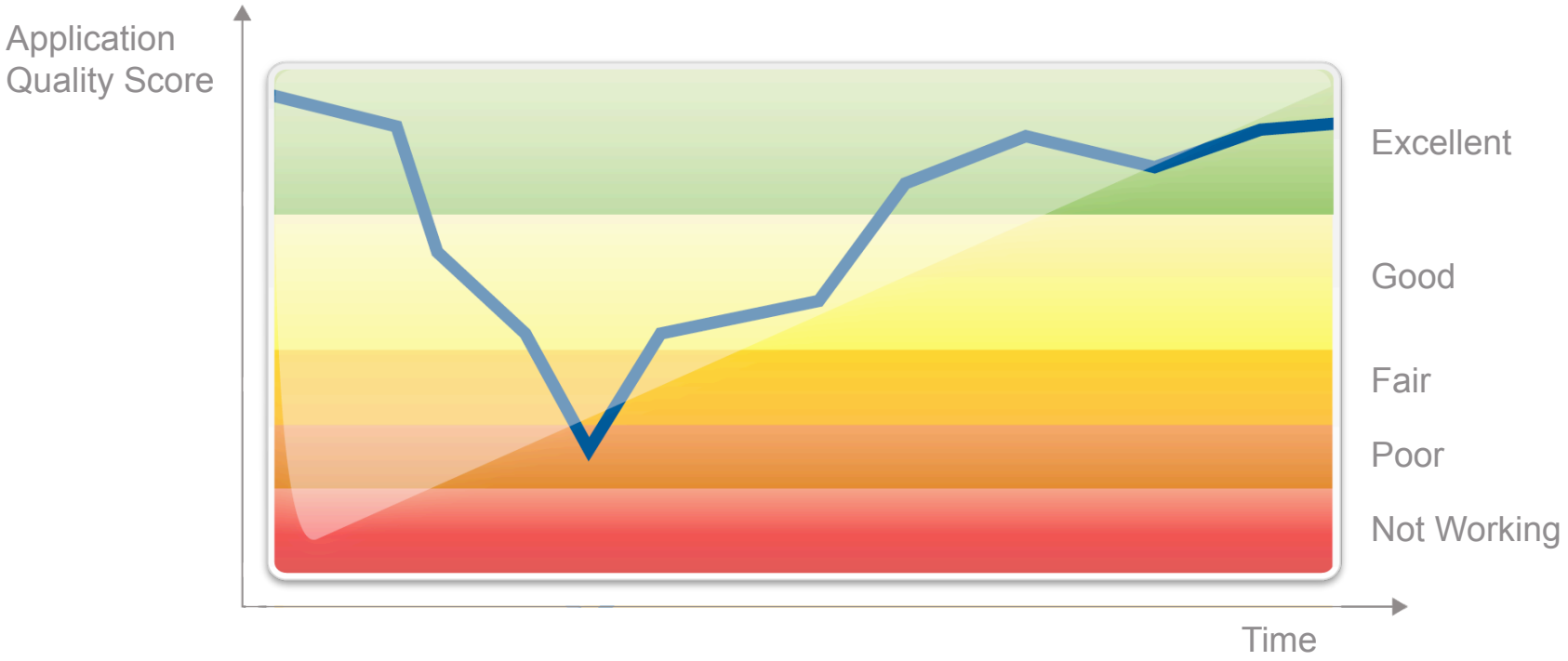
Application Level Qos across Networks and IT
- Enterprise Service View

John Wittgreffe

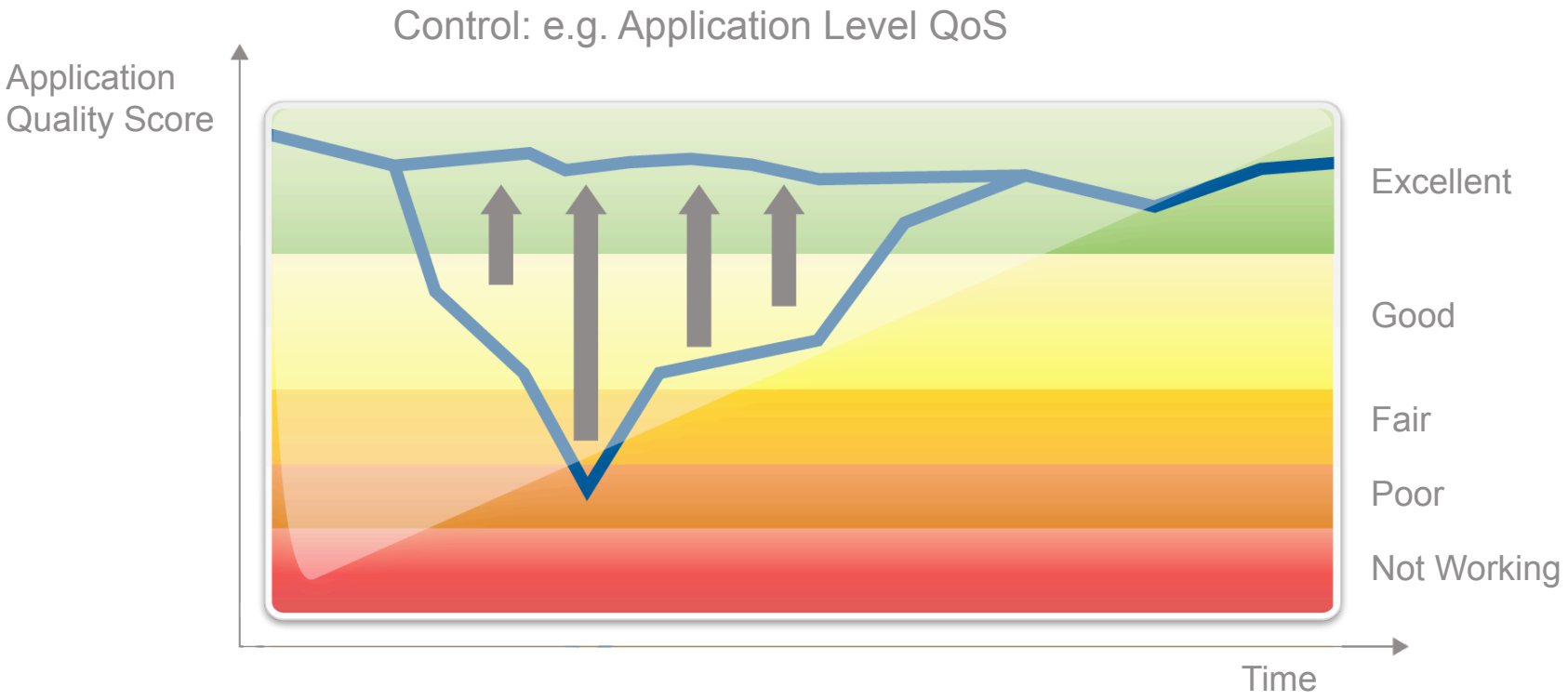
How can I assure the performance of my business applications …

… end to end across complex network, computing, and storage infrastructure?

Measure user experience of the application



Control to prevent performance problems



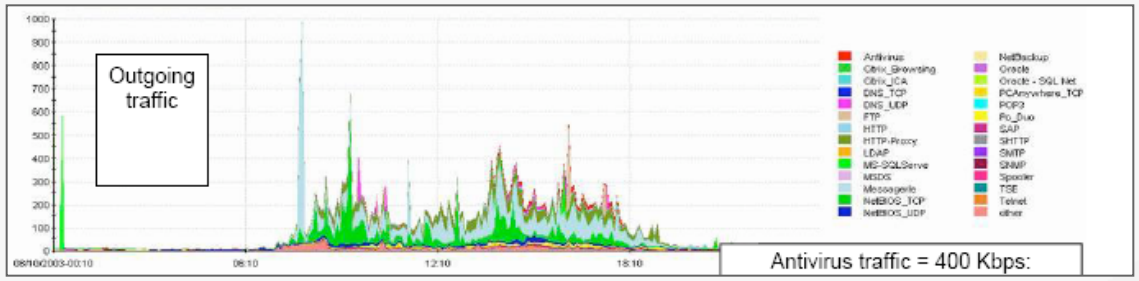
Application Quality Measures

Application			Quality Scoring			
APPLICATION	CRITICALITY	TYPE	BW (kpbs)	DELAY (ms)	JITTER (ms)	LOSS (%)
SAP	TOP	Transac.	50	100 - 300	n/a	1 - 3
VoIP	HIGH	Real Time	MOS Score			
ORACLE	HIGH	Transac.	20	100 - 300	n/a	1 - 5
LDAP	MEDIUM	Data Trans.	20	200 - 1000	n/a	1 - 5
Web	MEDIUM	Data Trans.	20	200 - 1000	n/a	1 - 5
Other	MEDIUM	Data Trans.	10	200 - 1000	n/a	1 - 5
FTP	LOW	Data Trans	25	n/a	n/a	1 - 10
NETBIOS	LOW	Data Trans	50	n/a	n/a	1 - 10
EMAIL	LOW	Data Trans	25	n/a	n/a	1 - 10

a) A “MOS” for any application based on underlying performance statistics
b) This must be complemented by examining the payload for correctness

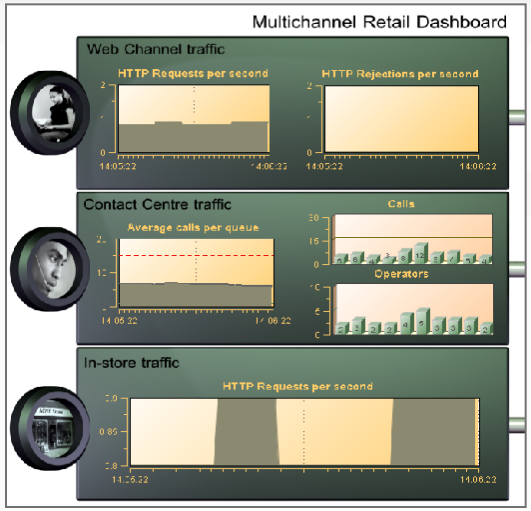
With detailed application performance audit, real time monitoring, trending, and diagnosis

Root Cause

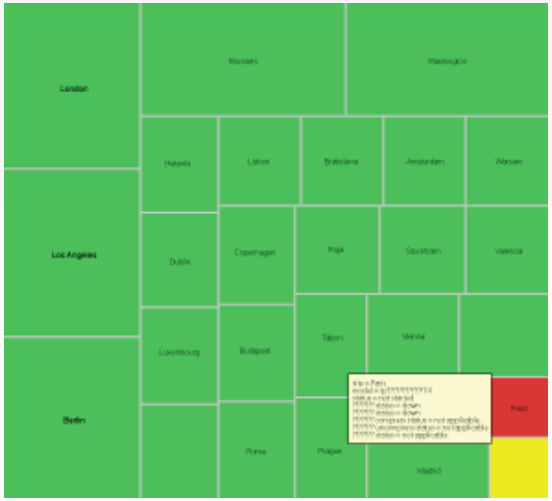


Trends & Predictions

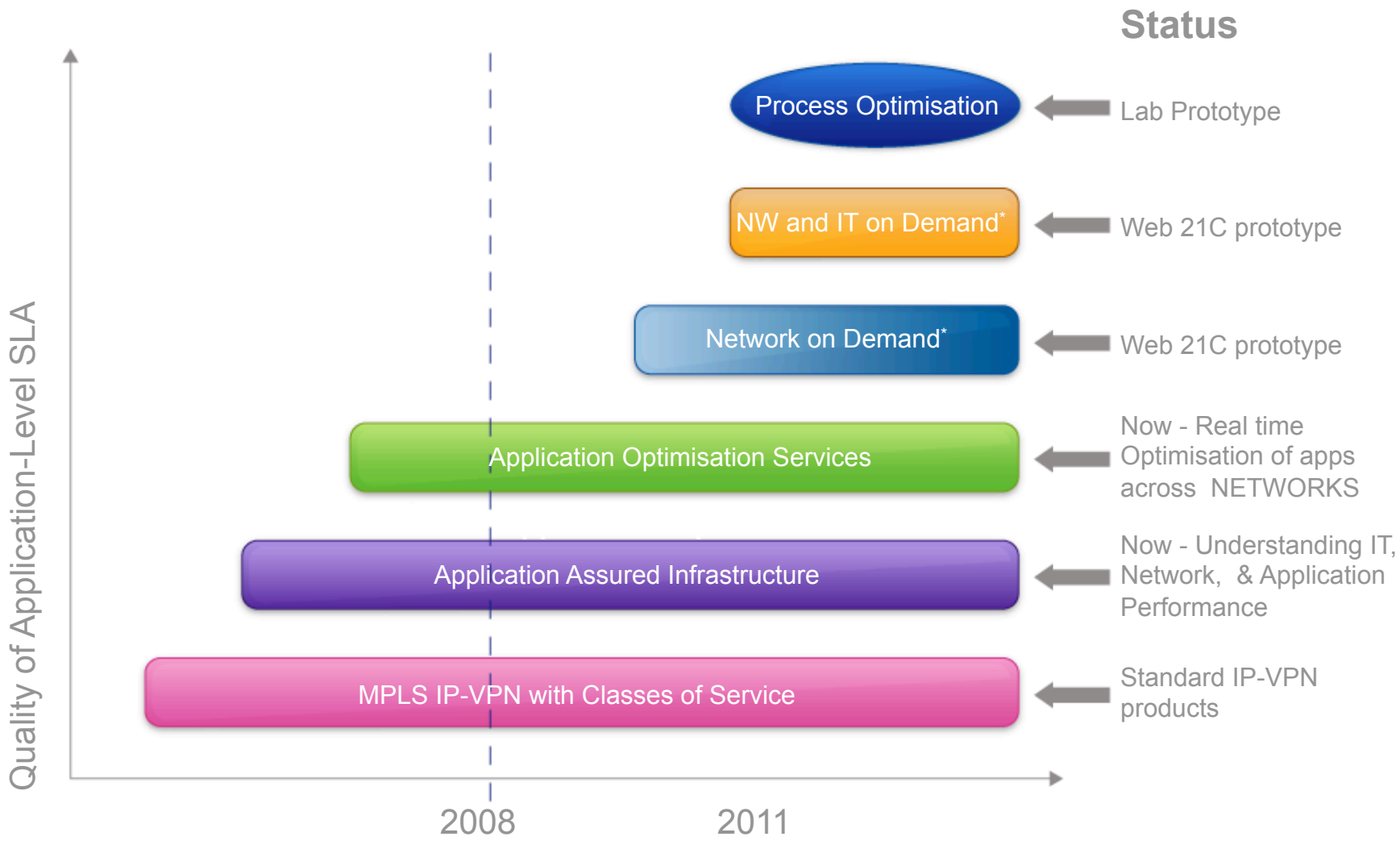
Real Time Monitor



Application Performance by User Site

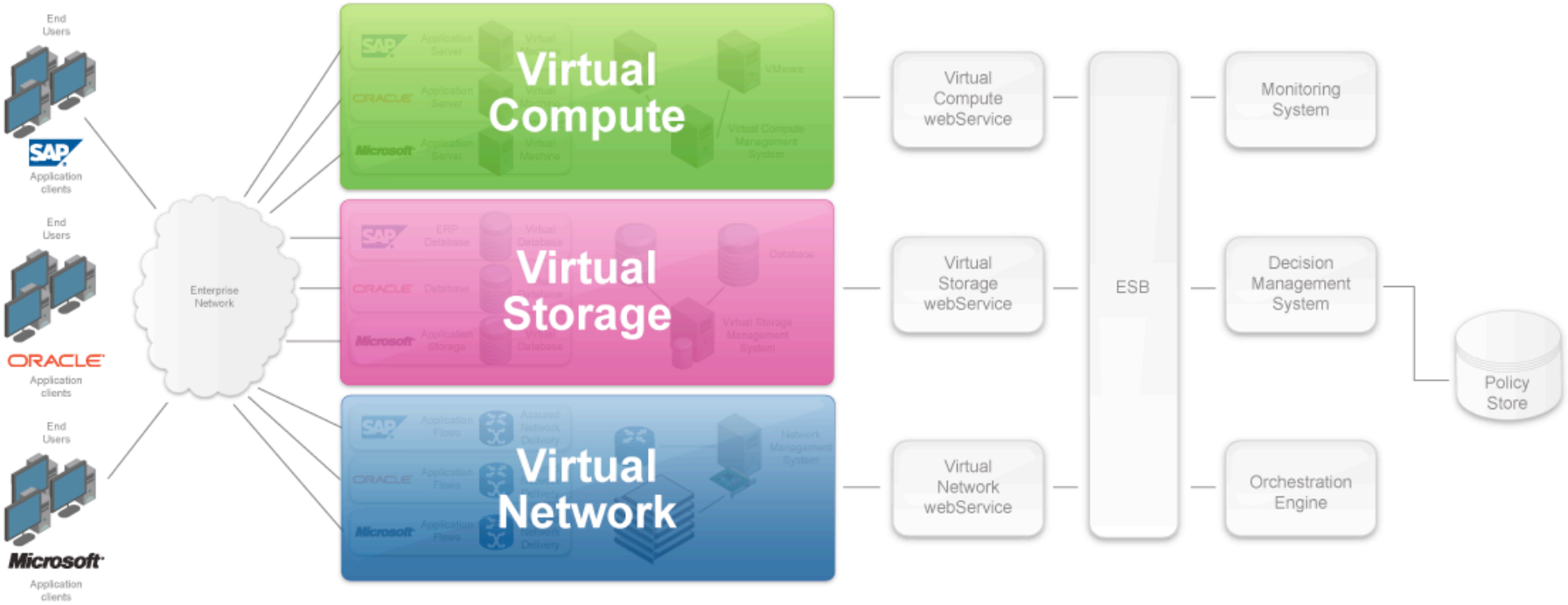


Application-Level SLA roadmap



*Adastral Park Demo only - delivery dates not set

Total ICT Overview



MORE TECHNICAL DETAILS AT:

http://www.btplc.com/Innovation/Journal/

“Service Oriented Infrastructure” Volume 1

NOW DEMONSTRATIONS

- Application Level QoS in the Network and Application Acceleration
- Application Level QoS over Network and IT
- Application Level QoS relating to business process KPIs

Thank you