Xtremesoft

Finger–pointing Meetings?

How can we resolve which part of the code is the problem. I hate going to these meetings where all we do is 'finger-point'

Finger–pointing Meetings?

Problem:

A multi-tier application slows down. The Team Leader calls a meeting. “What’s causing the slowdown?” Each attendee points to the person on the right!

- How do you stop the finger-pointing?
- How do you eliminate these meetings?
- How do you identify the root cause?

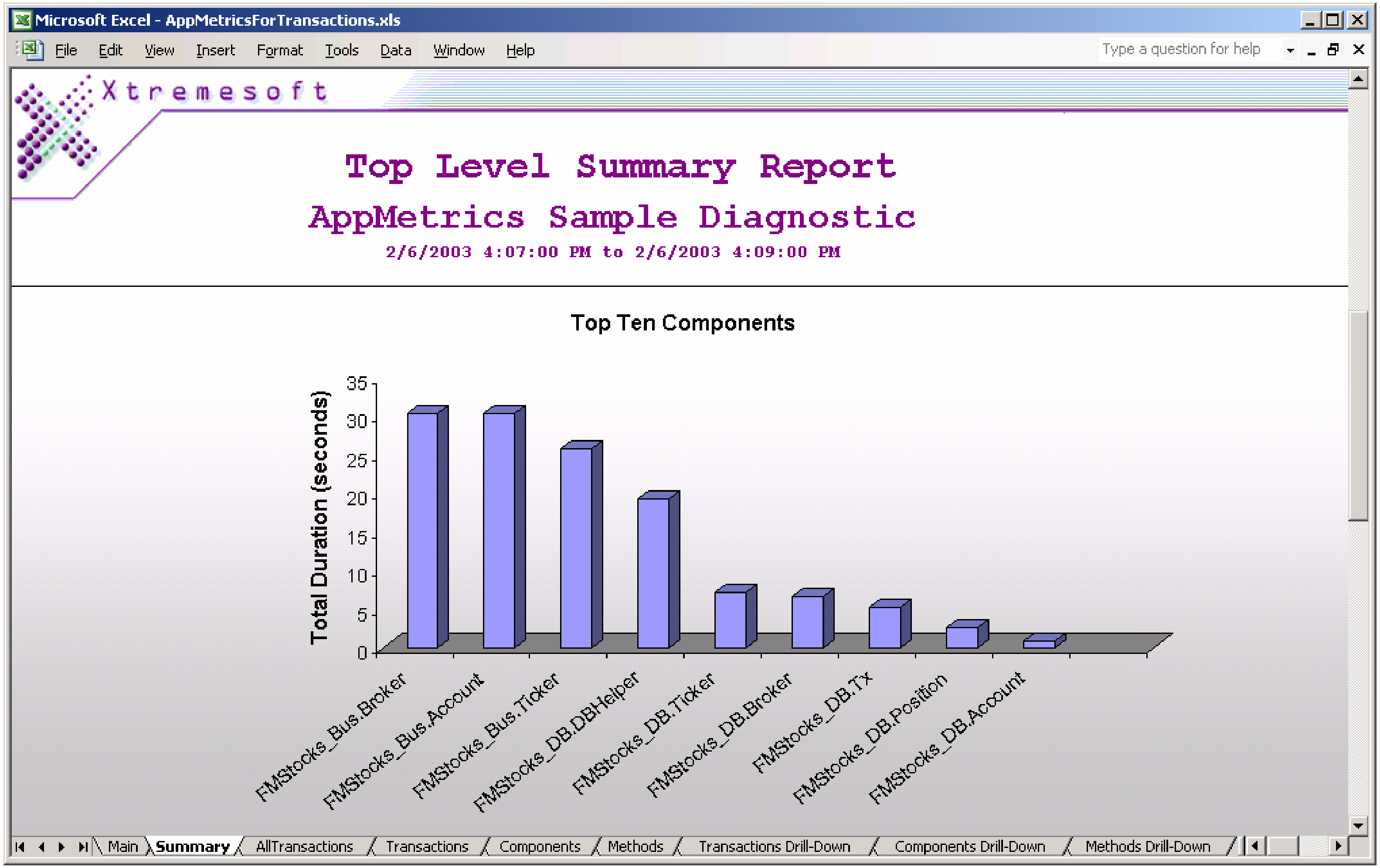
Break the Cycle

- The Web team blames the mid-tier
- The mid-tier team blames the database
- The database team blames the network
- The Network team blames the web server
- Repeat

AppMetrics Historical Metrics

- You can identify the responsible module…
- You can compare:
  - same component, different backend
  - same load, different software version
  - same database, new web page
  - And so forth…
- …and eliminate those modules (and team members) whose performance has not changed…

If it looked like this last time…



Microsoft Excel - AppMetricsForTransactions.xls

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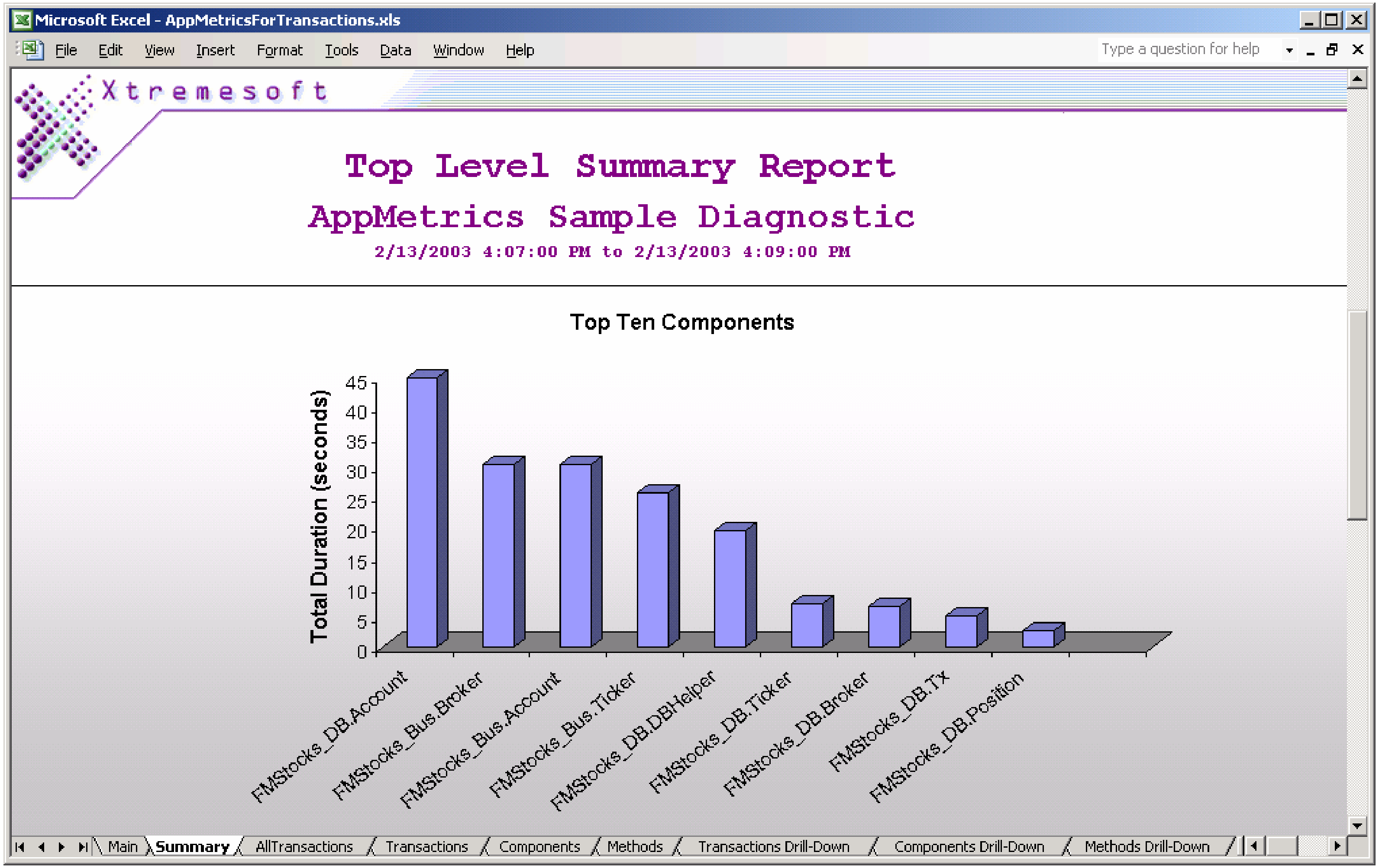
Top Level Summary Report

AppMetrics Sample Diagnostic

2/6/2003 4:07:00 PM to 2/6/2003 4:09:00 PM

Top Ten Components

why does it look like this now?



Top Level Summary Report

AppMetrics Sample Diagnostic

2/13/2003 4:07:00 PM to 2/13/2003 4:09:00 PM

Eliminate Unnecessary Participants

- By identifying where performance has changed, you can focus on the likely root causes.
- This is true in all software phases:
  - Development, testing before Check-in
  - Quality Assurance, verifying before Release
  - Operations, resolving production problems

Finger–pointing Meetings?

What our Customers are saying:

> *"You guys are awesome! In less than 5 minutes, these drilldown reports traced the exact component and method that were giving me trouble - we saved weeks."*