

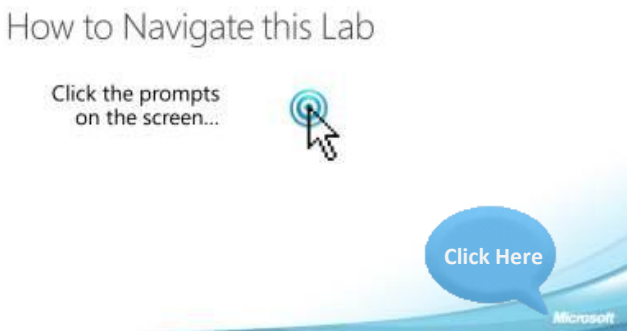




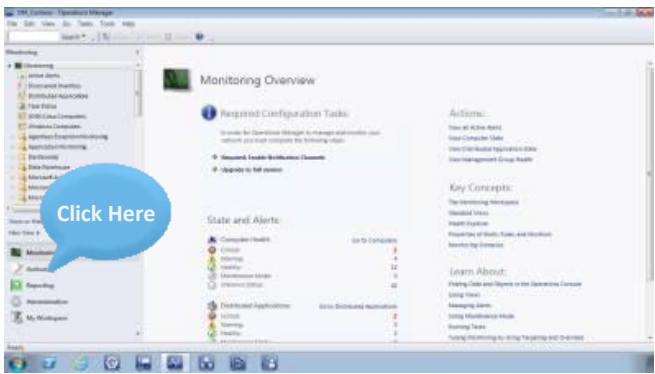
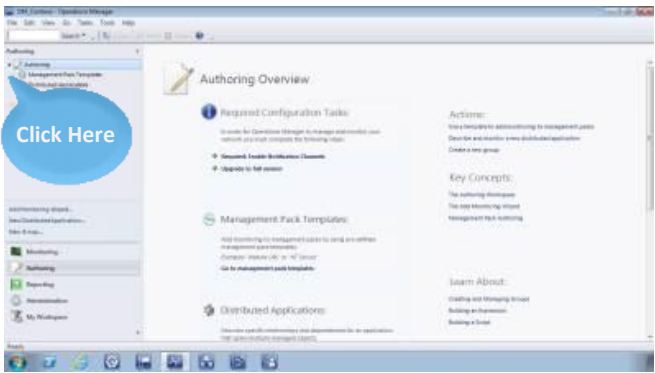
Introduction	Click Instructions	Talking Points
 <p>Reduce Mean Time to Resolution with Application Performance Monitoring</p> <p>A Microsoft Private Cloud Experience</p> <p>Guided Lab with Audio</p> <p>Click Here</p>	<p>1.</p>	<p>Welcome to this guided lab on how to “Reduce Mean Time to Resolution with Application Performance Monitoring.”</p>
 <p>Series Progression</p> <p>Click Here</p>	<p>2.</p>	<p>This guided lab is the twelfth in the Microsoft® Private Cloud series. It is recommended that the 14 labs in this series be taken in order, to best understand the experience and the benefits of working with the Microsoft Private Cloud.</p>

 <p>The diagram illustrates the Microsoft Private Cloud architecture. It shows a flow from 'Self-Service' (with a 'Get-Start' icon) through 'Service Models' to 'Service Delivery and Automation'. This central process is supported by 'CONFIGURE/DEPLOY' (using System Center and Windows Server) and 'MONITOR/OPERATE'. The output is categorized into 'Public Cloud', 'Private Cloud', and 'Virtual'. A 'Click Here' callout points to the 'Service Delivery and Automation' section. The bottom bar includes 'APPLICATION MANAGEMENT', 'SERVICE DELIVERY AND AUTOMATION', and 'INFRASTRUCTURE MANAGEMENT'.</p>	<p>3.</p>	<p>By completing this series of labs, you will gain in-depth experience with the Microsoft Private Cloud and the products it comprises, including Microsoft System Center 2012 and Windows Server® 2008 R2 SP1.</p> <p>You will see how this new approach to computing delivers IT-as-a-Service, by providing:</p> <ul style="list-style-type: none">Application Management;Service Delivery and Automation; andInfrastructure Management.
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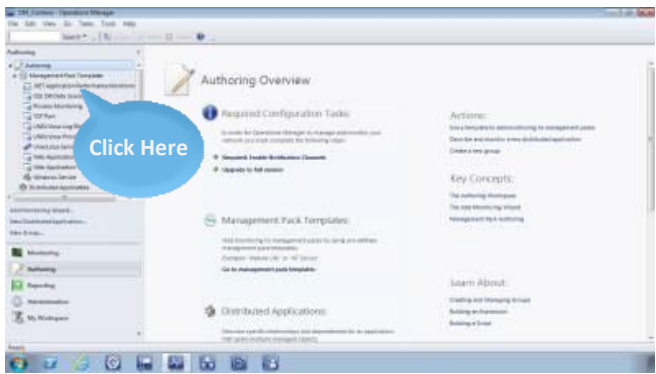
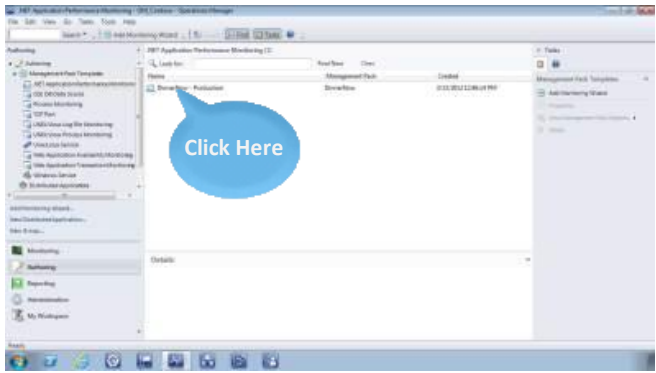
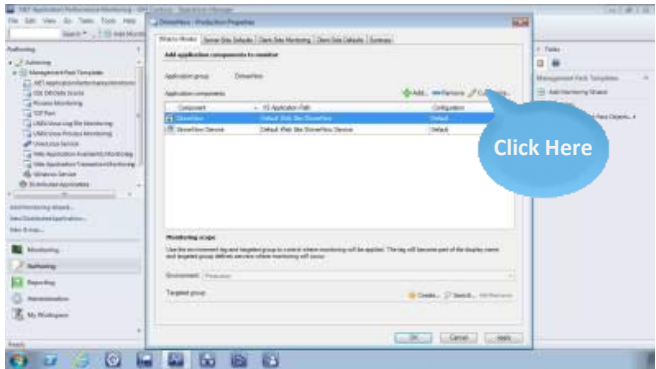
How to Navigate	Click Instructions	Talking Points
	<p>1.</p>	<p>To navigate this guided lab, either click the prompts indicated on the screen, or use your forward and back arrow keys to navigate through the steps.</p> <p>You can also access the control bar at the bottom of the screen for additional options.</p>
	<p>2.</p>	<p>To navigate this guided lab, either click the prompts indicated on the screen, or use your forward and back arrow keys to navigate through the steps.</p> <p>You can also access the control bar at the bottom of the screen for additional options.</p>

Demo Script: Lab 12 - Reduce Time to Resolution


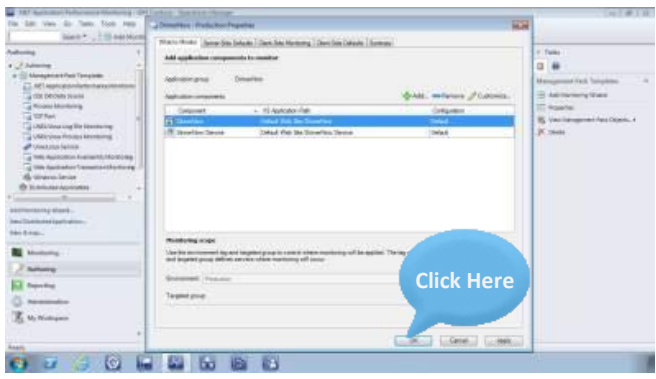
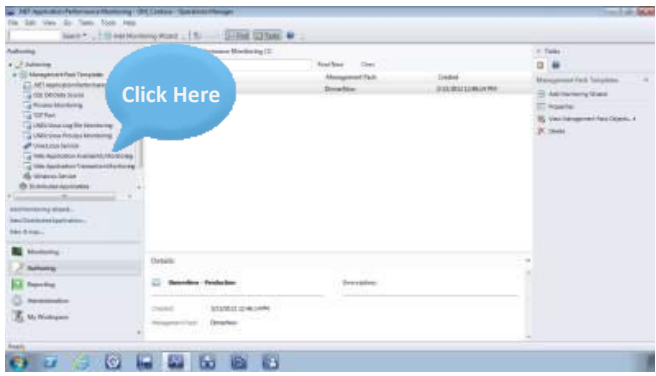
Learning Objective	Click Instructions	Talking Points
<p>Learning Objective</p> <p>In this guided lab, you will learn how you can use Microsoft System Center 2012 – Operations Manager to configure application performance monitoring, create performance dashboards, and gain deep application insight with the ability to drill into issues down to the code-execution level.</p> <p>Click Here</p> 	<ol style="list-style-type: none">	<p>In this guided lab, you will learn how you can use Microsoft System Center 2012 – Operations Manager to configure application performance monitoring, create performance dashboards, and gain deep application insight with the ability to drill into issues down to the code-execution level.</p>

Explore APM	Click Instructions	Talking Points
	<ol style="list-style-type: none"> 1. Click Authoring. 	<p>Operations Manager provides deep application diagnostics and infrastructure monitoring that can help ensure the predictable performance and availability of vital applications. It also offers a comprehensive view of your data center as well as your private and public clouds.</p> <p>Here, you'll explore several application performance monitoring capabilities available in System Center 2012. To begin, follow the on-screen prompts.</p>
	<ol style="list-style-type: none"> 2. Expand Management Pack Templates. 	

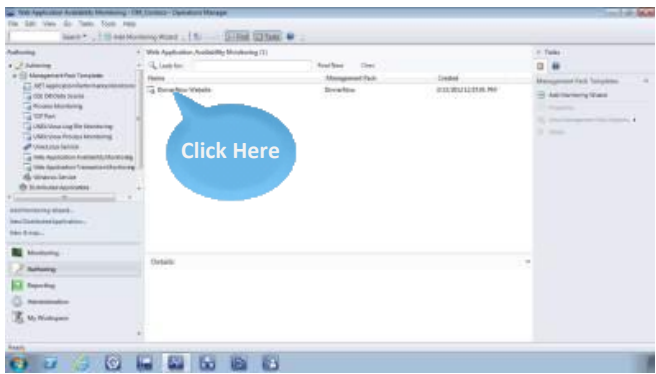
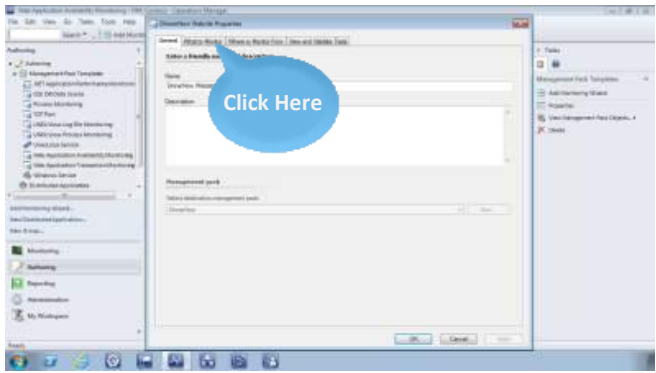
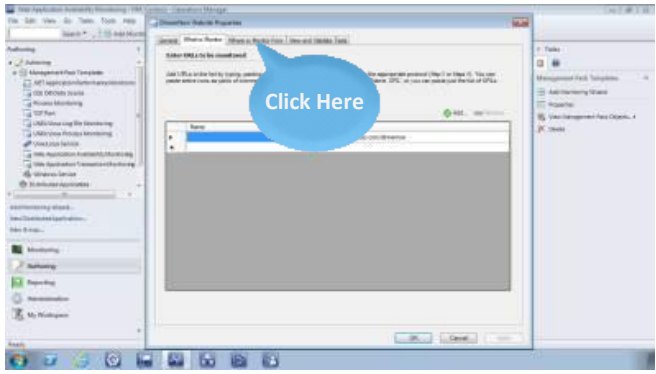
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>3. Click .NET Application Performance Monitoring.</p>	
	<p>4. Click the item.</p>	<p>First, you'll take a look at .NET Application Performance Monitoring.</p>
	<p>5. Click Customize.</p>	


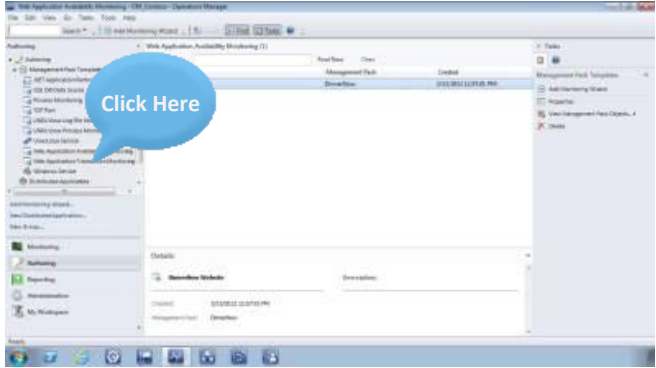
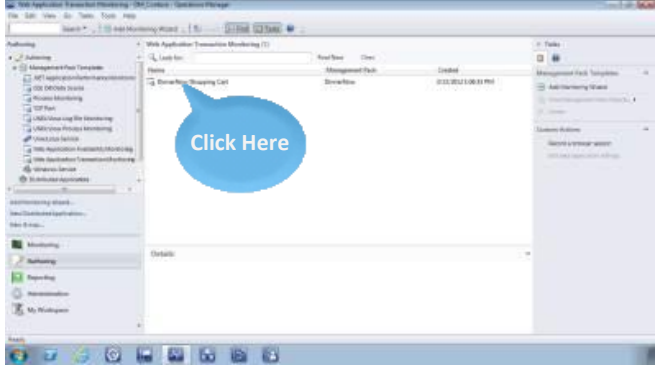
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>6. Click OK.</p>	<p>Here, you can review and modify the threshold details for performance alerts.</p>
	<p>7. Click OK.</p>	
	<p>8. Click Web Application Availability Monitoring.</p>	<p>Next, you will take a look at Web Application Availability Monitoring.</p>

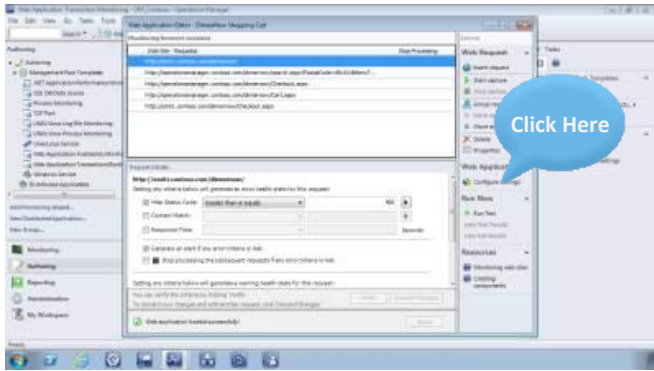
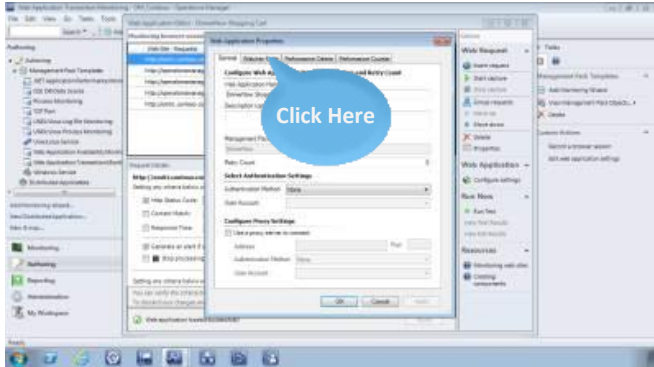
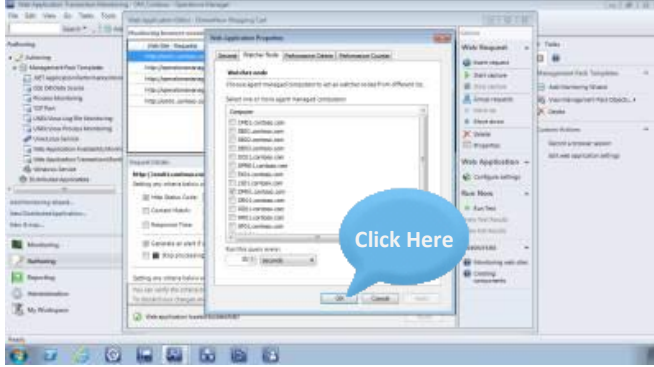
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>9. Click the item.</p>	
	<p>10. Click the What to Monitor tab.</p>	
	<p>11. Click the Where to Monitor From tab.</p>	<p>From this window, you can see a breakdown of the websites currently being monitored.</p>

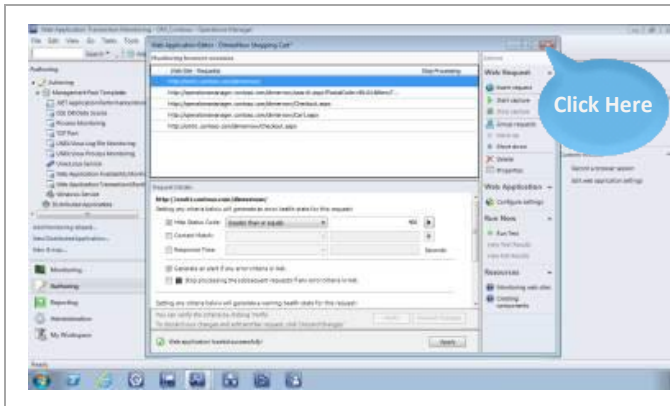
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>12. Click OK.</p>	<p>You can also see a list of the locations from which the websites are being monitored.</p>
	<p>13. Click Web Application Transaction Monitoring.</p>	<p>Finally, you will take a look at Web Application Transaction Monitoring.</p>
	<p>14. Click the item.</p>	

Demo Script: Lab 12 - Reduce Time to Resolution

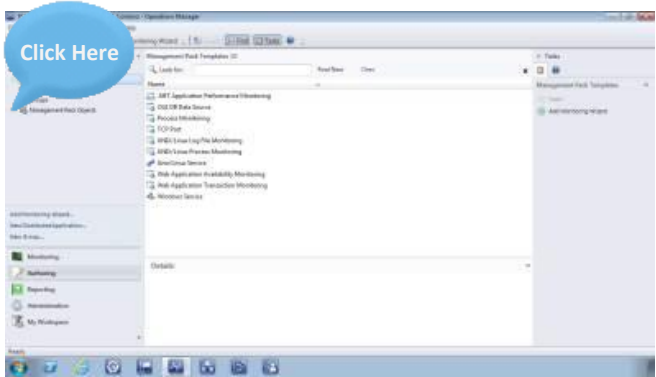
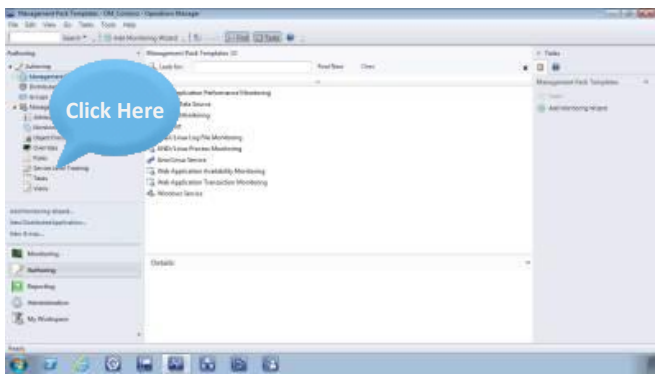
	<p>15. Click Configure settings.</p>	
	<p>16. Click the Watcher Node tab.</p>	<p>From this window, you can configure settings for the web application.</p>
	<p>17. Click OK.</p>	<p>You can also view and specify which computers monitor the site, as well as their monitoring frequency.</p>

Demo Script: Lab 12 - Reduce Time to Resolution

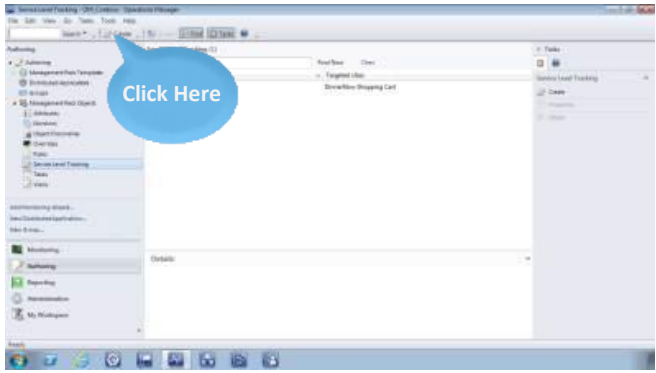
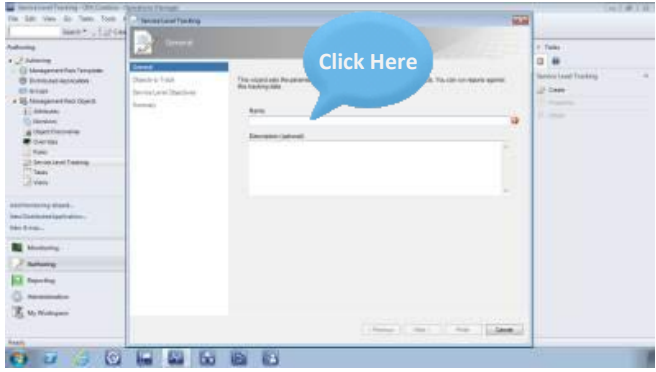
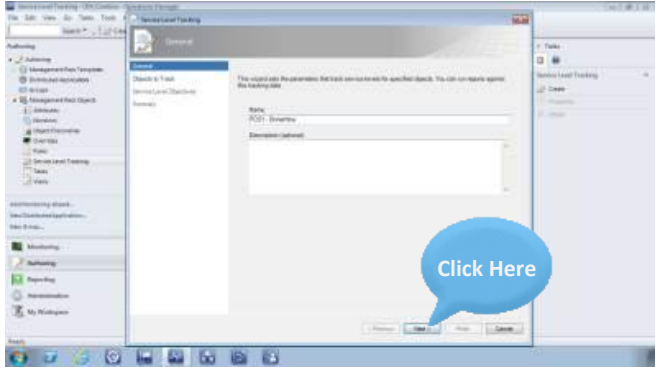


18. Click **Close**.

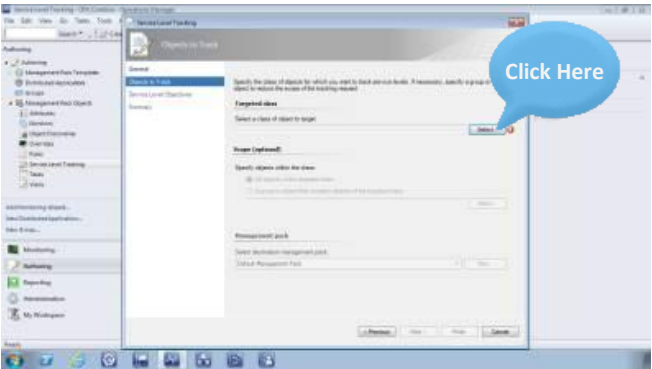
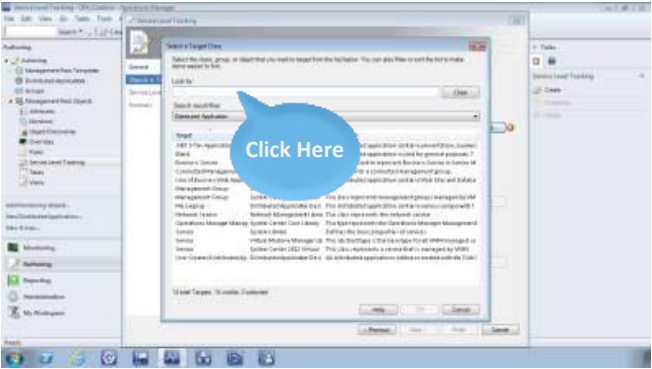
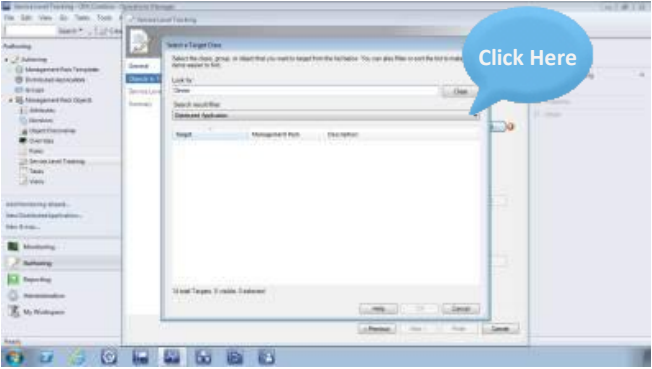
Demo Script: Lab 12 - Reduce Time to Resolution

Configure Dashboard and Widgets	Click Instructions	Talking Points
	<ol style="list-style-type: none">1. Expand Management Pack Objects.	<p>Application performance monitoring dashboards provide rich visualizations of how well applications are performing against Service Level Agreements or SLAs.</p> <p>Next, you will begin configuring a customized dashboard. Follow the on-screen prompts to continue.</p>
	<ol style="list-style-type: none">2. Click Service Level Tracking.	

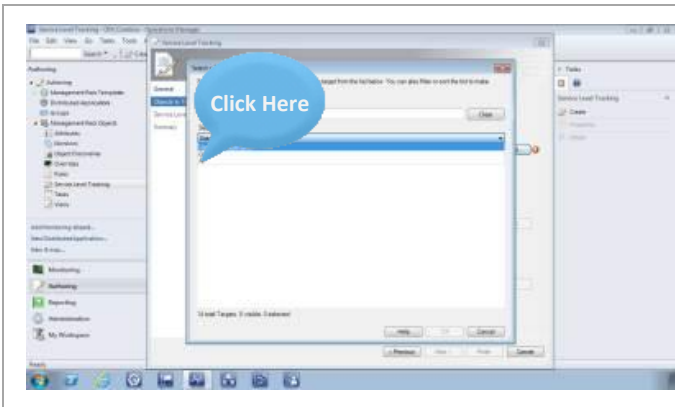
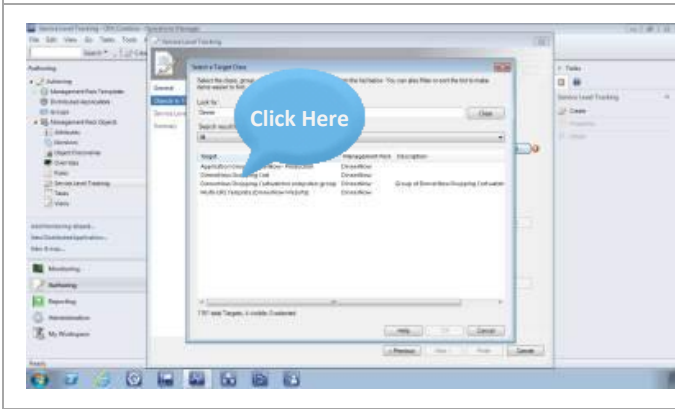
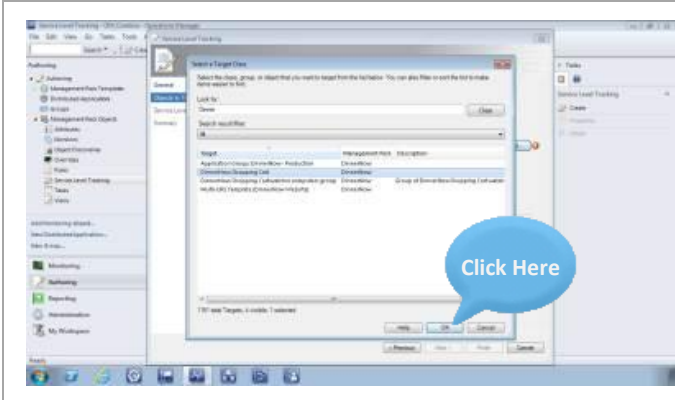
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>3. Click Create.</p>	
	<p>4. Click to enter a name.</p>	<p>Using the Service Level Tracking Wizard, you will create a service level that tracks the specified web application. Once created, you will be able to run reports against the new service level.</p>
	<p>5. Click Next.</p>	

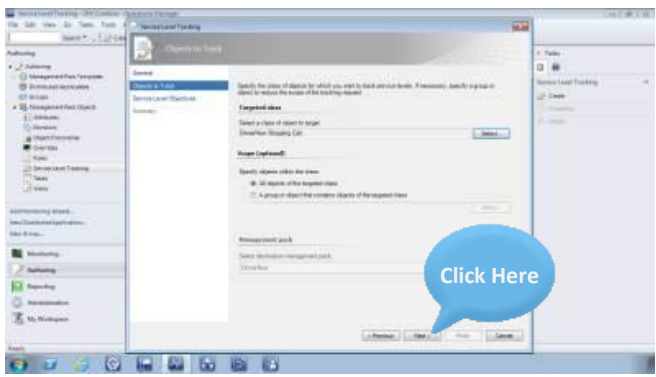
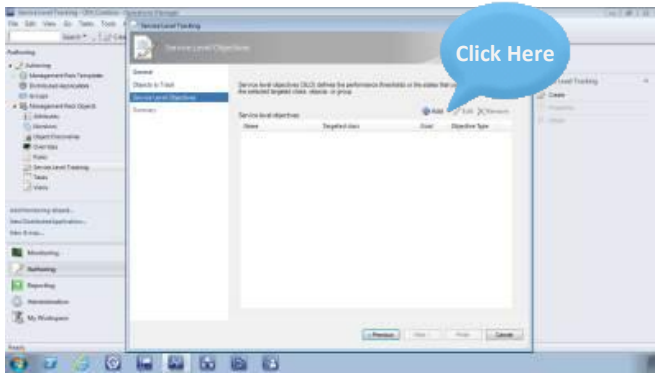
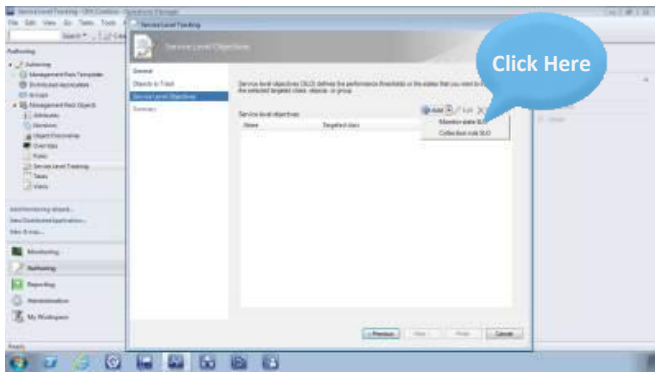
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>6. Click Select...</p>	<p>Select the class of object to be targeted.</p>
	<p>7. Click to enter a search term.</p>	
	<p>8. Click the Search result file drop-down.</p>	

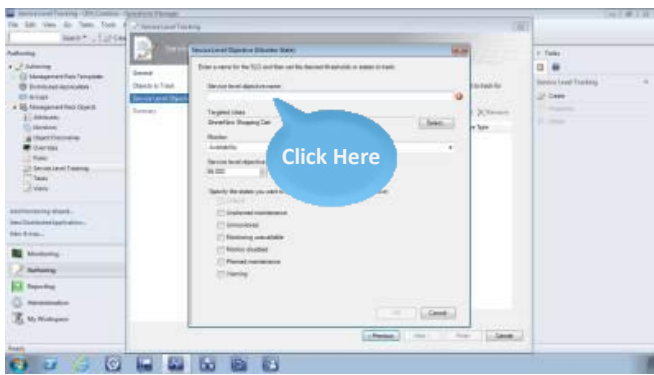
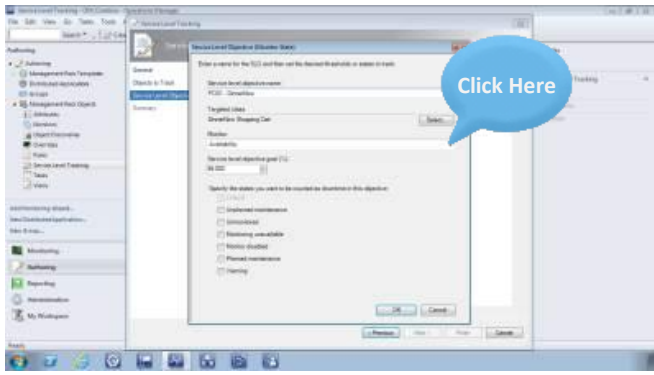
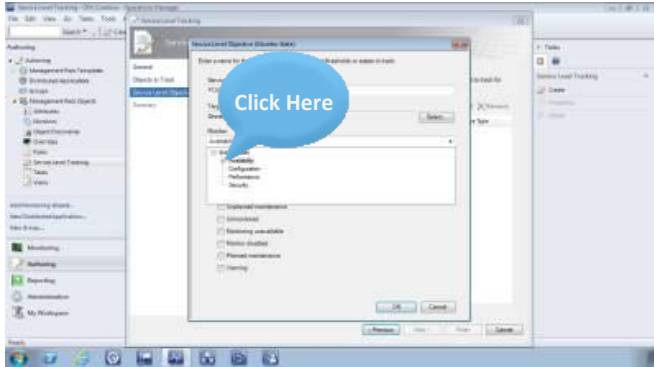
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>9. Select All.</p>	
	<p>10. Select DinnerNow Shopping Cart.</p>	
	<p>11. Click OK.</p>	

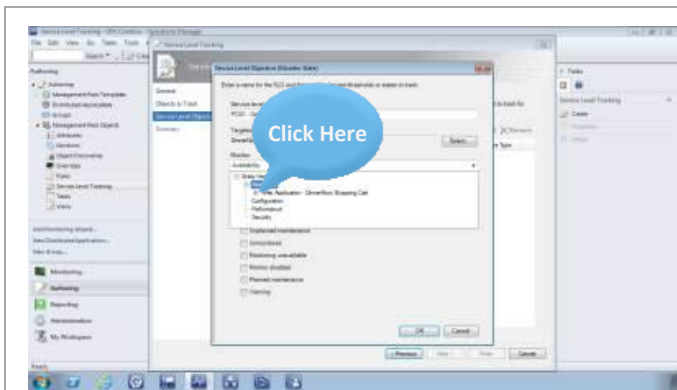
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>12. Click Next.</p>	
	<p>13. Click the Add drop-down.</p>	<p>After specifying the targeted class, you will need to add a service level objective. A service level objective, or SLO, defines the performance thresholds or states that you wish to track for the selected targeted class.</p>
	<p>14. Select Monitor state SLO.</p>	

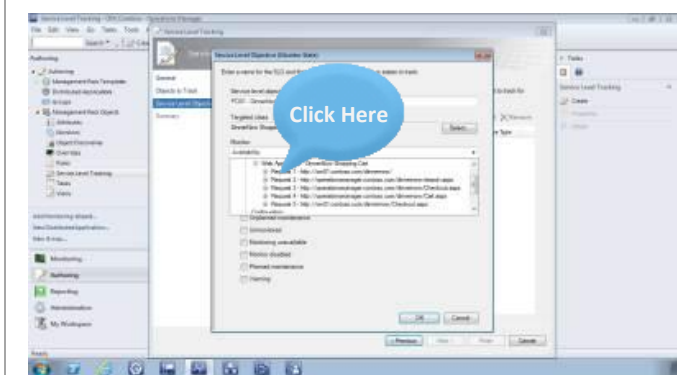
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>15. Click to enter a name.</p>	
	<p>16. Click the Monitor drop-down.</p>	
	<p>17. Expand Availability.</p>	

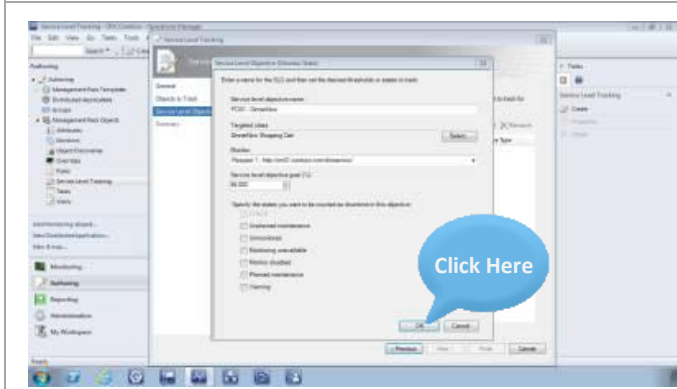
Demo Script: Lab 12 - Reduce Time to Resolution



18. Expand **Web Application - DinnerNow Shopping Cart.**

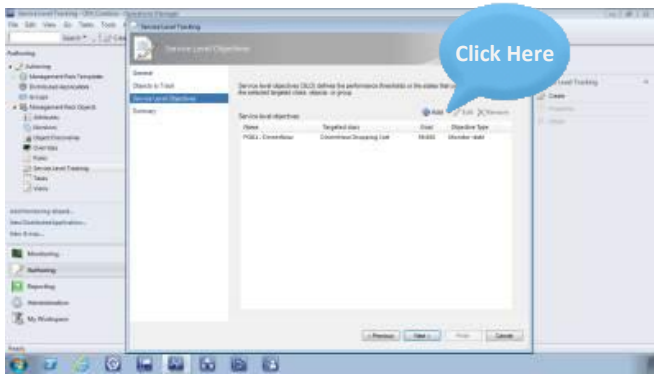
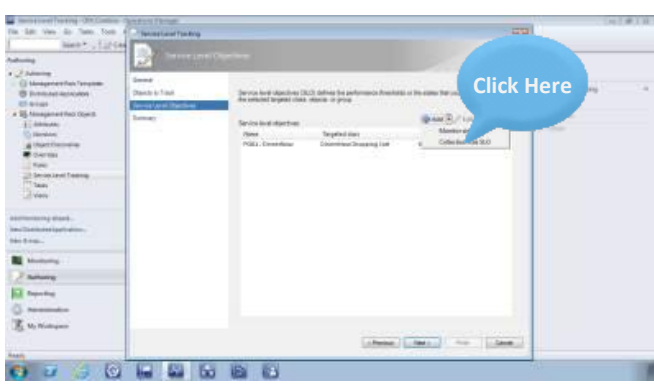
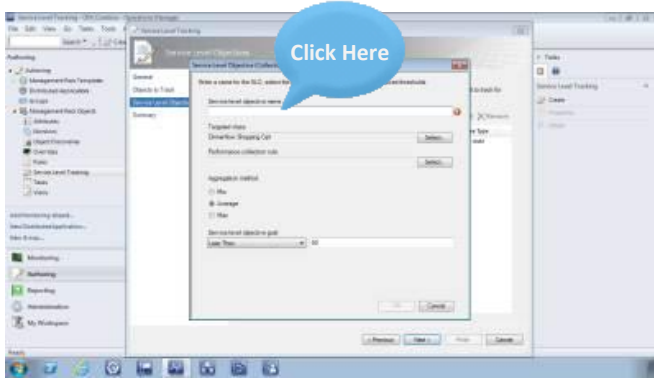


19. Select **Request 1...**

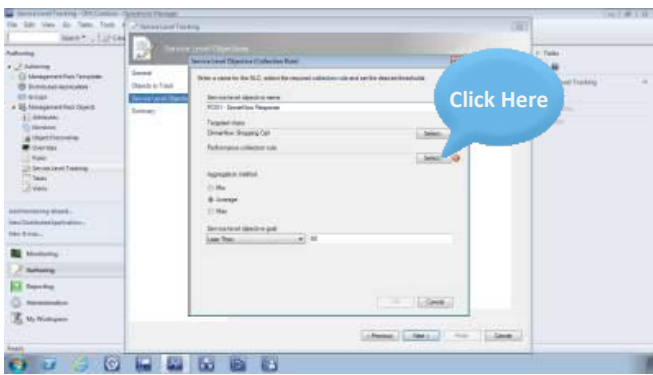
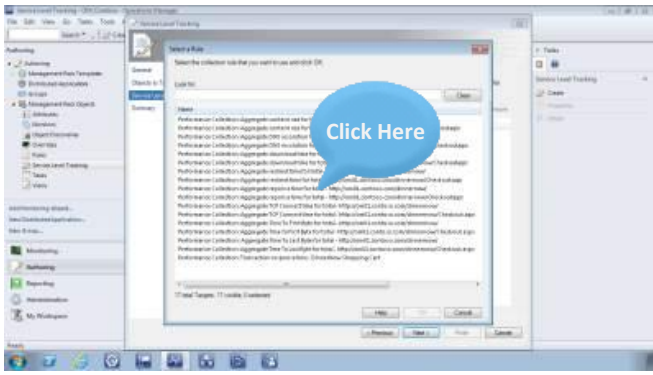
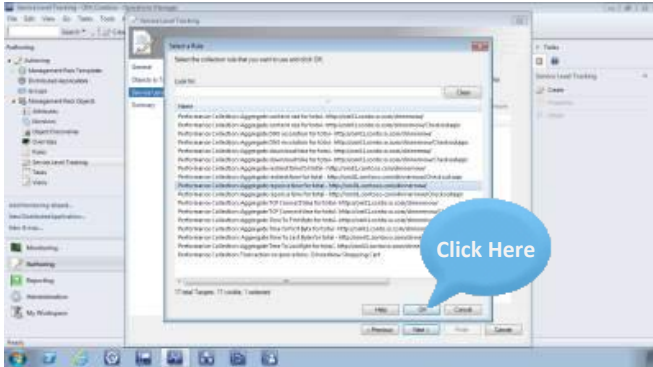


20. Click **OK.**



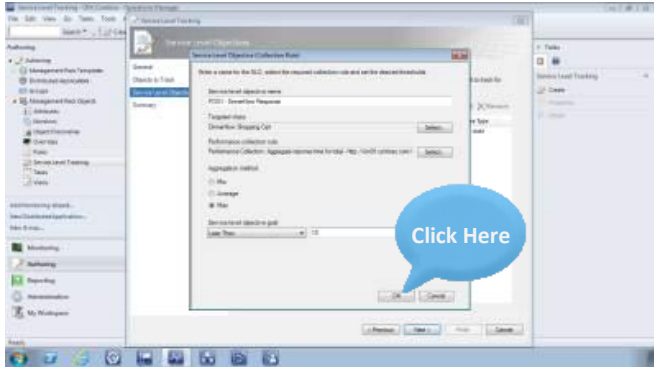
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>21. Click the Add drop-down.</p>	<p>Now, you will add another SLO that will aggregate response times for the targeted class.</p>
	<p>22. Select Collection rule SLO.</p>	
	<p>23. Click to enter a name.</p>	

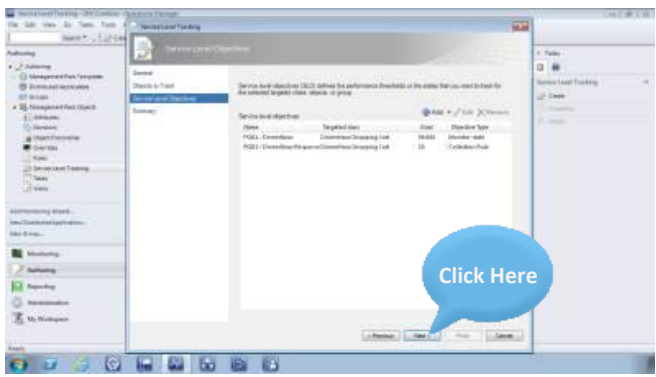
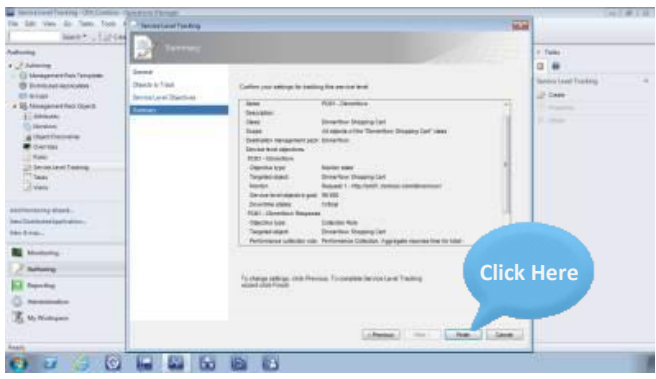
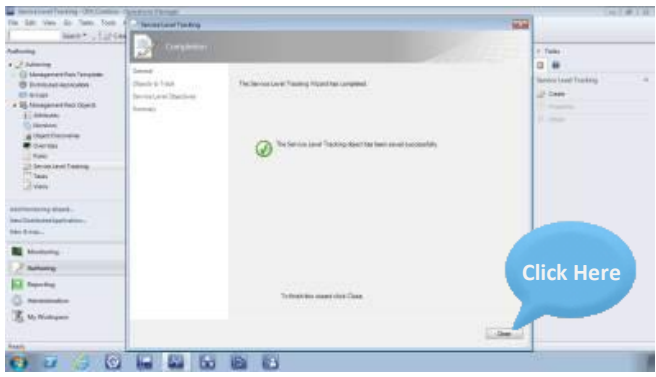
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>24. Click Select...</p>	
	<p>25. Select Performance Collection: Aggregate response time...</p>	
	<p>26. Click OK.</p>	

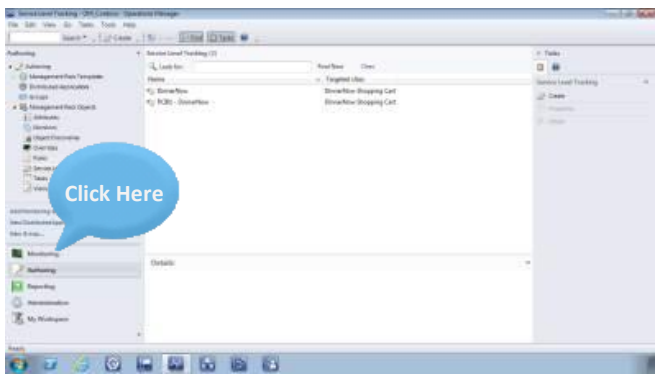
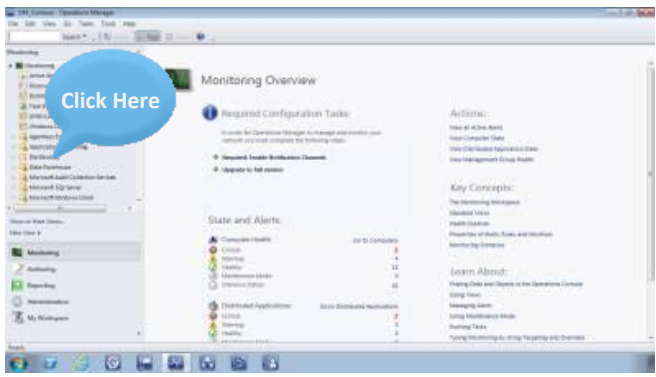
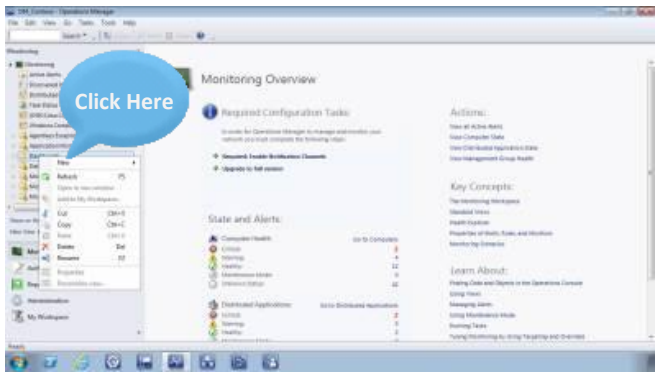
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>27. Click to select the Max option.</p>	
	<p>28. Click to enter an amount.</p>	
	<p>29. Click OK.</p>	

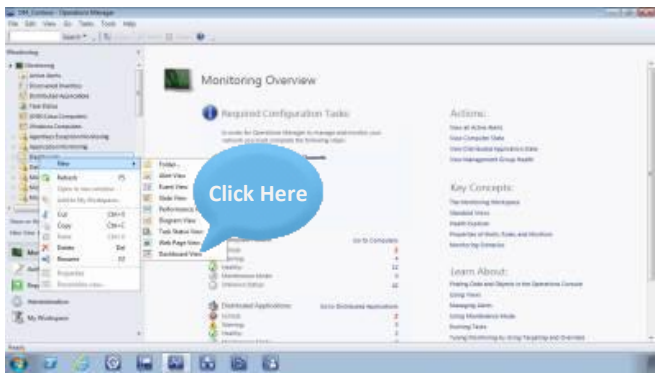
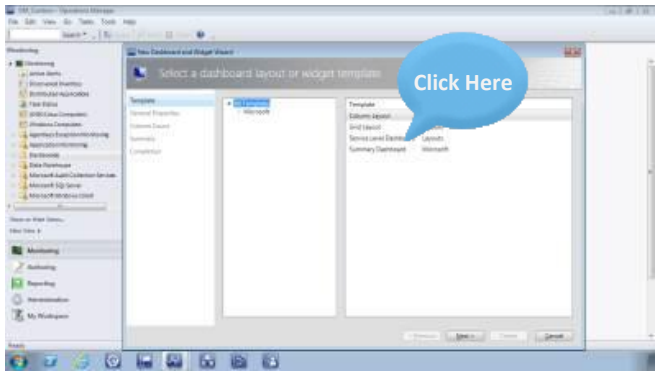
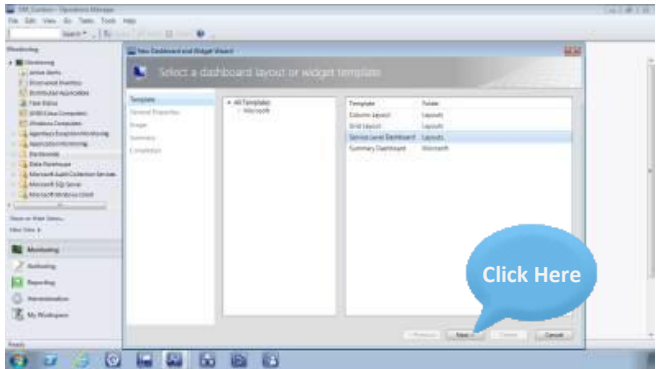
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>30. Click Next.</p>	
	<p>31. Click Finish.</p>	<p>Once you have confirmed your settings, complete the wizard to create tracking for this service level.</p>
	<p>32. Click Close.</p>	

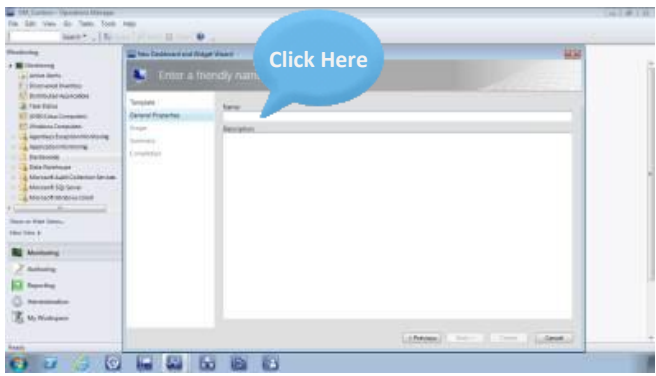
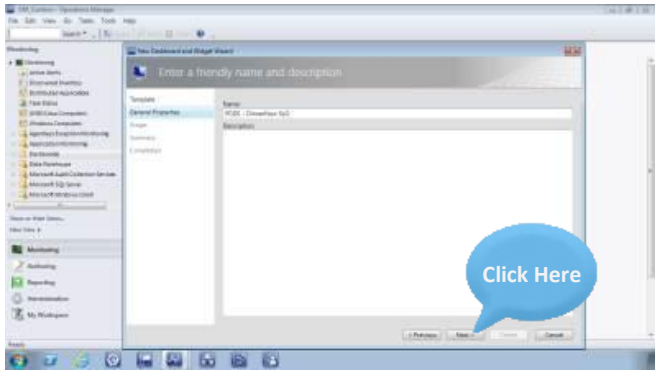

Demo Script: Lab 12 - Reduce Time to Resolution

	<p>33. Click Monitoring.</p>	
	<p>34. Click Dashboards.</p>	<p>Now, with the service-level tracking complete, you can configure a custom dashboard that renders the SLOs you specified.</p>
	<p>35. Select New.</p>	

Demo Script: Lab 12 - Reduce Time to Resolution

	<p>36. Select Dashboard View.</p>	
	<p>37. Select Service Level Dashboard.</p>	<p>Using the New Dashboard and Widget Wizard, choose the desired template. In this example, a template for service-level tracking has already been created.</p>
	<p>38. Click Next.</p>	

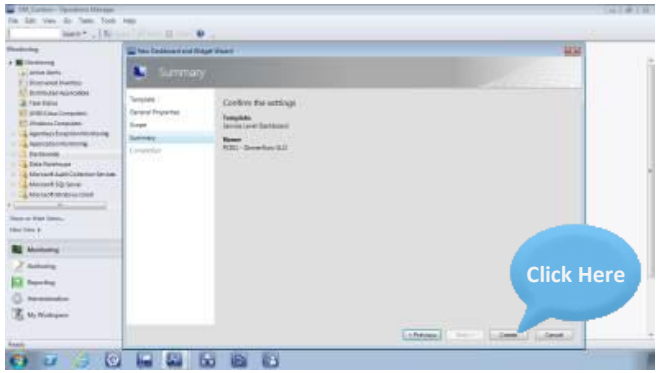
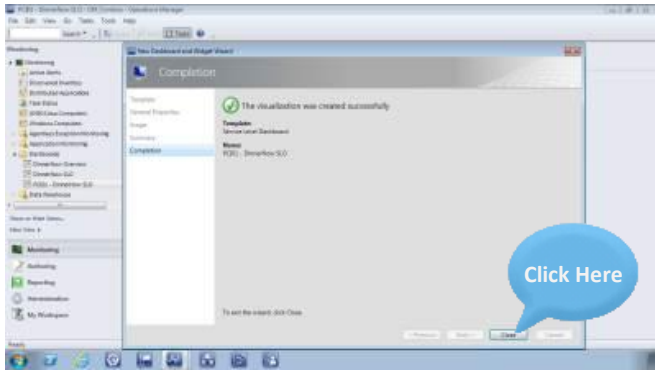
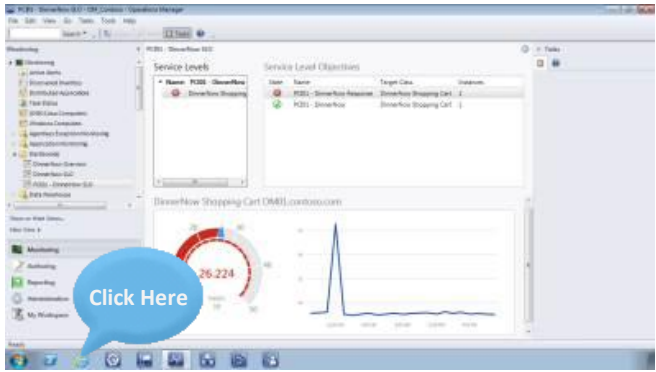
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>39. Click to enter a name.</p>	
	<p>40. Click Next.</p>	
	<p>41. Click Add.</p>	<p>Next, add the SLA that you just created.</p>

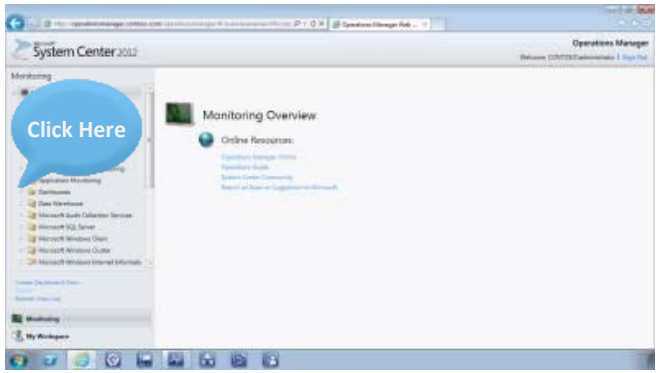
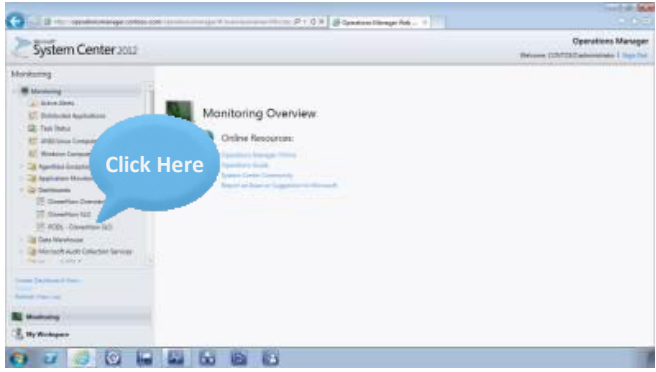

Demo Script: Lab 12 - Reduce Time to Resolution



	<p>42. Click Add.</p>	
	<p>43. Click OK.</p>	
	<p>44. Click Next.</p>	

Demo Script: Lab 12 - Reduce Time to Resolution

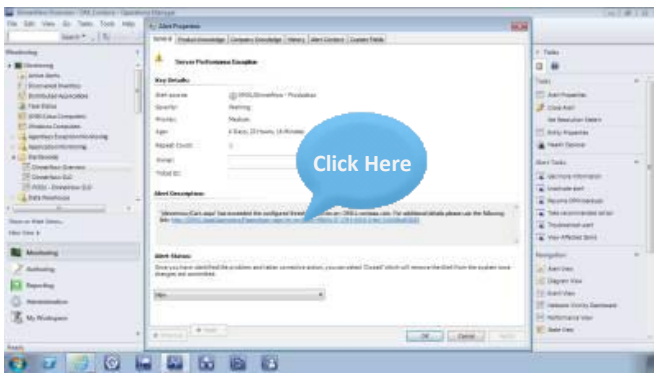
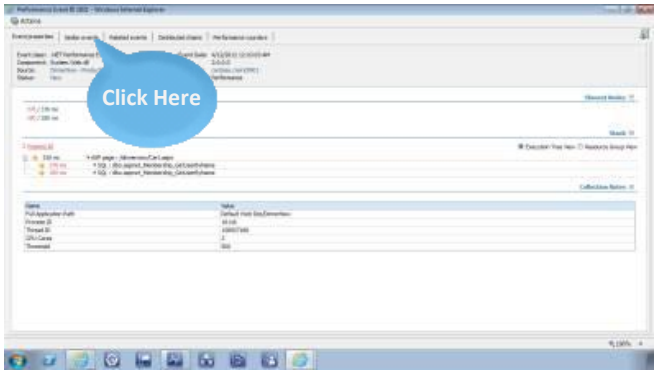
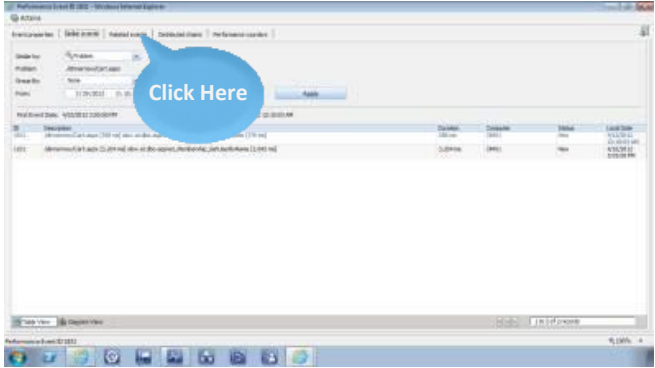
	<p>45. Click Create.</p>	<p>Once you've confirmed your settings, complete the wizard to create the new dashboard.</p>
	<p>46. Click Close.</p>	
	<p>47. Click Internet Explorer.</p>	<p>Your customized dashboard, rendered using the specifications of the service level you created, is now available in the Operations Manager console.</p>

Demo Script: Lab 12 - Reduce Time to Resolution

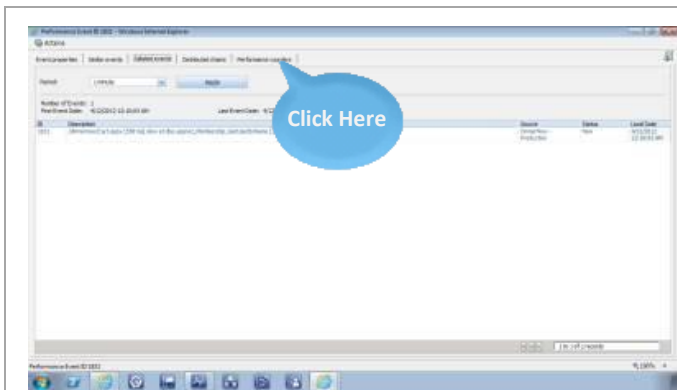
	<p>48. Expand Dashboards.</p>	
	<p>49. Click PCI01 - DinnerNow SLO.</p>	
	<p>50.</p>	<p>Your newly customized dashboard is also available for viewing online.</p>

Drill-In Application Insight	Click Instructions	Talking Points
	<ol style="list-style-type: none"> 1. Click DinnerNow Overview. 	<p>In addition to application performance monitoring, Operations Manager also provides deep application insight and analysis down to the code-execution level.</p> <p>Next, you will review the overall status of the web application. To do so, follow the on-screen prompts.</p>
	<ol style="list-style-type: none"> 2. Click Server Performance Exception. 	<p>Any time you notice a Server Performance Exception alert, you can drill down for more detail.</p>

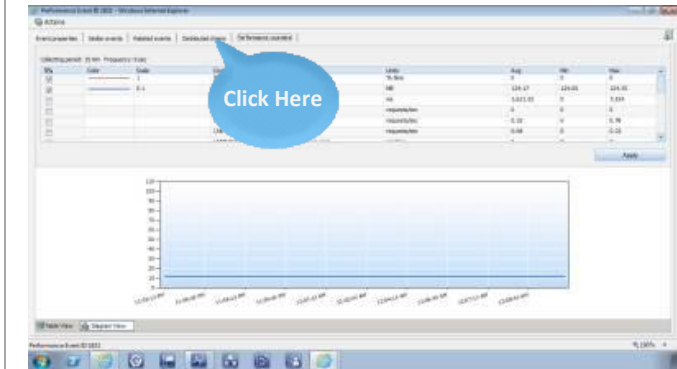
Demo Script: Lab 12 - Reduce Time to Resolution

	<p>3. Click the link.</p>	
	<p>4. Click the Similar Events tab.</p>	<p>A link provided within the alert shows detailed information regarding this particular performance event.</p>
	<p>5. Click the Related Events tab.</p>	<p>From this link, you can also review similar and related events, as well as performance-counter data, to help diagnose the cause of the issue.</p>

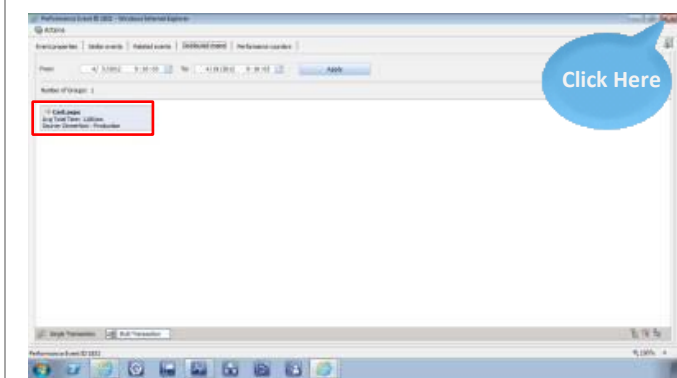
Demo Script: Lab 12 - Reduce Time to Resolution



6. Click the **Performance counters** tab.



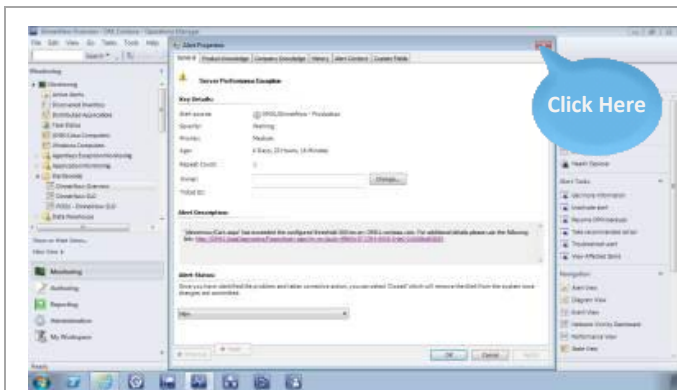
7. Click the **Distributed chains** tab.



8. Click **Close**.

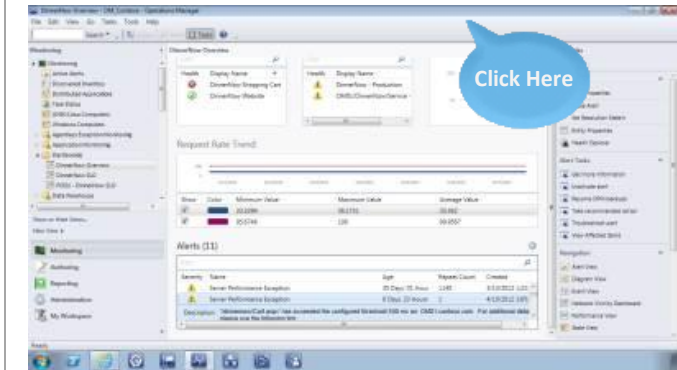
From the **Distributed chains** tab, you can also evaluate the average wait time users have experienced when visiting the affected page in the last two weeks.

Demo Script: Lab 12 - Reduce Time to Resolution



9. Click **Close**.



Once you have identified the problem and taken corrective action, you can mark the alert as “Closed.” This will remove it from the system once changes have been committed.



10.

In this guided lab, you saw a representative example of how Microsoft System Center 2012 – Operations Manager can be used to configure application performance monitoring to deliver rich information and determine the root cause of issues.

Demo Script: Lab 12 - Reduce Time to Resolution

Conclusion	Click Instructions	Talking Points
 <p>Series Progression</p> <p>1. Provision Resources Through Self-Service Requests</p> <p>2. Create Consistent Service Delivery</p> <p>3. Add Additional Infrastructure to Accommodate Resource Needs</p> <p>4. Delegate Cloud Resources to Web Service Provider Access</p> <p>5. Create Consistency Through Service Template</p> <p>6. Perform a Standardized Application Deployment to Test</p> <p>7. Stage Application Requests</p> <p>8. Deploy an Application to a Production Environment</p> <p>9. Scale Up and Verify Package Supporting</p> <p>10. Monitor Performance and Infrastructure</p> <p>11. Take Corrective Actions in the Cloud and Infrastructure</p> <p>12. Reduce Mean Time to Resolution with APM</p> <p>13. Deploy an Update to a Service Instance</p> <p>14. Create a New Service Instance</p> <p>APPLICATION MANAGEMENT SERVICE DELIVERY AND AUTOMATION INFRASTRUCTURE MANAGEMENT</p> <p>Click Here</p>	<p>1.</p>	<p>You have successfully completed the guided lab on how to “Reduce Time to Resolution with Application Performance Monitoring.” We encourage you to progress to the next lab to further understand the experience and benefits of working with the Microsoft Private Cloud.</p>
 <p>Thank You for Completing This Guided Lab</p> <p>Complete a brief survey.</p> <p>Download Microsoft Private Cloud software here.</p> <p>Click Here</p>	<p>2.</p>	<p>Thank you for completing this guided lab. To complete a brief survey or download software, follow the links on your screen.</p>