acrodex

KEY HIGHLIGHTS

INDUSTRY: PUBLIC SECTOR

Custom Development Solutions

CHALLENGE

WCB needed the capability to collect and analyze off-host application activity.

SOLUTION

- Applications need to be "instrumented", code embedded to log certain events
- Standards provided to all Application Service Providers to reduce costs and ensure consistent data collection
- Organizational structure and process changes addressed

ACRODEX AT WORK

- Acrodex partnership with Microsoft contributed to the solution quality

DEPLOYMENT ENVIRONMENT

- Microsoft .NET Framework 1.1
- Microsoft Enterprise Library 1.1
- Microsoft Message Queue 3.0
- Microsoft SQL Server 2000

Application Instrumentation Framework (AIF) Project

The Workers' Compensation Board (WCB) is an independent organization that manages workers' compensation insurance based on legislation. The employer funded organization provides cost-effective disability and liability insurance and compensates injured workers for lost income, health case and other costs related to a work-related injury. WCB manages hundreds of thousands of claims every year.

In the past, WCB has invested into custom applications within the off-host, distributed environment. As the environment became more complex, the need for effective application system management architectures/guidelines was becoming critical.

WCB searched for a non-intrusive (no coding required) application response monitoring tool that would capture transaction performance providing an ability to monitor and compare transaction performance to a standard. Unfortunately, there were no products on the market that met their requirements.

Results

Acrodex developed the Application Instrumentation Framework (AIF), a utility application that runs in the background to capture and log appropriate application event data such as start/end times, server/device name, etc. This solution offered WCB with a consistent view of metrics and historical data for events occurring within the instrumented applications. Data was categorized as follows:

- Health Monitoring (monitor indicators for meeting SLAs)
- Diagnostics (information required for identifying, isolating and correcting a problem)
- Usage Metering (tracking what resources were used and when to assist troubleshooting and capacity planning)

Further, this solution is used with a set of standards and guidelines by all Application Service Providers to reduce application development and maintenance costs, particularly when conducting problem investigation during test and maintenance phases.