can’t afford to invest in technology that’s not going to give us a positive return on that investment.”

**From Reactive to Proactive**

Before implementing Foglight, the IT staff in Colorado Springs had a reactive approach to handling application outages, which delayed other tasks the IT Department was responsible for. While staff could find ways to temporarily solve application performance issues, finding the root cause to prevent the problems from recurring took more time. And this fire-fighting approach was beginning to stress IT resources.

Matthews said Foglight gives his staff the ability to ensure that services and applications are performing as expected, while staying within the city’s budget. Matthews added that Colorado Springs chose Foglight because it could be used to monitor other systems in the city’s network, thus maximizing the city’s investment.

“Just like any other city in the country, cost and budget are a primary concern, so we have to be able to do more with less and manage those dollars closely,” said Matthews. “We

“What the product allowed us to do was actually complete the stream from the end-user all the way back through the network — to be able to determine where the problem was,” said former Colorado Springs IT Manager — now CIO of McKinney, Texas — Chris Chiancone. “And many times, we would know about a problem before the end-user.”

Chiancone said Colorado Springs chose Foglight because the city wanted to modernize network and application monitoring, and Quest provided the city with the best customer service. In addition, he saw value in Foglight’s modular design that allows Colorado Springs to integrate additional IT platforms into its Foglight coverage as the city’s IT requirements evolve. When new Foglight products are added, they all function together to report cross-technology information into a centralized model.

Chiancone was so impressed with the Foglight solution implemented in Colorado Springs that he contacted Quest about imple-
menting Foglight for application performance monitoring in McKinney as well.

**Solutions for SQL Server**
Colorado Springs first implemented Spotlight and Performance Analysis for SQL Server in 2007. The solution gave database administrators (DBAs) diagnostic, trending and analysis capabilities that allowed them to tackle performance issues more aggressively. What staff lacked, however, was a way to understand database performance in the context of end-users’ experience with PeopleSoft. To provide a holistic view from top to bottom, Colorado Springs added Foglight for SQL Server.

Foglight lets IT staff examine heavily trafficked servers where a lot of user activity occurs. This gives IT staff a clear view of top trending requests, so DBAs know where to monitor performance without having to search for a problem after a failure has occurred. While this is helpful to DBAs, it can also be useful for developers.

“If we know that we see certain performance bottlenecks in some areas, the developers can make decisions when developing new code or patching code to try to resolve performance issues that we’ve identified in the system,” said Mel Ladewig, principal information system analyst of enterprise business applications for Colorado Springs, who oversaw the Foglight deployment.

**Managing a Virtual Environment**
When the city virtualized its data center in 2009 and began to see performance issues with its PeopleSoft ERP system, Colorado Springs looked once again to Quest.

“These systems have to be up, they have to be operational just about 100 percent of the time, and with tools like Foglight, we’re meeting those objectives. The citizens depend on it and so do the employees of the city.”

Currie Matthews, CIO, Colorado Springs, Colo.

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“There are problems that are occurring and that is causing delays, and when you can identify where the delays are occurring and what the root cause is, you can then try to fix it.”

Foglight for PeopleSoft gives IT staff full visibility into PeopleSoft’s n-tier architecture applications, which consists of a presentation layer that users see, a logic layer that coordinates processes and orders, and a data layer where information is retrieved. PeopleSoft typically has a database server on the back end with separate Web and application servers. Foglight lets staff see across the different layers of PeopleSoft to view how applications are performing and how they interact with other applications. Before Foglight, IT staff would have to make a decision between using an extensive trace, which can slow performance, and guessing where an issue was occurring in the system. With Foglight, IT staff can quickly get to the bottom of any issues that arise.

“We get a holistic view of the Web application, not just the Web presentation layer and what was output to the user, but also what was going on in the application server that is feeding information to the Web server layer,” said Ladewig.

Colorado Springs also implemented vFoglight to monitor its virtualized data center, and Foglight for Java to support PeopleSoft. vFoglight lets the city view its virtualized layer to fix any potential problems that could affect database and application server performance. Foglight for Java was added to monitor the WebLogic tier within PeopleSoft, which processes data.

“The Foglight solution from Quest — named a leader in Gartner’s Magic Quadrant for Application Performance Monitoring — gave Colorado Springs the latest tools in the industry while staying within the city’s budget. Foglight has enabled Colorado Springs to provide quality service with less staff.

Matthews said as he looks ahead to the future, he sees a greater reliance on IT applications in Colorado Springs, which will only increase demand on the IT Department.

“In this economy, Foglight will play a critical role in our ability to continue to deliver services to our citizens because the demand has not gone away,” Matthews said. “These systems have to be up, they have to be operational just about 100 percent of the time, and with tools like Foglight, we’re meeting those objectives. The citizens depend on it and so do the employees of the city.”

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**Quest Software**

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