Customer Case Study: Centrally Managing Your Oracle E-Business Suite, Using Oracle Application Management Pack

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The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle’s products remains at the sole discretion of Oracle.
Program Agenda

- Lifecycle Management
- Enterprise Manager Grid Control
- Application Management Pack for Oracle E-Business Suite
  - Overview
  - What’s New
  - Roadmap
- Customer Case Study: GE Infrastructure
- Q&A
Lifecycle Management
Lifecycle Management (LCM)

- **Applications**
  - Installing Oracle E-Business Suite Pilot

- **Migration**
  - Promote / Scale Pilot instance to Production

- **Go Live / Roll Out**

- **Planning Upgrades**

- **Management**
  - Ensure Regulatory / Service Level compliance
  - Centralize the management of entire IT investments
LCM: Products

Implement

Manage

Upgrade

iSetup

Rapid Install / Clone

Deployment Utilities

Patch Wizard

Pack for Change Mgmt

Oracle Applications Manager

Application Management Pack

Oracle Diagnostics
Enterprise Manager Grid Control 10g (EMGC)
Oracle’s Complete Enterprise Software Stack

*Built-in & Integrated Manageability*

- Leader in the complete enterprise application stack
- Built-in manageability in every tier
- Integrated manageability across the entire stack
Oracle Enterprise Manager

Increases Business Efficiency

• Manage applications top-down, from the business perspective by understanding user experiences and business impact of IT issues

• Manage entire application lifecycle to increase business agility with comprehensive application quality management and compliance solutions

• Reduce operational costs through intelligent diagnostics and automated IT processes
Centralize your Applications Management

Oracle Enterprise Manager

Application Management Packs for
1. Oracle E-Business Suite
2. PeopleSoft Enterprise
3. Siebel
Application Management Pack for Oracle E-Business Suite (AMP)
Application Management Pack for Oracle E-Business Suite (AMP)

Discovery | Monitoring | Cloning

Application Management Pack for Oracle E-Business Suite

Enterprise Manager Grid Control 10g
AMP: Key Capabilities

- **Centralized Management**: Manage single / multiple Oracle E-Business Suite systems from a single console.
- **Proactive Monitoring**: Proactively monitor Oracle E-Business Suite system for Errored Concurrent Request, or Errored Workflow Item.
- **Automated Cloning**: Automatically Clone Oracle E-Business Suite systems through Clone Dashboard.
- **Service Level Management**: Analyze and measure End User experience of Business Services utilizing Service Level Management.
- **Configuration Management**: Search, compare and view change history of Oracle E-Business Suite configuration such as patches, Autoconfig.
- **Data Scrambling**: Scramble / Purge sensitive production data while you clone Oracle E-Business Suite system.
AMP: Key Customers…

240+ … and growing
AMP: What’s New

2007

Pack 2.0

• Released: February 2008
• EMGC 10gR3 Certified
• Support for EBS systems on
  • Shared File system
  • SSL Enabled
  • Command Line Discovery

2008

Rollup Update

2.0.1

• Released: August 2008
• EMGC 10gR4 Certified
• Support all major OS platforms
  including windows
• Support for EBS environments
  with logical names

Rollup Update

2.0.2
AMP Roadmap
**AMP: Roadmap**

**Enterprise Manager Grid Control**

- **Enhanced Application Management Pack**
  - **Advanced Discovery**
    Configurable discovery process for EBS systems deployed on advanced topologies
  - **EBS Administration**
    Start or Stop Oracle E-Business Suite Services from a single console
  - **RAC & HOT Cloning**
    Automatically Clone Oracle EBS systems on RAC and also support for HOT Clone

- **Pack for Change Management**
  - **Customization Management**
    Automate packaging, deployment, migration of customizations across Oracle E-Business Suite instances
  - **Patch Automation**
    UI based impact analysis and deployment of patch across Oracle EBS instances from a single console
  - **Functional Setup Mgmt**
    Manage, transport, Report changes in functional setups across Oracle E-Business Suite instances
“Implementing Application Management Pack for Oracle E-Business Suite has allowed GE Infrastructure to realize $200K annual savings, 84% reduction in clone cycle time, and 75% reduction in resources”

Benjamin Cabanas
Program Manager
GE Infrastructure
Customer Case Study

Leveraging the Application Management Pack for Oracle E-Business Suite
GE Infrastructure

Introduction

GE Infrastructure is one of the world's leading providers of essential technologies to developed, developing and emerging countries. Through products and services in aviation, energy, oil and gas, transportation and water and process technologies, GE is helping to develop the infrastructure of countries all over the world.

At a Glance
2007 Revenue: $57.9 billion
2007 Profit: 22% (%vol)
Number of Employees: ~106,000

Product Offerings
Advanced technology equipment and services for all segments of the global oil and gas industry
Freight and passenger locomotives, locomotive parts and locomotive services
Gear units for wind power
Jet engines
Power generation and energy delivery systems
Water treatment and purification, water reuse, water recovery, wastewater, mobile water, water services, and process filtration and purification
GE Infrastructure
Technology Services Group

... one global team delivering technology solutions and services to GE’s Energy, Aviation, Transportation and Oil & Gas businesses – a Fortune 50 equivalent

... business challenges by providing the right solutions and leveraging global business processes, standards, and resources

... cost effective, high performing technology platforms for multiple businesses without re-invention

... with a world-class organization to drive change and simplify IM landscapes through quality service and technology excellence

As a member of the ERP Database Operations team, I am responsible for the day-to-day operations and support of 30+ production ERP implementations and corresponding non-production environments, new technology introduction and vendor management.
GE Infrastructure
Oracle E-Business Suites Systems

E-Business Suites Systems: 44 prod, 150 non-prod
OA Version: 10.7 → 11.5.10.2
Hosts: 175
Database Administrators: 50+
GE Infrastructure
Top Challenges

Multiple monitoring tools deployed across the enterprise
No Central administration
Lack of enterprise visibility
New Oracle features are more complex to manage
Oracle Administration on NT Platform
Lack of automation framework
Obsolescence
GE Infrastructure
EM Grid Control

Grid Control was adopted to provide a robust, scalable, cost-effective and standardized monitoring solution that maximized our investment in Oracle technology.

**Successes**
- MAA Architecture
- Cloned Agent deployment
- NFS agent deployment
- Defined support model

**Challenges**
- Virtualization
- Agent Maintenance
- Blackouts
- Functional users
GE Infrastructure
Grid Control Implementation

4294 Monitored Targets
1161 Monitored Databases – 8i to 10g
300 + Physical Servers
11 production ERP’s
Current Release – 10.2.0.4
AMP Version 2.0.1
SSL Enabled w/ WebCache
Active/Passive VCS cluster
F5 Load balancing
Serving GE Infrastructure
Diag, Tuning, Prov, Chg Mgmt, EBS Pack
GE Infrastructure
Application Management Pack for EBS

AMP for EBS was adopted to provide real-time visibility for all EBS components and clone functionality.

Successes
• Cloning
• Centrally-Managed deployment
• Notifications and metrics
• Dynamic CMDB

Challenges
• Virtualization
• Tech stack standards
• Privileges/Role-Based access
EBS Clone Automation

Oracle Applications refreshes are the most complex processes that exist in our environment, and consist of manual or scripted processes that replicate a production environment for the purposes of development, QC testing, creation of project instances and introduction of new technology.

On average, this occurs once every business day within GE Infrastructure, supported by multiple DBA teams with a median completion time of approximately 48 hours.

Jointly developed by Oracle and TSG ERP Operations, a hot cloning deployment procedure has been created and integrated with TSG's Grid Control Infrastructure and the E-business Suite Application Management pack.
Cloning Automation - Highlights

- Fully automated end-to-end with support for custom processes
- rsync over ssh for tech stack reduces network footprint while maintaining secure protocol
- Full support for Shared Appl_Top, RAC, and release 11.5.10+ (Includes support/fixes for R12)
- Integrated Clone process monitoring and notification
- Self-documenting process
- Overlayed instances delivered to the business First Time Right, every time
Cloning Automation – Provisioning

- A collection of phases and steps built on the Grid Control PAF framework.
- Phases – Can be executed sequentially or in parallel, operate against a set or subset of targets and consist of job steps.
- Job Steps – Scripts and/or processes executed against the phase targets. Cloning Procedure built on java, perl and shell scripts.
- OMR orchestrates steps defined in phase with any dependencies defined.
- Jobs receive either static or dynamically defined parameters.
## Cloning Automation – Clone Procedure

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GE_ EBS Source to Target Hot Clone Template</td>
<td></td>
<td>EBS Hot Clone Template</td>
</tr>
<tr>
<td>Initialize</td>
<td>Parallel</td>
<td>Computational Prepare minimal target lists for initial steps.</td>
</tr>
<tr>
<td>Copy Script Files</td>
<td>Job</td>
<td>Install EM Clone job scripts to a temporary location on each source and target node.</td>
</tr>
<tr>
<td>Validate Database Access (Source System)</td>
<td>Parallel</td>
<td>Initialize runtime data for cloning tasks</td>
</tr>
<tr>
<td>Fetch and Validate APPS Password</td>
<td>Job</td>
<td>Fetch and Validate APPS user from Password Manager.</td>
</tr>
<tr>
<td>Initialize Clone Runtime Data</td>
<td></td>
<td>Computational Initialize runtime data for cloning tasks</td>
</tr>
<tr>
<td>Shut Down Application Tiers (Target System)</td>
<td>Parallel</td>
<td>Shut down applications services on target application tier nodes.</td>
</tr>
<tr>
<td>Shut Down Target Application Tiers</td>
<td>Job</td>
<td>Shut down applications services on target application tier nodes.</td>
</tr>
<tr>
<td>Shut Down Database Tiers (Target System)</td>
<td>Parallel</td>
<td>Shut Down database services on target database tier nodes.</td>
</tr>
<tr>
<td>Shut Down Target Database Tiers</td>
<td>Job</td>
<td>Shut Down database services on target database tier nodes.</td>
</tr>
<tr>
<td>Build app subj zip</td>
<td>Rolling</td>
<td>Build app subj zip that contains AutoConfig and Rapid Clone files needed on database tier nodes.</td>
</tr>
<tr>
<td>Build Database app subj zip</td>
<td>Job</td>
<td>Build app subj zip that contains AutoConfig and Rapid Clone files needed on database tier nodes.</td>
</tr>
<tr>
<td>Run Post-Clone Tasks for Source System Nodes</td>
<td>Rolling</td>
<td>Run post-clone tasks on DB and App Tiers of Source system.</td>
</tr>
<tr>
<td>Run Post-Clone Tasks on Source System</td>
<td>Job</td>
<td>Run pre-clone tasks on DB and App Tiers of Source system.</td>
</tr>
<tr>
<td>Perform Hot Database Backup to Local Stage</td>
<td>Parallel</td>
<td>Perform Hot Database Backup to Local Stage.</td>
</tr>
<tr>
<td>Hot Database Backup to Local Stage</td>
<td>Job</td>
<td>Take a hot backup of the Source database using RMAN and copy to a local Stage directory (Non-Default).</td>
</tr>
<tr>
<td>Initialize SSH File Transfer</td>
<td>Rolling</td>
<td>Enable file transfer over SSH protocol from source to target nodes.</td>
</tr>
<tr>
<td>Configure SSH for File Transfer</td>
<td>Job</td>
<td>Enable file transfer over SSH protocol from source to target nodes.</td>
</tr>
<tr>
<td>Copy Source to Target</td>
<td>Parallel</td>
<td>Transfer files from source to target nodes using rsync over SSH.</td>
</tr>
<tr>
<td>Backup and Copy Database Parallel Method</td>
<td>Job</td>
<td>Take a hot backup of the Source database using RMAN and in parallel, copy it to target database nodes (Default).</td>
</tr>
<tr>
<td>Copy Tech Stack Files</td>
<td>Job</td>
<td>Copy Tech Stack files from source nodes to target nodes.</td>
</tr>
</tbody>
</table>
# Cloning Automation – Clone Procedure

<table>
<thead>
<tr>
<th>Category</th>
<th>Task</th>
<th>Mode</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Post Copy Tasks</strong></td>
<td></td>
<td>Rolling</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Uninstall SSH Public Keys</td>
<td>Job</td>
<td>Uninstall SSH public keys from source and target nodes.</td>
</tr>
<tr>
<td></td>
<td>Clone Context File (Target System)</td>
<td>Rolling</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Generate Context Files for Target System Nodes</td>
<td>Job</td>
<td>Generate Context Files for Target System Nodes.</td>
</tr>
<tr>
<td><strong>Configure Database Nodes (Target System)</strong></td>
<td></td>
<td>Parallel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Apply Database Pre-Fixes</td>
<td>Job</td>
<td>Fix known problems that may cause cloning failures.</td>
</tr>
<tr>
<td></td>
<td>Configure and Start Up Target Database Nodes</td>
<td>Job</td>
<td>Configure Target Database Nodes and then Start up.</td>
</tr>
<tr>
<td></td>
<td>Recover database</td>
<td>Job</td>
<td>Perform recovery of cloned database.</td>
</tr>
<tr>
<td></td>
<td>Recover source on target</td>
<td>Job</td>
<td>Create Source Control File on target - recover - open resets.</td>
</tr>
<tr>
<td></td>
<td>Reset Target DBID</td>
<td>Job</td>
<td>Reset DBID of target Database.</td>
</tr>
<tr>
<td></td>
<td>Create Target Controlfile</td>
<td>Job</td>
<td>Create Target Database Control File.</td>
</tr>
<tr>
<td></td>
<td>Open Target Database</td>
<td>Job</td>
<td>Open Target Database resets - execute library update script.</td>
</tr>
<tr>
<td></td>
<td>Execute adoctclone.pl on Database Nodes</td>
<td>Job</td>
<td>Execute adoctclone.pl on Database Nodes.</td>
</tr>
<tr>
<td></td>
<td>Apply Database Post-Fixes</td>
<td>Job</td>
<td>Fix known known problems after database clone.</td>
</tr>
<tr>
<td><strong>Configure Applications Nodes (Target System)</strong></td>
<td></td>
<td>Rolling</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Apply Applications Pre-Cloning Fix</td>
<td>Job</td>
<td>Fix known problems that may cause cloning failures.</td>
</tr>
<tr>
<td></td>
<td>Configure Target Applications Nodes</td>
<td>Job</td>
<td>Configure Target Applications Nodes.</td>
</tr>
<tr>
<td></td>
<td>Virtual Host Configuration</td>
<td>Job</td>
<td>Configuration required for target instance to use virtual names. This step should be disabled if using physical host names for the target.</td>
</tr>
<tr>
<td></td>
<td>Custom Fixes</td>
<td>Job</td>
<td>Apply Custom Apps Fixes.</td>
</tr>
</tbody>
</table>
## Cloning Automation – Clone Procedure

<table>
<thead>
<tr>
<th>Action</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Apps Password (Target System)</td>
<td>Rolling</td>
</tr>
<tr>
<td>Change Apps Password</td>
<td>Job</td>
</tr>
<tr>
<td>Execute AutoConfig</td>
<td>Job</td>
</tr>
<tr>
<td>Start Up Target Application Tiers</td>
<td>Rolling</td>
</tr>
<tr>
<td>Start Up Target Application Tiers</td>
<td>Job</td>
</tr>
<tr>
<td>Apply Applications Post-Cloning Fixes</td>
<td>Job</td>
</tr>
<tr>
<td>Remove EM Script Files</td>
<td>Parallel</td>
</tr>
<tr>
<td>Remove EM Job Script Files</td>
<td>Job</td>
</tr>
</tbody>
</table>

- Change Apps Password is a job that changes the password on the target system.
- Execute AutoConfig is a job that executes autoconfig on all application tiers.
- Start Up Target Application Tiers is a job that starts up the target application tiers.
- Apply Applications Post-Cloning Fixes is a job that applies applications post-cloning.
- Remove EM Script Files is a parallel job that removes EM script files from source and target nodes.
Procedure is submitted using a call to emcli from application.
Once submitted, the procedure is monitored via procedure completion status.
One-time Configuration, multiple executions
User that submits the procedure has granular view of currently executing jobs including all log and script output.
## Cloning Automation - Configuration

### Database Tier Mappings

<table>
<thead>
<tr>
<th>Mapping Type</th>
<th>Source</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>DB Name Mapping</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>DB Host Mapping</td>
<td>Add</td>
<td></td>
</tr>
<tr>
<td>DB_HOST_MAPPNG_N</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>DB Version Mapping</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>DB Target OS User and Group</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>DB Data Dir Mapping</td>
<td>Add</td>
<td></td>
</tr>
<tr>
<td>DB_TYPE_MAPPING</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>DB Instance Age</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>DB Configure VIP</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

### Application Tier Mappings

<table>
<thead>
<tr>
<th>Mapping Type</th>
<th>Source</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>APP Version Mapping</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP Target OS User and Group</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP Host Mapping</td>
<td>Add</td>
<td></td>
</tr>
<tr>
<td>APP_HOST_MAPPNG_N</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP Version Mapping</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP Context Mapping</td>
<td>Add</td>
<td></td>
</tr>
<tr>
<td>APP_CTX_MAPPNG_N</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP Configure Sequence</td>
<td>Add</td>
<td></td>
</tr>
<tr>
<td>APP SERVICES N</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP SERVICES N</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
</tbody>
</table>

### Runtime Data

<table>
<thead>
<tr>
<th>Data Type</th>
<th>Source</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Source Instance Name</td>
<td>[source]</td>
<td></td>
</tr>
<tr>
<td>Target Instance Name</td>
<td>[source]</td>
<td></td>
</tr>
<tr>
<td>Source Short Host Name</td>
<td>[source]</td>
<td></td>
</tr>
<tr>
<td>Source Stage Directory</td>
<td>[source]</td>
<td></td>
</tr>
<tr>
<td>Target Archive Destination</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>Target DB parameter file</td>
<td>[source]</td>
<td></td>
</tr>
<tr>
<td>Target Port Pool</td>
<td>[source]</td>
<td></td>
</tr>
<tr>
<td>Source Apps Password</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target Existing Apps Password</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target New Apps Password</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target New System Password</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Mapping</th>
<th>Source</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td>APP Tier Private URL Mapping</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP_CTX_MAPPNG_N</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP_TARGET_WEB_PORT_MAPPNG</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP_TARGET_SMTP_HOST</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP_TARGET_WEBMAIL_AGENT</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP_TARGET_CANCEL_CM_REQUESTS</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP_TARGET_CANCEL_WEB_REQUESTS</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP_TARGET_INSTALL_TEMPLATES</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP_TARGET_RETAIN_OLD_PASSWORDS</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
<tr>
<td>APP_TIER_OVERRIDE_CONTEXT_VAR</td>
<td>[source]</td>
<td>[destination]</td>
</tr>
</tbody>
</table>
Cloning Automation - Operations

Step Status

General Information
- Step Name: Virtual Host Configuration
- Type: Ask
- Description: Configuration required for target instance to use virtual names. This step should be disabled if using physical host names for the target.
- Error Handling Mode: Step Get Error
- Run: 0
- Completed Date: Jul 11, 2008 2:18:18 PM EDT

Targets
- Select AIP | Select Name

<table>
<thead>
<tr>
<th>Collect Target</th>
<th>Status</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>target01 energy.go.com</td>
<td>Successed</td>
<td></td>
</tr>
<tr>
<td>target02 energy.go.com</td>
<td>Successed</td>
<td></td>
</tr>
</tbody>
</table>

Job Run: BUILD DATABASE APPSU64:ZP 51B30D46C19H38E821BH367C40D0 > Execution: exps02-energy.go.com

Step: runAdmKappendu64

Status: Successed
Exit Code: 0
Step ID: 333341
Management Service: exps02-energy.go.com

Output Log:
- /var/log/em_ebs_clone._5178BD1207C32ED4060020EBC46707F6D.sh run obs.sh -k expsk -t 1
- LOG: Executing /expsetup/erpspp/appi/wd/11.5/S/isa/adm/kappendu64.pl ...
- LOG: Starting the generation of appsetup1.zip
- LOG: adm/kappendu64.pl completed successfully
- LOG: appsetup1.zip in the database...
- Dropped table APPLISTS.INCLUDE_4LCE_BLP
- Created table APPLISTS.INCLUDE_4LCE_BLP
- Inserting /expsetup/erpspp/appi/wd/sbin/out/appsetup1.zip (855260 bytes) into APPLISTS.INCLUDE_4LCE_BLP...
- Complete.
- LOG: appsetup1.zip in the database.
- LOG: Successfully stored appsetup1.zip in database.
- LOG: exit 0

Page Refreshed: Jul 13, 2008 10:06:45 PM EDT
View Data Manual Refresh
Clone Automation - ROI

- **84%** reduction in median cycle time
- **75%** reduction DBA touch time
- Clone DP **executes 24/7**
- Notification **decreases** DBA response time
Clone Automation - ROI

- **Reduced outage** for developers
- Business productivity
- Lower cost resources can execute
- Support teams can focus on proactive tasks
Cloning Automation – Next steps

- 60+ clones tested on solaris 8 & solaris 10, shared APPL_TOP vs non, virtual vs non.
- Add additional applicable clone steps based on support team feedback, known bugs, etc.
- Provide feedback to Oracle on potential Clone procedure and EBS pack improvements.
- Deploy the AMP in all environments.
- Implement the procedure for all qualified instances
- Implement support for BCV copies
- Capitalize on Provisioning Framework – Automate resource intensive processes.
Thanks to.....

Collaboration

Engage Oracle
• Add value to product roadmap
• Share best practices
• Ensure supportability for all environments
• Maximize investment
• Optimize support footprint
• Deliver to customers
• Drive profitability
Thanks to…..

- Oracle E-Business Suite, Application Technology Group (ATG)
  - Biju Mohan
- Oracle Solution Engineering
  - Gary Burch, Vesa Peltola & Kevin Griffith,
- Oracle Sales / Account / Field Reps
  - Frank Peterpaul, Greg Giebel & Brian Hengen
QUESTIONS & ANSWERS
Related Sessions: ATG

**Tuesday**  
September 23, 2008

**11.30**  
**Change Management**  
Change Management in the Lifecycle of Oracle E-Business Suite  
*Kenneth Baxter and Uma Prabhala, Oracle*  
Moscone West 2007

**17.00**  
**Install and Cloning Techniques Deep Dive**  
Oracle E-Business Suite Release 12  
*Max Arderius and Biju Mohan, Oracle*  
Moscone West 2007

**Wednesday**  
September 24, 2008

**13.00**  
**Customer Case Study: General Electric**  
Accelerating Oracle E-Business Suite Implementations with Oracle iSetup  
*Judy Warfield, General Electric and Uma Prabhala, Oracle*  
Moscone West 2007

**17.00**  
**Java Authentication and Authorization Service for Oracle E-Business Suite**  
*Veshaal Singh, Oracle*  
Moscone West 2007
Centralize your Oracle E-Business Suite Search
Powered by Oracle Secure Enterprise Search
Rajesh Ghosh and Veshaal Singh, Oracle
Moscone West 2007

Customer Case Study: Forsythe Technologies Inc
Oracle E-Business Suite SOA Implementation
Samuel Tong, Forsythe Technologies Inc and Neeraj Chauhan, Oracle
Moscone West 2007

Managing Oracle E-Business Suite Customizations and Patches, using Oracle Enterprise Manager
Uma Prabhala, Oracle
Moscone West 2005

Opening Up Oracle Application Framework Applications through Web Services and Portlets
Ramkumar Sekar, Oracle
Moscone West 2005

Understanding the Oracle Diagnostics Security Model and Support for Custom Responsibility
Angelo Rosado, Oracle
Moscone West 2007
Demogrounds

Pod K30  E-Business Suite Lifecycle Management
- Oracle Applications Management Pack for Oracle E-Business Suite
- Oracle iSetup and Oracle Diagnostics Framework
- Oracle E-Business Suite Cloning Techniques

Pod K24  SOA Enablement of E-Business Suite
- Native Service Enablement of Oracle E-Business Suite
- Integration Repository and E-Business Suite Adapter
- Oracle SOA Suite for Oracle E-Business Suite

Pod K26  Oracle Secure Enterprise Search
- The Next-Generation Semantic Search Experience
- Design and Develop New Searchable Objects, Using the Search Modeler
- Powered by Oracle Enterprise Search

Pod K25  Web Services / Portlets in Oracle OAF
- Extract Portlets from Oracle OAF Applications
- Generate, Test, Deploy, and Integrate Web Services
- Desktop Integrators Using Oracle Web Applications Desktop Integrator
“Meet the Experts”

Application Lounges @ Oracle OpenWorld 2008
Moscone West - 2nd Floor (Lobby)

- E-Business Suite – Tools and Technology
  - Wednesday, 09:00 – 11:00 (Section 1)
    - Oracle E-Business Suite Release 12 Upgrade (Technical Upgrade)
    - Oracle E-Business Suite Release 12 Advanced Configuration
    - Managing and Maintaining the Oracle E-Business Suite
    - SOA-Enablement of E-Business Suite
  - Wednesday, 12:00 - 2:00 (Section 2)
    - Oracle Business Intelligence Publisher for Oracle Applications
For More Information

search.oracle.com

or

oracle.com
The preceding is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle’s products remains at the sole discretion of Oracle.
<table>
<thead>
<tr>
<th><strong>Oracle Applications Manager (Bundled)</strong></th>
<th><strong>Application Management Pack for E-Business Suite (Value-added)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dashboard for local Apps system in OAM.</td>
<td>Central dashboard for all Apps systems in EM, with drill downs into local OAM instances.</td>
</tr>
<tr>
<td>Rapid Clone command line utility.</td>
<td>Central UI and automation of cloning activities.</td>
</tr>
<tr>
<td>View and edit local configuration.</td>
<td>View and compare configurations across instances.</td>
</tr>
<tr>
<td>View local patch history.</td>
<td>Compare history across instances.</td>
</tr>
<tr>
<td>View topology information (text).</td>
<td>View graphical topology map with root-cause fault analysis.</td>
</tr>
</tbody>
</table>
Configuration Management

Know what you have and know what you’re running

• Discover
  – All hardware & software configurations
  – Oracle inventory, including patch history and updates

• Analyze
  – Monitor and audit change
  – Configuration comparisons against reference, saved or live configurations
  – Comprehensive reporting

• Foundation for compliance and change control
  – Policy Management
  – Standardize IT operations management
  – Security configuration policies

Software Installations

SW and HW Configurations

Resource Relationships

Certified Configurations

Best Practices

Configuration Management Database (CMDB)
Provisioning

Cost effectively manage “many as one”

- **Manage many as one**
  - Automated change
  - Dashboard views
  - Standard installations/configurations
  - Single task management
- **Robust Software Imaging and Provisioning**
  - Pre-tested software image libraries
  - Automated software image deployment
  - Provisioning of RAC/CRS and AS cluster
  - Provisioning of bare metal OS
- **Life-cycle automation of Oracle patch process**
  - Direct connection to MetaLink (Oracle Support)
  - Proactive notifications
  - Automated distribution –one to many
  - Updated central configuration
  - Critical Patch Facility (security)
  - OS patching
Application Performance Management

*Identify and resolve end-user problems quickly*

- **Monitor from end-user perspective**
  - Test application from representative geographies
  - Measure real user performance by domain, visitor, etc.
  - Http(s) and 10.1.2 Forms real user monitoring

- **End-to-end system monitoring for complete application infrastructure**
  - Comprehensive event management
    - Real-time and historical performance
    - Recommendation on metrics, thresholds
    - Automation of corrective actions
  - J2EE Application monitoring (top reports, performance analysis, workload distribution)

- **Diagnostics and Tuning**
  - Rapid problem identification (Interactive Transaction Trace, Request Performance, Page performance)
  - Root Cause Analysis (RCA)
  - Problem remediation/tuning
  - Database, J2EE and Cross-Tier Diagnostics
Application Management Pack

Data Scrambling

- Protecting Sensitive Data while cloning Production systems
- Business Drivers:
  - Application Testing
  - Data Sharing
- Key Capabilities
  - Supports scrambling both 11i and Release 12 systems
  - Scramble / Purge sensitive database
  - In-build validations of scrambling configuration
  - Scrambled Image or System (when used with cloning)
  - Notifications on failure