Advanced Management of Oracle Siebel CRM with Oracle Enterprise Manager (CON9054)

Kenneth Baxter
Product Strategy Manager, Application Management
Enterprise Manager
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

- Goals for Today
- Enterprise Manager Overview
- Application Management Strategy
- Solution Overview: Application Management Suite for Siebel
- Business Value and Key Differentiators
- Roadmap
- Customer Co-Presentation: National Government Services Siebel End-User Management with REUI
- Q&A
Goals for Today
Key Takeaways

- End-to-End Management
- End-User Monitoring with Siebel Content
- Enforcing Implementation Best Practices with Compliance
- Strong Roadmap
- Enterprise Manager 12c. Get it!
- What you can learn from NGS
Enterprise Manager Overview
Total Cloud Control

Complete Cloud Lifecycle Management

Integrated Cloud Stack Management

Business-Driven Application Management

Self-Service IT | Simple and Automated | Business Driven
Application Management Strategy
**Application Management Strategy**

Benefits of Vertical Integration

- Single source of truth
- Uniformity and standardization
- Shorter deployment times
- Easier to manage and upgrade
- Lower cost of ownership
- Reduced change management risk
- Improved support experience
Application Management Strategy

Enterprise Manager Framework and Fusion Apps Content

- Agents
- Systems and Services
- End-User Monitoring
- Alerts
- Notifications
- Incident Manager
- Support Workbench
- Dashboards
- …and more

Unmatched Application Management

- Siebel Metrics
- Target Organization
- Siebel Application Services
- Siebel Compliance Rules and Standards
- Siebel configuration and topology
- Siebel Patch inventory recommendations
- …and more
Application Management Strategy
Convergence and Coexistence

- Siebel
- Fusion Apps
- Fusion Middleware
- Other Oracle Applications
Application Management Strategy
Solution Portfolio for Oracle Applications

- Siebel
- Fusion Applications
- E-Business Suite
- PeopleSoft
- JD Edwards
- Other Oracle Applications

Built-in integrations
Solution Overview: Application Management Suite for Siebel (AMS4SEBL)
Application Management Suite

Solution Overview
Application Management Suite

Discovery / App Management

- Target recognition & organization
- Centralization and consolidation
- Multi-Enterprise/Server visibility
- Ad-hoc & historical reporting
- Upstream/downstream integration
Discovery and System Management

Goal: Real-Time Status of Application Targets

- Access all discovered services
- Seeded and custom Usage metrics
- Drill down into underlying Components
- Historical metrics

Seeded and custom Performance metrics
Discovery and System Management

Goal: Real-Time Status of Application Targets

Default Dashboard
- Targets Grouped by Type
- Show alerts
**Discovery and System Management**

**Target Organization and Hierarchy**

- **Siebel Enterprise**
  - **Siebel Server (Multiple)**
  - **Application Services (Multiple)**
  - **Siebel Database Repository**
  - **Workflow**
  - **Component Group (Multiple)**
  - **Component (Multiple)**
  - **Siebel Database**

- ✓ Recognition of Siebel targets
- ✓ Organization of Siebel targets
- ✓ Inter-relationships of Siebel targets
- ✓ Relationship to underlying tech stack
Discovery and System Management

Goal: Advanced Filtering and Identification Capabilities

Filter by Target Type, Status, Version, and more

Customize-able columns for easier identification

Values can be populated in the Properties section for each Target
Discovery and System Management

Siebel Enterprise Homepage

Access advanced functionality
SARM Diagnostics
View Seeded and Custom charts and extended Targets
Accessing Siebel Dashboards
Target drill down capability
Refresh Targets in the Siebel Enterprise
Discovery and System Management

Siebel Server Homepage

Access advanced functionality

Key file system usage details

Start/Stop individual or multiple Components

Drill down into underlying Component groups and Components
Discovery and System Management

Operational and Analytical Benefits of Topology

- Topology auto-generated by Configuration Framework
- Root Cause (Top Down) analysis
- Impact (Bottom Up) analysis
- Context sensitive menus via right-mouse click on nodes
Application Management Suite
Application Performance Management (APM)

- End-user monitoring, featuring RUEI
- End-to-End integration with User and System Performance Reports
- Objective end-user performance metrics
- Synthetic transactions
- Siebel Apps aware
Application Performance Management
Enabling End-to-End Management

- Real end-user experience
- Monitor and filter by business KPI’s
- Click outs to Enterprise Manager and Siebel Diagnostics
  - User Performance
  - Server Performance
- SARM Analysis
- Capture DB activity (Roadmap)
- Correlate DB session with UserID (Roadmap)
Application Performance Management

Complete End User Management using RUEI

- Correlate actual Siebel app performance with benchmark
- OOTB recognition of Siebel Taxonomy
- Establish / report on KPIs
- Capture location, browser type, etc.
- Zero performance overhead
Discovery and System Management

Leverage Groups for Advanced Management

- Multiple Dashboards for different business purposes
- Error capture and analysis
- Siebel Apps-specific content
Discovery and System Management

Leverage Groups for Advanced Management

- Isolate a specific user session with Filters
- Choose different “Dimensions” to analyze resulting session
  - Fusion Apps-specific
  - Technology-specific
Application Performance Management

Isolate a Specific User Session

Isolate user sessions with Filters

Depending on module, see the user’s page

Performance data for each step, color-coded by satisfaction levels

Complete record of all steps in the session, in Siebel lexicon
Application Performance Management
Access Mid-Tier Processing Information

- Create/view activity based on Siebel Userid or Siebel Servers
- Click out into the Siebel Diagnostics section in Enterprise Manager
- Correlate underlying tech stack activity within Enterprise Manager
Application Performance Management

Continue End-to-End Analysis - Siebel Diagnostics in EM

- Reports
  - User
  - Server
- Analysis of SARM data
- Level 1, 2, and 3 analysis
Discovery and System Management

User Performance Analysis

- Find Server activity by UserId and time period
- Breakdown of Server Requests, by Time
- Access SARM level 2 and 3 reports for further analysis
Discovery and System Management
Siebel Server Analysis

Find Server activity by Server Name and time period
Access SARM level 2 and 3 reports for further analysis
Understand response times by buckets
Understand activity by category/area
Application Performance Management

Business Applications: Consolidated RUEI+EM+Siebel Data

New Target Type with all of the associated capabilities

Traditional Enterprise Manager data

Traditional RUEI data
Application Management Suite
Configuration and Compliance

- Enforce Siebel “Best Implementation Practices” with Compliance Rules and Standards
- Cornerstone for Topology, Scale-out, Patch Analysis, Drift Analysis, and Health Checks
- Compare configurations between instances or over time
- Detect unauthorized changes
Configuration and Compliance
Cornerstone of Target Discovery, Relationships, and Management

- Filter on any Siebel target type
- Quick, easy access to comprehensive configuration and compliance data
- Configurations (and any changes) automatically captured and stored
- Create “Gold” or “Baseline” configurations for comparisons or provisioning
- Comparison reporting over time or between instances
Configuration and Compliance

Enabling Compliance and Comparisons with Named Value Pairs

Complex analytical capabilities made possible by name-value pairs

Forms the basis for Compliance Scores and comparison reporting

Drill down on individual components
Configuration and Compliance
Separating Signal from Noise with Comparison Templates

- Comparison Templates
  - Control How and What is Compared
  - Ability to Ignore Certain Differences
  - Oracle Pre-Configured Templates
  - Customize Templates to Match Needs

- Ad-hoc as Well as Scheduled Comparisons
- Automatic Notification on Drift Detection
Configuration and Compliance

Enforcing Best Practices with Compliance Rules

- Out-of-the-box Rules and Standards for Siebel
- Validate parameters in name-value pairs in managed files
- Seeded and custom rules, using guided creation and modeling

Guided modeling to create the Compliance Rule
Configuring and Compliance

Organizing Rules with Standards and Frameworks

- Rules are individual validations against a specific Target type.
- Standards are groups of rules, by a particular Target type.
- Standards are applied to Targets manually, or automatically via Admin Groups.
- Frameworks consist of multiple Standards.
Configuration and Compliance

Manage Compliance Scores Efficiently with Dashboards

Access more detailed information on specific violation

Address and/or resolve the violation
Configuration and Compliance

Leveraging Incident Rule Sets to Manage Compliance

- Incident Rules automate the detection of a system event, as well as the associated response
- Incident Rules can be grouped together in Incident Rule Sets
Configuration and Compliance
Leveraging Incident Rule Sets to Manage Compliance

One Rule in this Rule Set

Specify actions to take:
- Generate Alert Email
- Create Incident
- Update Incident
Business Value and Key Differentiators
Business Value and Key Differentiators

Business Value

- Establish consistency and uniformity
  - Replaces proprietary/manual tools and procedures
  - Standardized environment for enduring custom scripts
- Centralize on a common toolset, repository, and console
- Enable proactive management via Alerts, Notifications, and Automated Corrective Actions
- Better visibility and efficiency across all individual, yet related, components
- Dashboards – out-of-the-box and custom / ad-hoc and historical (BI Publisher)
## Business Value and Key Differentiators

Differentiators: Compared to Native Siebel Tools

<table>
<thead>
<tr>
<th>Category</th>
<th>Suite</th>
<th>Native Siebel</th>
</tr>
</thead>
<tbody>
<tr>
<td>End User Management</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Cross-Instance monitoring and manageability</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Preservation of Historical Data</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Middleware Management Tools (JVMD/MDA)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Operational &amp; Executive Reporting/Dashboards</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Mass Target Management (Templates, Groups, etc)</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Configuration Compliance Enforcement</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Impact/Root Cause Analysis with Topology</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
## Business Value and Key Differentiators

### Differentiators: Compared to Native Siebel Tools

<table>
<thead>
<tr>
<th>Category</th>
<th>Suite</th>
<th>Native Siebel</th>
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</thead>
<tbody>
<tr>
<td>Proactive Management Tools (Alerts/Thresholds/Notifications)</td>
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<tr>
<td>MOS Integration (Health Checks, Patches)</td>
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<tr>
<td>Business Transaction Management</td>
<td>✔</td>
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</table>
Roadmap
Roadmap

Investment Themes

- Deepen the End-to-End transaction visibility and management capabilities
  - Better correlation with DB session and Siebel user
  - Continued integration with REUI

- Change Management
  - Recognizing Siebel Homes (enables Patch analysis, recommendations, and comparisons)
  - Integration with ADM (leverage EM infrastructure for deliver of ADM payloads)
Customer Co-Presentation: National Government Services Siebel End-User Management with REUI
Agenda

- About National Government Services (NGS)
- Siebel Environment: Key Facts
- Investment Rationale for RUEI+Siebel Accelerator
- Use Cases: How NGS Leverages RUEI+Siebel Accelerator for Better Siebel Management and SLA Compliance
- Benefits Achieved with RUEI+Siebel Accelerator
- Next Steps with RUEI, Enterprise Manager, and Siebel
About National Government Services (NGS)
About National Government Services (NGS)

Key Aspects

- Wholly owned subsidiary of Wellpoint, Inc.
- Has more than 40 years of USA federal health care contracting experience.
- Currently processes 20% of the USA’s Medicare claims, or about 200 million per year, more than any other contractor.
- Serves more than 200,000 medical providers and over 22 million beneficiaries in 18 states and five U.S. territories.
- Works closely with the Centers for Medicare & Medicaid Services (CMS) and manages CMS’ 1-800-MEDICARE customer service application to help call centers answer beneficiary questions and enable beneficiaries to find answers online.

Platform Components
- Siebel Desktop
- .Net Portal
- CTI
- IVR Integration
- Mainframe Integration
- Chat
- Oracle Service Bus
Siebel Environment at NGS:
Key Facts
# Siebel Environment: Key Facts

<p>| | | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Oracle Product Versions</strong></td>
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<td></td>
<td>Siebel</td>
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<td>Oracle Database</td>
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<td></td>
<td>RUEI</td>
<td>12.1.0.1</td>
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<td></td>
<td>Enterprise Manager</td>
<td>11g (in-process upgrade to 12c)</td>
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<tr>
<td><strong>Infrastructure</strong></td>
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<td></td>
<td>Siebel Apps Servers</td>
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<td>Call Centers</td>
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<td>Integrations</td>
<td>Approx. 100 CICS Regions</td>
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<td><strong>Volume Metrics</strong></td>
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<tr>
<td></td>
<td>Concurrent Users</td>
<td>4,000</td>
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<tr>
<td></td>
<td>Calls per day</td>
<td>165,000</td>
</tr>
<tr>
<td></td>
<td>Web Service calls per day</td>
<td>350,000</td>
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</table>
Investment Rationale for RUEI+Siebel Accelerator
Investment Rationale

- Address pain points
  - Visibility into Siebel was difficult and laborious
  - Principal method of troubleshooting was via log parsing
  - User-related metrics were scattered over different technology vendors, or were not being captured
  - User experience monitoring based on synthetic transactions
  - Needed faster resolution times during peak periods (e.g., Benefits Enrollment period)
Investment Rationale

- Additional requirements
  - Support the pending Service Bus implementation
    - Needed a metrics platform prior to project
  - Consolidation of user traffic reporting into one platform
Use Cases:
How NGS Leverages RUEI+Siebel Accelerator for Better Siebel Management and SLA Compliance
Use case 1 – SLA Compliance
Monitoring, Managing, and Reporting on SLA Operational compliance

- NGS is contractually obligated to meet certain SLA benchmarks
- RUEI provides real-time visibility in SLA compliance
- KPIs on actual user transactions
- Alerts when limits breached
- Siebel-specific metrics
  - Log-in < 10 seconds
  - Beneficiary retrieval < 4 seconds
  - Agent/Partner Search (APS) < 1 second
- Ability to drill-down from KPI to specific offending session
Use case 1 – SLA Compliance

Monitoring, Managing, and Reporting on SLA Operational compliance

- End-to-end time graph with network
- SLA with screen responding within a certain time frame
  - % due to network time?
    - Impossible to calculate prior to RUEI
- Synthetic (robot) transactions don’t tell the whole story
- Comparison report for prior periods
- Siebel is slow
Use case #2 – Troubleshooting User Sessions

RUEI+Siebel Home Page

- Capture, segregate and prioritize Error Types (separate noise from signal)
- Monitor the underlying infrastructure for the Siebel Application
- Real-time status of each Call Center
- Click to drill-down
Use case 2 – Troubleshooting User session

Isolate Error Code (and User Session) from Dashboard

Filters preserved from drill-down

Quickly locate the problem session
Use case 2 – Troubleshooting User session
Select Dimensions to Analyze Different Aspects of the Session

- Session Diagnostics enables admins to analyze actual user sessions
- Admins can filter on a variety of technical and Siebel criteria
- Dimensions provide additional ways to analyze traffic, such as:
  - Which users are affected?
  - Which Call Centers are affected?
- Understand the extent, distribution, and gravity of a Siebel error.
Use case 2 – Troubleshooting User session
Identify Specific Problem Session

Filter on a specific user
Use case 2 – Troubleshooting User session

Analyze Actual User Session (user2505)

Understand when the Siebel Error occurred

Quickly view color-coded satisfaction levels

View actual end-user page (depends on App)

Siebel specific lexicon, products, pages, etc.
Use case 2 – Troubleshooting User session

Out-of-the-Box Troubleshooting Information for Siebel Developers

HTTP Content contains:
- Granular information for development staff

Client Info contains:
- Browser type
- Browser version
- IP address
- Service Provider

- Provide search string for log analysis
- Faster identification when looking thru logs
Use Case #3 – Understanding Siebel Usage

Prior to RUEI – Manual and Laborious

- Dynamic environment. Quarterly release cycles for s/w, h/w, o/s.
- NGS obligated to provide performance impact estimates to customer on all types of Application or technology changes.
- The process of extracting real application usage prior to RUEI was manual and laborious
Use case #3 – Understanding Siebel Usage
With RUEI - Automated

- Siebel Application usage is automatically captured by RUEI
  - Better approximation of actual load
- Allows the QA team to adjust load test to emulate real users
- Allows business analyst to verify that new screen are being used
- Reports can be targeted to daily, hourly, or 5 minutes intervals
Benefits Achieved from RUEI+Siebel Accelerator
Benefits Achieved
More Efficient, Productive, Insightful, and Responsive

- Significant increase in Siebel transaction visibility and ease of troubleshooting
- Eliminated numerous laborious manual processes
- Unified reporting tool across different technologies
- Immediate identification of performance bottleneck (i.e., network, server, Siebel app)
- Improved productivity of administration staff
- Significant reduction in response times to customer issues
Benefits Achieved
More Efficient, Productive, Insightful, and Responsive

- Significant Out-of-the-Box functionality
  - Siebel content
  - Standard dashboards (haven’t created too many custom)
- Ease of setup (up-and-running in less than a week)
- Reduction in the number of technology vendors
Next Steps with RUEI, Enterprise Manager, and Siebel
Next Steps
Deeper Adoption of Oracle Enterprise Manager

- OEM currently only used by the DBA’s.
  - Add additional plug ins for OSB and Virtualization
  - Consider Siebel plug-in

- Add more KPI’s
  - Screen averages
  - More alerts
  - Load testing report to include call demarcation (call flow)
Goals for Today

Key Takeaways

- End-to-End Management
- End-User Monitoring with Siebel Content
- Enforcing Implementation Best Practices with Compliance
- Strong Roadmap
- Enterprise Manager 12c. Get it!
- What you can learn from NGS
# Additional Oracle Enterprise Manager Sessions

**Monday, October 1, 2012**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Location</th>
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<tbody>
<tr>
<td>10:45am-11:45am</td>
<td>Managing Oracle SOA Suite and Service Bus for Peak Performance</td>
<td>Moscone South 304</td>
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<tr>
<td>12:15pm-1:15pm</td>
<td>Upgrading to Enterprise Manager 12c: Best Practices and Real World Lessons</td>
<td>Moscone West 3018</td>
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<tr>
<td>12:15pm-1:15pm</td>
<td>Advanced Database Performance Analysis Using Metric Extensions and SPA</td>
<td>Moscone West 3020</td>
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<td>1:45pm-2:45pm</td>
<td>Beyond the Basics: Making the Most of Enterprise Manager Monitoring</td>
<td>Moscone West 3020</td>
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<tr>
<td>1:45pm-2:45pm</td>
<td>Zero to Cloud in Hours using Enterprise Manager 12c</td>
<td>Moscone West 3018</td>
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<tr>
<td>3:15pm-4:15pm</td>
<td>Extreme Database Management with the Latest Generation of Database Technology</td>
<td>Moscone South 104</td>
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## Additional Oracle Enterprise Manager Sessions

**Tuesday, October 2, 2012**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
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<tbody>
<tr>
<td>10:15am-11:15am</td>
<td>Exadata and Oracle Enterprise Manager 12c - Journey into Oracle Database Cloud</td>
<td>Moscone West 3018</td>
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<tr>
<td>10:15am-11:15am</td>
<td>Oracle Enterprise Manager 12c: Architecture Deep Dive, Tips and Techniques</td>
<td>Moscone South 303</td>
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<tr>
<td>10:15am-11:15am</td>
<td>Bullet-proof your Application Upgrades with Secure Data Masking and Subsetting</td>
<td>Moscone West 3020</td>
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<tr>
<td>11:45am-12:45am</td>
<td><strong>General Session: Using Oracle Enterprise Manager to Manage Your Own Private Cloud</strong></td>
<td>Moscone South 103</td>
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<tr>
<td>1:15pm-2:15pm</td>
<td>Best practices, leverage Key features, Tricks and techniques for EM12c upgrade.</td>
<td>Moscone South 307</td>
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<td>1:15pm-2:15pm</td>
<td><strong>General Session: Breakthrough Efficiency in Private Cloud Infrastructure</strong></td>
<td>Moscone South TBD</td>
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<td>1:15pm-2:15pm</td>
<td>Managing Heterogeneous Environments with Oracle Enterprise Manager</td>
<td>Moscone West 3018</td>
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<tr>
<td>1:15pm-2:15pm</td>
<td>Database Lifecycle Management with Enterprise Manager 12c</td>
<td>Moscone West 3020</td>
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<tr>
<td>1:15pm-2:15pm</td>
<td><strong>Complete Oracle WebLogic Server Management with Oracle Enterprise Manager 12c</strong></td>
<td>Moscone South 309</td>
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<tr>
<td>5:00pm-6:00pm</td>
<td>Enterprise Manager 12c: The Nerve Center of Oracle Cloud</td>
<td>Moscone West 3020</td>
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<tr>
<td>5:00pm-6:00pm</td>
<td>Deep Dive 3D on Exadata Management: From Discovery to Deployment to Diagnostics</td>
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# Additional Oracle Enterprise Manager Sessions

**Wednesday, October 3, 2012**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
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<tbody>
<tr>
<td>10:15am-11:15am</td>
<td>Application aware clouds are no longer a myth thanks to Enterprise manager 12c</td>
<td>Moscone West 3018</td>
</tr>
<tr>
<td>11:45am-12:45am</td>
<td>Database as a Service using Oracle Enterprise Manager 12c</td>
<td>Moscone West 3020</td>
</tr>
<tr>
<td>11:45am-12:45am</td>
<td>Security in the Cloud: Managing a Public OEM 12c Infrastructure</td>
<td>Marriott Marquis Golden Gate C3</td>
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<tr>
<td>11:45am-12:45am</td>
<td>Data Center Management with EM12c and Trellis: Oracle GIT and Emerson/Avocent</td>
<td>Moscone West 3018</td>
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<tr>
<td>1:15pm-2:15pm</td>
<td>Exadata and Oracle Enterprise Manager 12c - A Match Made in Heaven</td>
<td>Moscone West 3018</td>
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<tr>
<td>1:15pm-2:15pm</td>
<td>Oracle Performance Tuning Boot Camp: 10 New Problem-Solving Tips Using ASH &amp; AWR</td>
<td>Moscone South 103</td>
</tr>
<tr>
<td>3:30pm-4:30pm</td>
<td>What's New in Oracle’s Exalogic Elastic Cloud Management?</td>
<td>Moscone South 307</td>
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<tr>
<td>3:30pm-4:30pm</td>
<td>&quot;CISDI Cloud&quot;: The Industrial Cloud Computing Platform based on Oracle Products</td>
<td>Westin Franciscan II</td>
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<tr>
<td>3:30pm-4:30pm</td>
<td>Platform as a Service:Taking Enterprise Clouds Beyond Virtualization</td>
<td>Moscone West 3018</td>
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<tr>
<td>3:30pm-4:30pm</td>
<td>SQL Tuning Experts Panel: Your Questions on Explain Plan to Exadata Answered</td>
<td>Moscone South 102</td>
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<tr>
<td>5:00pm-6:00pm</td>
<td>How Enterprise Manager 12c Brokers Peace between DBAs and Compliance officers</td>
<td>Moscone West 3018</td>
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# Additional Oracle Enterprise Manager Sessions

**Thursday, October 4, 2012**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
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<tbody>
<tr>
<td>11:15am-12:15am</td>
<td>Bringing Order to the Masses: Scalable Monitoring using Enterprise Manager 12c</td>
<td>Moscone West 3020</td>
</tr>
<tr>
<td>11:15am-12:15am</td>
<td>Application Performance Matters – Oracle Real User Experience Insight</td>
<td>Palace Hotel Sea Cliff</td>
</tr>
<tr>
<td>11:15am-12:15am</td>
<td>Pinpoint Production Applications’ Performance Bottlenecks Using JVM Diagnostics</td>
<td>Marriott Marquis Golden Gate C3</td>
</tr>
<tr>
<td>11:15am-12:15am</td>
<td>Spark on SPARC: Enterprise-class IaaS with Enterprise Manager 12c</td>
<td>Moscone West 3018</td>
</tr>
<tr>
<td>12:45pm-1:45pm</td>
<td>Strategies for Configuring Enterprise Manager 12c In a Secure IT environment</td>
<td>Moscone West 3018</td>
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<tr>
<td>2:15pm-3:15pm</td>
<td>Oracle Enterprise Manager Deployment Best Practices</td>
<td>Moscone South 104</td>
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<tr>
<td>2:15pm-3:15pm</td>
<td>Functional and Load Testing Tips and Techniques for Advanced Testers</td>
<td>Moscone South 307</td>
</tr>
<tr>
<td>2:15pm-3:15pm</td>
<td>My Oracle Support: The Proactive 24x7 Assistant for Your Oracle Installations</td>
<td>Moscone West 3018</td>
</tr>
</tbody>
</table>
# Additional Oracle Enterprise Manager Sessions

**Scene and Be Heard Theater, Moscone South Demogrounds**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:15am-12:15am</td>
<td>Bringing Order to the Masses: Scalable Monitoring using Enterprise Manager 12c</td>
<td>Moscone West 3020</td>
</tr>
<tr>
<td>11:15am-12:15am</td>
<td>Application Performance Matters – Oracle Real User Experience Insight</td>
<td>Palace Hotel Sea Cliff</td>
</tr>
<tr>
<td>11:15am-12:15am</td>
<td>Pinpoint Production Applications’ Performance Bottlenecks Using JVM Diagnostics</td>
<td>Marriott Marquis Golden Gate C3</td>
</tr>
<tr>
<td>11:15am-12:15am</td>
<td>Spark on SPARC: Enterprise-class IaaS with Enterprise Manager 12c</td>
<td>Moscone West 3018</td>
</tr>
<tr>
<td>12:45pm-1:45pm</td>
<td>Strategies for Configuring Enterprise Manager 12c In a Secure IT environment</td>
<td>Moscone West 3018</td>
</tr>
<tr>
<td>2:15pm-3:15pm</td>
<td>Oracle Enterprise Manager Deployment Best Practices</td>
<td>Moscone South 104</td>
</tr>
<tr>
<td>2:15pm-3:15pm</td>
<td>Functional and Load Testing Tips and Techniques for Advanced Testers</td>
<td>Moscone South 307</td>
</tr>
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<td>My Oracle Support: The Proactive 24x7 Assistant for Your Oracle Installations</td>
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</tr>
</tbody>
</table>
Oracle Enterprise Manager Demos and Labs

- For further information, visit the Enterprise Manager Demo Grounds in Moscone North, West and South

- For hands on practice, visit the Hands On Labs at the Marriott Hotel, Marquis Salon 5/6 and 14/15
  - Oracle WebLogic and SOA Management
  - Database Testing, Data Masking, & Subsetting
  - Enterprise Cloud Infrastructure for SPARC
  - Managing the Cloud
  - Database Performance Tuning

- Join the conversation on Twitter #em12c

Scan the QR code to get the latest demos, sessions, hands-on labs, and more!
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