

APPLICATION MANAGEMENT SUITE FOR ORACLE E-BUSINESS SUITE



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Oracle Application Management Suite for Oracle E-Business Suite is a complete, integrated, and best-of-breed business-driven application management solution that helps you achieve high levels of application performance, availability, agility and control, and reduce the costs of managing Oracle E-Business Suite applications.

Complete, Integrated and Best-of-Breed Capabilities

Application Management Suite for Oracle E-Business Suite leverages Oracle Enterprise Manager as its technical foundation in order to enable the business driven approach of managing Oracle E-Business Suite. Enterprise Manager's comprehensive capabilities, such as service level management, application performance management, configuration management, integration with My Oracle Support, and third-party management tool integration are all made available through the suite. In addition, the suite provides a set of E-Business Suite-specific tools such as setup management, customization management patch management, cloning automation and concurrent manager management that are designed to address the unique management challenges of the Oracle E-Business Suite applications. These capabilities provide a complete solution that covers a broad range of essential Oracle E-Business Suite application management activities to ensure the proper functioning of the Oracle E-Business Suite applications. Furthermore, these capabilities are designed to work out-of-the-box, saving you the need to make heavy customizations that are costly to perform and maintain.

Application Management Suite for Oracle E-Business Suite is also part of the broader Oracle Enterprise Manager solution that simplifies the management of your IT environments from application to disk. In addition to the high degree of integration between various functionalities within the suite, the suite integrates with other Enterprise Manager components for managing middleware, database, operating systems and hardware. From a single Enterprise Manager console, you can manage all the components of your Oracle E-Business Suite applications and its underlying IT infrastructure.

Manage Application Based on Business Goals

The business-driven approach of managing application starts with managing the business processes that Oracle E-Business Suite supports before focusing on the foundation components that the application is built on. By doing this, proper priorities can be assigned to management activities that maximize business benefits while minimizing costs. Application Management Suite for Oracle E-Business Suite helps you manage your business processes as services. You may model your applications, the business processes that they support, and the infrastructure that they run on as services, and establish service level objectives against the various business processes and infrastructure components. These objectives serve as targets that the management suite monitors in order to ensure that

COMPATIBILITY

- Oracle E-Business Suite R11i.10, R12
- Linux, Solaris, HP/UX, AIX

your Oracle E-Business Suite applications serve the needs of the business.

Once the services and their service level objectives are defined, the management suite monitors them. A key aspect of the monitoring focuses on end user experience of the services. Application Management Suite for Oracle E-Business Suite supports both real user and synthetic user approaches of monitoring end user experience.

In real user monitoring, the management suite monitors the activities of actual end users – literally every click that they issue from the application UI. Contextual information, such as the page of the click, client IP address, timestamp, response time and error/warning messages encountered, is also captured. This rich information helps you understand who used your Oracle E-Business Suite applications, when and where they logged in from and what they did in the applications. Using this set of automatically collected information, you will uncover application usage trends, performance problems, usability issues and other insights that can help you proactively manage the performance and availability of your Oracle E-Business Suite applications based on real end users information.

To complement real user monitoring, the management suite also supports synthetic user monitoring. Using service tests are designed to simulate common end user activities on the application UI and executed from beacons deployed in key locations of your network, you can ensure that your Oracle E-Business Suite applications are always ready to serve the needs of your users. In addition to running service tests against the Oracle E-Business Suite Forms and Browser-based UI, you may also define tests against the Oracle E-Business Suite application mid-tier and the various infrastructure components by using service tests that support SOAP, JDBC, ping, and numerous other protocols.

Key Performance Indicators, including performance metrics and usage metrics, can be derived from both real and synthetic user monitoring. These indicators provide summary level insights that describe the overall execution of the applications. They can also be linked to the service level objectives that are defined when computing actual service levels are achieved. If service levels go below your target, the management suite can send notifications to alert support personal about the problems so that they can address the issues.

Centralized and comprehensive reporting is essential to enabling IT and line-of-business application sponsors to make fact-based decisions using common information. Application Management Suite for Oracle E-Business Suite provides both at-a-glance dashboard summary and detailed views of your Oracle E-Business Suite applications. Dashboards can be pre-built by administrators and presented to specific user groups. Access to information stored in the integrated OLAP data store can be assigned based on user / application combination. Reports are provided both at the executive level for assessing overall service level compliance and making IT investment decisions, and at the administrative level for ensuring consistent delivery of high service levels.

Monitor Application Proactively and Resolve Problem Quickly

To help you achieve high level of application performance and availability, Application Management Suite for Oracle E-Business Suite provides a set of tools to monitor and troubleshoot the core components of the Oracle E-Business Suite applications. It lets you monitor the health of Oracle E-Business Suite specific components such as Concurrent

Manager and Forms Server, as well as infrastructure components such as Database Server and Web Server. Thresholds may be defined against server and component statistics such as CPU utilization and up/down status of servers and components. Log files that are associated with the various Oracle E-Business Suite servers and components can be monitored by specifying Oracle E-Business Suite error codes, or by defining regular expressions that match the log messages.

The Concurrent Processing Dashboard provides you with details of concurrent processing in your Oracle E-Business Suite system. The dashboard gives you a complete picture of concurrent processing on your system, both current activities as well as usage statistics. Add a standard or user-defined concurrent programs and managers as a target to the Oracle E-Business Suite composite target. Then specify your own thresholds and monitor related activities of the registered individual concurrent programs and managers.

When monitoring the various statistics, you may rely on Application Management Suite for Oracle E-Business Suite's built-in event management capabilities. Notification methods could be defined to send email, trigger SNMP traps to forward alerts to third party management tools, or to kick off custom scripts. Notification may be defined according to a schedule, so that different administrators who are on duties at different times would get the alerts during their shifts.

The User Monitoring page enables you to link a database session to an Oracle E-Business Suite user session. In this way you can link a performance issue in a database session to activity done by that Oracle E-Business Suite user. The User Monitoring feature checks three entities: Concurrent Programs requests, Forms sessions, and Oracle Application Framework sessions to see if it can find a match for the database session ID.

Control Application Configuration Changes Effectively

Agility and control are frequently two conflicting requirements for managing applications. On one hand, you need to be able to adjust application settings rapidly in order to respond to changing business demand. On the other hand, you also need to impose controls over changes. The configuration management capabilities of the management suite help you satisfy both requirements. The suite enables service models and system models to be created in order to establish the relationships between critical business processes and the technical components that support them so that changes can be made more quickly based on proper understanding of business priorities and business impacts.

You may also use the management suite's configuration analysis tools to track changes made to the environment in order to achieve better control on application system configurations. You can get an audit trail of configuration, or take a snapshot of the state of the system at a given point in time. The tools also let you compare between snapshots and the current state of the system, across different Oracle E-Business Suite Application Servers, or different Oracle E-Business Suite environments, helping you to quickly and easily pinpoint any potential differences. These capabilities help keep the components in your application environment synchronized and reduce "configuration drift". They also simplify investigations into why components that are presumed to be identically configured are behaving differently.

To help you prevent unauthorized changes from compromising the integrity of your

application environment and to achieve security and governance objectives, Application Management Suite provides several capabilities for detecting changes and enforcing configuration settings. Changes to settings stored in database and configuration files can be detected in real-time so that unauthorized changes can be caught immediately. They can also be reconciled with your change management system so that the changes can be tied back to the user who implemented the change. In addition, you may define policies to enforce accepted configurations.

Automate Patching, Cloning and Functional Change Management

Application Management Suite for Oracle E-Business Suite extends Oracle Enterprise Manager Grid Control to lower the cost of managing changes in an E-Business Suite environment. It has four components: Customization Manager, Patch Manager, Setup Manager and Cloning Automation. Each of these four components addresses a unique aspect of change within an organization, and work together to provide an end-to-end change management solution.

Customization Manager provides a toolset and infrastructure to package and deploy custom applications, reports, and extensions. Customization Manager bundles the respective files into an AD-compliant patch, and then uses standard EBS tools to deploy those patches into downstream instances. The product supports a wide variety of files types (i.e., more than 200), and also integrates into Patch Manager for deployment. Customization Manager provides a more structured and organized way to manage customizations, and lowers both the cost and resource effort for this activity.

Patch Manager eliminates many of the manual, redundant tasks associated with existing patch application practices. Key features of the product include an guided interview process, the ability to deploy custom patches as well as Oracle patches, the ability to apply the patch simultaneously on multiple targets, and a central console to manage patches for all instances, to name a few. The result is that Patch Manager greatly facilitates and expedites the patching process, thereby freeing up resources to concentrate on higher value-added tasks.

Setup Manager provides substantial enhancements to an existing E-Business Suite tool, Oracle iSetup. Key enhancements include the ability to group individual extracts into a project, and then deploy that project to multiple instances simultaneously. In addition, the project concept enforces any dependencies that might exist between the individual extracts. The result is a dramatic reduction in the amount of time and effort associated with the management of configuration information, as well as considerable improvement in consistency and accuracy.

The Change Approval Framework helps ensure that all changes go through a change approval mechanism. This change control mechanism entails one level of approval for any change that results in a configuration or code change of an Oracle E-Business Suite instance. The Change Approval Framework provides tracking and auditing with respect to the change control requests and historical data.

Cloning Automation enables the Oracle E-Business Suite systems to be automatically cloned via the Grid Control Provisioning Framework. A step-by-step interview guides administrators through the cloning process. Additionally, administrators can modify the

RELATED PRODUCTS

The following Oracle Enterprise Manager products can be used with Application Management Suite for Oracle E-Business Suite to achieve business driven application-to-disk management of the complete application environment:

- Application Testing Suite
- Real Application Testing
- Data Masking Pack
- Diagnostic Pack for Database
- Tuning Pack for Database
- Configuration Management Pack for Database
- System Monitoring Plug-in for Non-Oracle Databases
- System Monitoring Plug-in for Storage

standard cloning process to include custom actions.

Contact Us

With Application Management Suite for Oracle E-Business Suite, you get a complete set of tools to monitor and troubleshoot your Oracle E-Business Suite applications to achieve the required application performance and availability, manage your configurations proactively for better agility and control, and drive down the costs of running your applications so that you can focus your resources on strategic initiatives. For more information about Application Management Suite for Oracle E-Business Suite, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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