

# APPLICATION MANAGEMENT SUITE FOR PEOPLESOFT



## USER EXPERIENCE MANAGEMENT

- Service Level Objective
- Real User Monitoring
- Synthetic User Monitoring
- Service Test
- Key Performance Indicator
- Performance Metrics
- Usage Metrics
- Service Dashboard
- Service Level Reports

## SYSTEM MONITORING AND DIAGNOSTICS

- Thresholds
- Alert Notifications
- Metric History
- Event Log Analysis
- Process Scheduler Management

## CONFIGURATION MANAGEMENT

- Discovery
- System Modeling
- Service Modeling
- Configuration Snapshot
- Change Audit Trail
- Configuration Compare
- Configuration Policy

## LIFECYCLE AUTOMATION

- Domain Administration
- Job System
- My Oracle Support Integration

*Oracle Application Management Suite for PeopleSoft 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 PeopleSoft applications.*

### **Complete, Integrated and Best-of-Breed Capabilities**

Application Management Suite for PeopleSoft leverages Oracle Enterprise Manager as its technical foundation in order to enable the business driven approach of managing PeopleSoft. 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 PeopleSoft-specific tools such as Domain Administration and Process Scheduler Management that are designed to address the unique management challenges of the PeopleSoft applications. These capabilities provide a complete solution that covers a broad range of essential PeopleSoft application management activities to ensure the proper functioning of the PeopleSoft applications. Furthermore, these capabilities are designed to work out-of-the-box, saving the need to make heavy customizations that are costly to perform and maintain.

Application Management Suite for PeopleSoft 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 PeopleSoft applications and their underlying IT infrastructure.

### **Manage Application Based on Business Goals**

The business-driven approach of managing application starts with managing the business processes that PeopleSoft 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 PeopleSoft 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 your PeopleSoft applications serve the needs of the business.

## COMPATIBILITY

- PeopleTools 8.48, 8.49, 8.50, 8.51
- Operating Systems: Linux, Solaris, HP/UP, AIX, Microsoft Windows
- Databases: Oracle, DB2, Microsoft SQL Server

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 PeopleSoft 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 PeopleSoft 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 PeopleSoft 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 PeopleSoft applications are always ready to serve the needs of your users. In addition to running service tests against the PeopleSoft UI, you may also define tests against the PeopleSoft 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 PeopleSoft provides both at-a-glance dashboard summary and detailed views of your PeopleSoft 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 PeopleSoft provides a set of tools to monitor and troubleshoot the core components of the PeopleSoft applications. It lets you monitor the health of PeopleSoft specific components such as Application Server Domain and Process

Scheduler Domain, 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, the current number of entries in the PSAPPSRV queue, and up/down status of servers and components. Log files that are associated with the various PeopleSoft servers and components can be monitored by specifying PeopleSoft error codes, or by defining regular expressions that match the log messages.

When monitoring the various statistics, you may rely on Application Management Suite for PeopleSoft'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.

As problems are identified, you may use the suite's event log analysis tool to search for log entries that provide insights to application processing. You may also examine metric history to get summary perspectives on the operations of various PeopleSoft components. Beyond diagnostics, PeopleSoft administrators may also use the management suite to centrally control their PeopleSoft environments. Domain administration activities, such as starting and stopping PeopleSoft Application Server Domains and purging caches may be done from within the management suite's user interface. In addition, Process Scheduler management functions, such as submitting jobs and monitoring execution, can be done centrally from within Enterprise Manager as well.

### **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 PeopleSoft Application Servers, or different PeopleSoft Enterprise 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

**RELATED PRODUCTS**

The following Oracle Enterprise Manager products can be used with Application Management Suite for PeopleSoft 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

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.

**Contact Us**

With Application Management Suite for PeopleSoft, you get a complete set of tools to monitor and troubleshoot your PeopleSoft 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 PeopleSoft, please visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.



Oracle is committed to developing practices and products that help protect the environment

Copyright © 2010, Oracle and/or its affiliates. All rights reserved.

This document is provided for information purposes only and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. UNIX is a registered trademark licensed through X/Open Company, Ltd. 0110