

APPLICATION MANAGEMENT SUITE FOR SIEBEL



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
- Transaction Diagnostic (SARM)
- Workflow Process Monitoring
- Workflow Policy Monitoring
- Event Log Analysis

CONFIGURATION MANAGEMENT

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

LIFECYCLE AUTOMATION

- Server Control
- Job System
- My Oracle Support Integration

Oracle Application Management Suite for Siebel 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 Siebel CRM.

Complete, Integrated and Best-of-Breed Capabilities

Application Management Suite for Siebel leverages Oracle Enterprise Manager 11g as its technical foundation in order to enable the business driven approach of managing Siebel CRM. 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 Siebel-specific tools such as transaction diagnostics, workflow monitoring and event log analysis that are designed to address the unique management challenges of the Siebel applications. These capabilities provide a complete solution that covers a broad range of essential Siebel application management activities to ensure the proper functioning of the Siebel 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 Siebel is also part of the broader Oracle Enterprise Manager 11g 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 Siebel 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 Siebel CRM 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 Siebel 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 Siebel applications serve the needs of the business.

Once the services and their service level objectives are defined, the management suite

COMPATIBILITY

- Siebel CRM Applications 7.7, 7.8, 8.0, 8.1, 8.2
- All Cross-Industry and Industry Vertical Versions
- Linux, Solaris, HP/UX, AIX, Microsoft Windows
- Siebel CRM on Oracle, DB2, Microsoft SQL Server Database

monitors them. A key aspect of the monitoring focuses on end user experience of the services. Application Management Suite for Siebel 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 Siebel 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 Siebel applications based on real end users information. When a performance problem is found, you may drill down to Siebel Transaction Diagnostic to investigate its root cause.

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 Siebel applications are always ready to serve the needs of your users. In addition to running service tests against the Siebel UI, you may also define tests against the Siebel 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 Siebel provides both at-a-glance dashboard summary and detailed views of your Siebel 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 Siebel provides a set of tools to monitor and troubleshoot the core components of the Siebel applications. It lets you monitor the health of Siebel specific components such as Gateway Server and Siebel Application 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, the current number of component tasks running, and up/down status of servers and components. Log files that are associated with the various Siebel servers and components can be monitored by specifying Siebel 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 Siebel'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.

Besides component monitoring and service monitoring, the management suite provides in-depth proactive monitoring of individual Siebel Workflow Process and Workflow Policies that are central to processing many Siebel transactions. You may receive alert notifications if Siebel workflow process execution errors out or the processing of workflow process and policy falls behind so that you can address these problems proactively.

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 Siebel components. For performance problems, you may identify bottlenecks using Application Management Suite's transaction diagnostic tool. This tool helps you troubleshoot performance problems by navigating and visualizing SARM log entries from a centralized console regardless of which server the transaction requests occurred and where the SARM data is located. Using this tool, you can quickly identify the slow running transaction request and then triage the slow requests in order to determine whether the performance problem originated from logic running in the Siebel mid-tier, or from slow database operations. If the problem is in the mid-tier, you may use this tool to identify the screen and view that the slow transaction request came from, the business component used, the workflow that was called and the script that was involved, so that you can start working on a remedy of the problem.

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

RELATED PRODUCTS

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

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 Siebel Application Servers, or different Siebel 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 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 Siebel, you get a complete set of tools to monitor and troubleshoot your Siebel 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 Siebel, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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