Best Practices for Managing Your PeopleSoft Applications

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Senior Product Manager

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Principal Product Strategy Manager
Program Agenda

• Value of Enterprise Manager
• Enterprise Manager and PeopleSoft
• Best Practices for Managing PeopleSoft
• Product Demonstrations
Value of Enterprise Manager
Business-Driven IT Management

Business Users and Customers

User Experience

Business Transactions
- WEB PORTAL
- PRODUCT CATALOG
- ORDER ENTRY
- OTHER SERVICES

Business Services

Business-Driven Application Management
- Understand business needs
- Manage from business perspective

Integrated Application-to-Disk & Cloud Management
- Eliminate management silos
- Create agile IT for dynamic business

Services Cloud
- Oracle Support

Integrated Application-to-Disk and Cloud Management

Integrated Systems Management & Support
- Proactively identify and fix problems
- Maximize business productivity
Top-Down Application Management
Business-Centric Management Designed Specifically for Oracle Applications

Are my customer support processes working?

How many user sessions are running?

Which component is mis-configured?

Which are the top 5 slowest running SQL statements?
Oracle Application Management Suite for PeopleSoft

Complete

Integrated

Best of Breed

Greater Value

Simplicity

Works Better

Broad Functional Coverage

Designed to Work Together

Application-Specific Management

#1

Greater Value

Simplicity

Works Better
Oracle Application Management Suite for PeopleSoft

Complete

Application Management Pack for PeopleSoft Enterprise

Real User Experience Insight with Application Accelerator for PeopleSoft

Configuration Management Pack for Applications

Broad Functional Coverage

Greater Value
Oracle Application Management Suite for PeopleSoft

Complete

User Experience Management

System Monitoring & Diagnostics

Configuration Management

Lifecycle Automation

Broad Functional Coverage

Greater Value
Oracle Application Management Suite for PeopleSoft

**Out-of-the-Box Capabilities for PeopleSoft Applications**

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<tr>
<th>User Experience Management</th>
<th>System Monitoring &amp; Diagnostic</th>
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<tr>
<td>• Real User Monitoring</td>
<td>• Dashboards and Reports</td>
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<tr>
<td>• Synthetic User Monitoring</td>
<td>• System Component Monitoring</td>
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<tr>
<td>• Dashboard</td>
<td>• Alerts and Notifications</td>
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<td>• Ad-hoc Analysis</td>
<td>• Log Analysis</td>
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<tr>
<td>• Service Level Objectives</td>
<td>• Process Scheduler Mgmt</td>
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<td>• Service Level Monitoring</td>
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<td>• Service Level Reporting</td>
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<table>
<thead>
<tr>
<th>Lifecycle Automation</th>
<th>Configuration Management</th>
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<tr>
<td>• Domain Administration</td>
<td>• Automatic Discovery</td>
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<tr>
<td>• Process Scheduler</td>
<td>• System &amp; Service Modeling</td>
</tr>
<tr>
<td>• Job System</td>
<td>• Configuration Analysis</td>
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<td>• Configuration Policy</td>
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<td></td>
<td>• Compliance Dashboard</td>
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<td></td>
<td>• Real-Time Change Detection</td>
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</tbody>
</table>

**Best of Breed**

- #1
- Application-Specific Management
- Works Better
Enterprise Manager and PeopleSoft
Best-of-Breed PeopleSoft-Specific Capabilities

- Full visibility and management of PeopleSoft components
- Proactive system monitoring with service level management
- PeopleSoft system parameter change tracking
- Out-of-box policies
- Centralized log search & archiving
- Centralized domain administration
- Support PeopleTools 8.48 or newer on all PeopleSoft database and O/S platforms
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High Level Architecture

End User

Enterprise Manager 11g

New managed target starting with 8.50 release

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PeopleTools 8.51 Release Enhancements

• Release drivers and value proposition
  – Improved system management
  – Enhanced system monitoring
  – Next generation certification
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PeopleTools 8.51 Release Enhancements

• Datacenter ready
  – Host based target view
  – Single control for start/stop of multiple PeopleSoft domains
  – Allow scheduling of start/stop of PeopleSoft domains

• Improved monitoring
  – Configurable alert notifications
  – Additional metrics (JSH and WSH transaction loads/aborts etc.)

• Process Monitor improvements
  – Additional metrics for PeopleSoft processes/jobs
  – Additional charts for monitoring
  – Displays process data for pre-defined metrics
Best Practices For Managing PeopleSoft
Best Practices for Managing PeopleSoft

1. Proactive System Monitoring

2. Centralized Management of PeopleSoft Components
   A. Domain Management
   B. Configuration Management
   C. Log File Monitoring & Management

3. End-User Monitoring
Best Practices for Managing PeopleSoft

1. Proactive System Monitoring

- **Service Level Management**
  - Define operational level objectives
  - Gather business requirements
  - Agree to expected service levels
  - Model end-to-end services
  - Centralize management of SLA’s to gain enterprise-wide view of IT performance
  - Dashboards and reports summarize KPI’s and service levels achieved
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2. Centralized Management of PeopleSoft Components

- **Domain Management**
  - Centralized system management
  - Set up alerts when thresholds have been reached
    - Leverage out of the box PSFT specific metrics and policies as well as host alerts (i.e. file system space)
  - Review performance data to identify issues or anomalies
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2. Centralized Management of PeopleSoft Components

- Configuration Management
  - Make all configuration changes from within Enterprise Manager
  - Automatically inform others of configuration changes
  - Create a ‘gold’ copy of configuration values
  - Used to compare other domains
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2. Centralized Management of PeopleSoft Components

• Log File Management
  • Let Enterprise Manager manage the archiving and purging of your log files
  • Set up log file alerts
    • Log files can be scanned for desired patterns or error codes

![Create 'PS Purge Archive Log' Job](image-url)
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3. End-User Monitoring

1. Can I monitor all user sessions?
   Can I replay a particular session, and see what actions the user did / did not take?

2. Can I develop business actionable information from my user monitoring?

3. Does the solution
   • Require custom instrumentation?
   • Support web and packaged applications?
   • Secure business data?
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3. End-User Monitoring – Active vs. Passive Monitoring

- **Internet Cloud**
- **User Communities**
- **Web Servers**
- **Application Servers**
- **Databases**
- **Hosts**

**Synthetic Test Monitoring**
Oracle Enterprise Manager Grid Control

**Real User Monitoring**
Real User Experience Insight
3. End-User Monitoring – Real User Experience Insight

**Key highlights:**
- Replay of poor performance
- Executive dashboards
- Extensive KPI and SLA monitoring
- Full alerting capabilities
- Transaction performance analyses
- Customized reporting
- Trend analyses
- Full data integration via XML
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3. End-User Monitoring – Real User Experience Insight

Collected data:

- Client-ip, Server-ip, Gateway-ip
- Requested URL (Page, Object)
- Cookie/Session-id
- Referrer
- GET & POST requests
- User agents (phone type)

- Response?
  - Server error, web site error, Hit OK
  - Content of page (i.e. order details, functional errors)

- Delivered?
- Aborted?
- Network timeout?
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3. End-User Monitoring – Real User Experience Insight

- Analysis of user experience information based on “cube based data sets”
- Successive drill down to identify trends
- Customizable dimensions that can be based on business data – order value, product ID, etc.
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3. End-User Monitoring – Real User Experience Insight

- Support for E-Business Suite, Siebel, PeopleSoft, and JD Edwards
- Application-specific cubes
- Auto-configured:
  - Business Names for Pages
  - User Sessions
  - Application Errors – e.g. PSFT-error codes
- Requests are mapped to the associated PeopleSoft Module, Site & Node
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3. End-User Monitoring – Oracle Enterprise Manager Grid Control

- Monitor performance from an end-user perspective using:
  - Web Transactions
  - SOAP Tests
- Include Service Tests for:
  - Simple Login Tests
  - Transactions that resemble critical paths taken by end-user
- SOAP Transactions for associate web services
3. End-User Monitoring – Oracle Enterprise Manager Grid Control

- Place Beacons strategically:
  - At locations that are representative of end-user geography
  - At locations that have experienced the most outages of performance issues
Demo
<table>
<thead>
<tr>
<th>Monday September 20, 2010</th>
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<tbody>
<tr>
<td>3:30 p.m. - 4:30 p.m.</td>
<td>Database Performance Diagnostics and Tuning</td>
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<tr>
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<td>Marriott Hotel, Salon 12/13, YB Level</td>
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<tr>
<td>5:00 p.m. - 6:00 p.m.</td>
<td>Provisioning, Patch Automation, and Configuration Management Pack</td>
</tr>
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<td>Marriott Hotel, Salon 12/13, YB Level</td>
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<tr>
<td>5:00 p.m. - 6:00 p.m.</td>
<td>Oracle Application Mgmt. Pack for Oracle E-Business Suite: Monitor/Clone</td>
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<td>Tuesday September 21, 2010</td>
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<td>11:00 a.m.-12:00 p.m.</td>
<td>Using Oracle Application Change Management Pack for Oracle E-Business Suite</td>
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<td>12:30 p.m.-1:30 p.m.</td>
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<td>2:00 p.m. - 3:00 p.m.</td>
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<td>4:45 p.m. - 5:45 p.m.</td>
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<td>4:45 p.m. - 5:45 p.m.</td>
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<td>Thursday September 23, 2010</td>
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<td>9:00 a.m. - 10:00 a.m.</td>
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## Oracle Enterprise Manager Demogrounds

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<tr>
<th>DEMO TITLE</th>
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<tbody>
<tr>
<td>Oracle Real Application Testing: Database Replay</td>
<td>Moscone West</td>
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<td>Oracle Real Application Testing: SQL Performance Analyzer</td>
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<td>Self-Managing Database: Automatic Performance Diagnostics</td>
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<td>Self-Managing Database: Automatic Fault Diagnostics</td>
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<td>Self-Managing Database: Automatic Application and SQL Tuning</td>
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<td>Application Quality Management: Application Testing Suite</td>
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<td>Real User Monitoring with Oracle Enterprise Manager</td>
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<td>Siebel CRM Application Management</td>
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<td>Real User Monitoring with Oracle Enterprise Manager</td>
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<td>Oracle WebLogic Server Management and Java Diagnostics</td>
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<td>SOA Management with Oracle Enterprise Manager</td>
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<td>Oracle Business Transaction Management</td>
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<td>Push Button Provisioning and Patch Automation</td>
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<td>Smart Configuration Management</td>
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<td>Oracle Enterprise Manager Ops Center</td>
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<td>Managing the Enterprise Private Cloud</td>
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<td>System Management, My Oracle Support, and Oracle Enterprise Manager</td>
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<td>Self Managing Database: Change Management for DBAs</td>
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<tr>
<td>Oracle Enterprise Manager: Complete Datacenter Management</td>
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<td>Self-Managing Database: Data Masking for DBAs</td>
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