



# ORACLE®

## Oracle@Oracle: How Oracle IT Uses Oracle Enterprise Manager to Manage Mission Critical Business Applications

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# Superior Ownership Experience



# Oracle Enterprise Manager

## Business-Driven Application Management

- Map business metrics to IT events
- Manage IT from business perspective



## Integrated Application-to-Disk Coverage

- Eliminate management silos
- Create agile IT for dynamic business



## Integrated Systems Management and Support

- Proactively identify and fix problems
- Maximize business productivity

# Application Management R&D Investments

Oracle releases Application Management Pack for PeopleSoft ...

Oracle releases Application Management Pack for Siebel ...

Oracle releases Application Management Pack for Oracle E-Business Suite

Oracle releases Application Management Pack for JD Edwards EnterpriseOne

Oracle releases Application Change Management Pack for Oracle E-Business Suite . . .

Oracle acquires Moniforce ...

Oracle acquires ActiveReasoning ...

Oracle acquires mValent ...

# ORACLE®

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## APPLICATION MANAGEMENT SUITES

Oracle E-Business Suite • Siebel • PeopleSoft • JD Edwards EnterpriseOne

# Application Management Suites



**User Experience  
Management**



**System Monitoring  
and Diagnostics**



**Configuration  
Management**



**Lifecycle  
Automation**

# Path to Fusion Applications

*Enterprise Manager Evolves With Your Oracle Application Environment*

Siebel, EBS,  
PeopleSoft,  
JDE E1

OBI-EE

ORACLE®  
ENTERPRISE MANAGER 11g

Fusion  
Middleware

Fusion  
Application

The screenshot displays the Oracle Enterprise Manager 11g interface. The top navigation bar includes 'Home', 'Targets', 'Deployments', 'Alerts', 'Policies', 'Jobs', and 'Reports'. The main content area is divided into several sections:

- Overview:** Shows 'Total Monitored Targets 309'. A pie chart indicates the status of all targets: 80% Up (green), 11% Unknown (grey), 6% Down (red), and 3% Under Blackout (black). A legend identifies the categories: Down (12), Unknown (24), Under Blackout (5), and Up (168).
- All Targets Alerts:** Lists 294 Critical, 139 Warning, and 98 Errors.
- All Targets Policy Violations:** Lists 333 Critical, 248 Warning, and 149 Informational violations.
- All Targets Jobs:** Shows 22 Problem Executions and 0 Suspended Executions (last 7 days).
- Target Search:** A search bar with 'All' selected and a 'Go' button.
- Security Policy Violations:** Lists 300 Critical, 239 Warning, and 8 Informational violations, with 48 new in the last 24 hours.
- Critical Patch Advisories for Oracle Homes:** Shows 1 Patch Advisory affecting 24 Oracle Homes.
- Deployments Summary:** Shows 'Database Installations' with 16 items. A table lists 'Software Targets Without Inventory' and 'Collection Problems'.
- Resource Center:** Provides links to Documentation, Release Notes, Support, and Oracle Technology Network.

Database Installations	Targets	Installations	Interim Patches Applied
Oracle Database 10g 10.1.0.3.1	0	1	Yes
Oracle Database 10g 10.1.0.4.0	2	3	Yes
Oracle Database 10g 10.1.0.4.2	1	1	No
Oracle Database 10g 10.1.0.5.0	0	1	No
Oracle Database 10g 10.2.0.1.0	5	5	Yes
Oracle9i 9.2.0.1.0	1	1	No
Oracle9i 9.2.0.8.0	1	1	No



Oracle@Oracle

SOFTWARE.  
HARDWARE.  
COMPLETE.

# Oracle Production IT

## Application Management Suite

**ORACLE®**

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**SIEBEL**

**ORACLE®**

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**E-BUSINESS SUITE**

**ORACLE®**

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**ENTERPRISE MANAGER**

**Real User Experience Insight**

# EM Infrastructure @ Oracle

- 8 EM Environments
- Over 150,000 Targets
- Largest Console: 45,824
- OMS/Agent Versions: 10g, 11g
- Disk Subsystems: NFS, SAN
- Load Balancers
- Single Sign-On
- External (DMZ) and Internal

# Application Management Suite Benefits

- Eliminating proprietary tools/solutions
- Centralizing on a common toolset and reporting structure
- Standardized processes
- Expanding the use of Oracle Enterprise Manager
- 66% reduction in error resolution time
- Centralized reporting
- Standard monitoring specific to applications

# Oracle Production IT

**ORACLE®**

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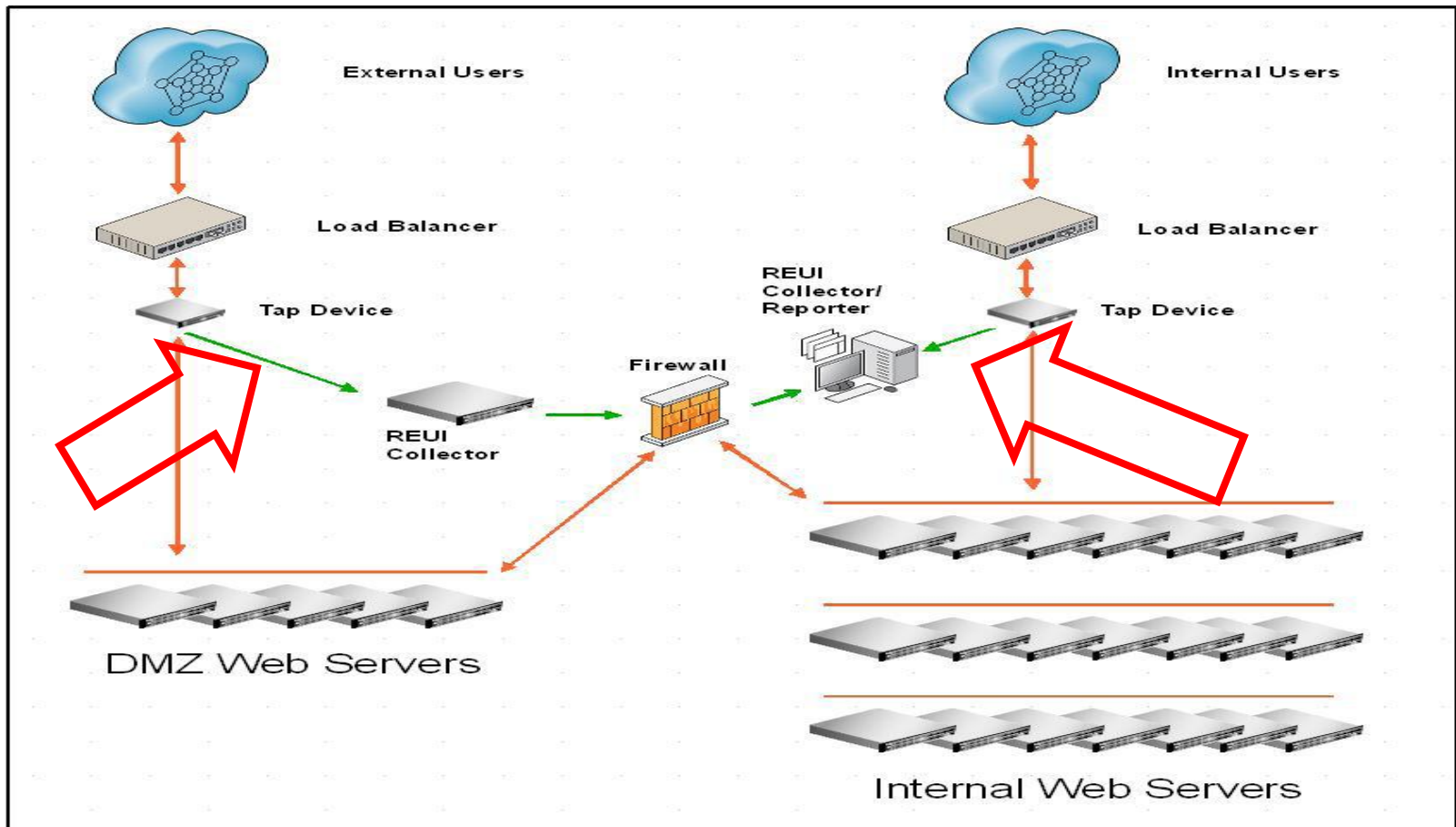
**ENTERPRISE MANAGER**

**Real User Experience Insight**

# Real User Experience Insight

- Implementation
  - RUEI with the E-Business Suite accelerator collates JSPs, Forms and other network objects
  - Tap Device Network Connection Used – Placed behind load balancer
  - External & Internal Traffic Monitored
- System Details
  - RUEI Version: 6.0.1 with EBS Accelerator
  - DB: 11.1.0.7 (64 bit)
  - OS: Oracle Enterprise Linux 5 (64 bit)
- Benefits
  - Reduced End User errors by region and application
  - Provided comprehensive application overview

# Real User Experience Insight Infrastructure



# Oracle Production IT

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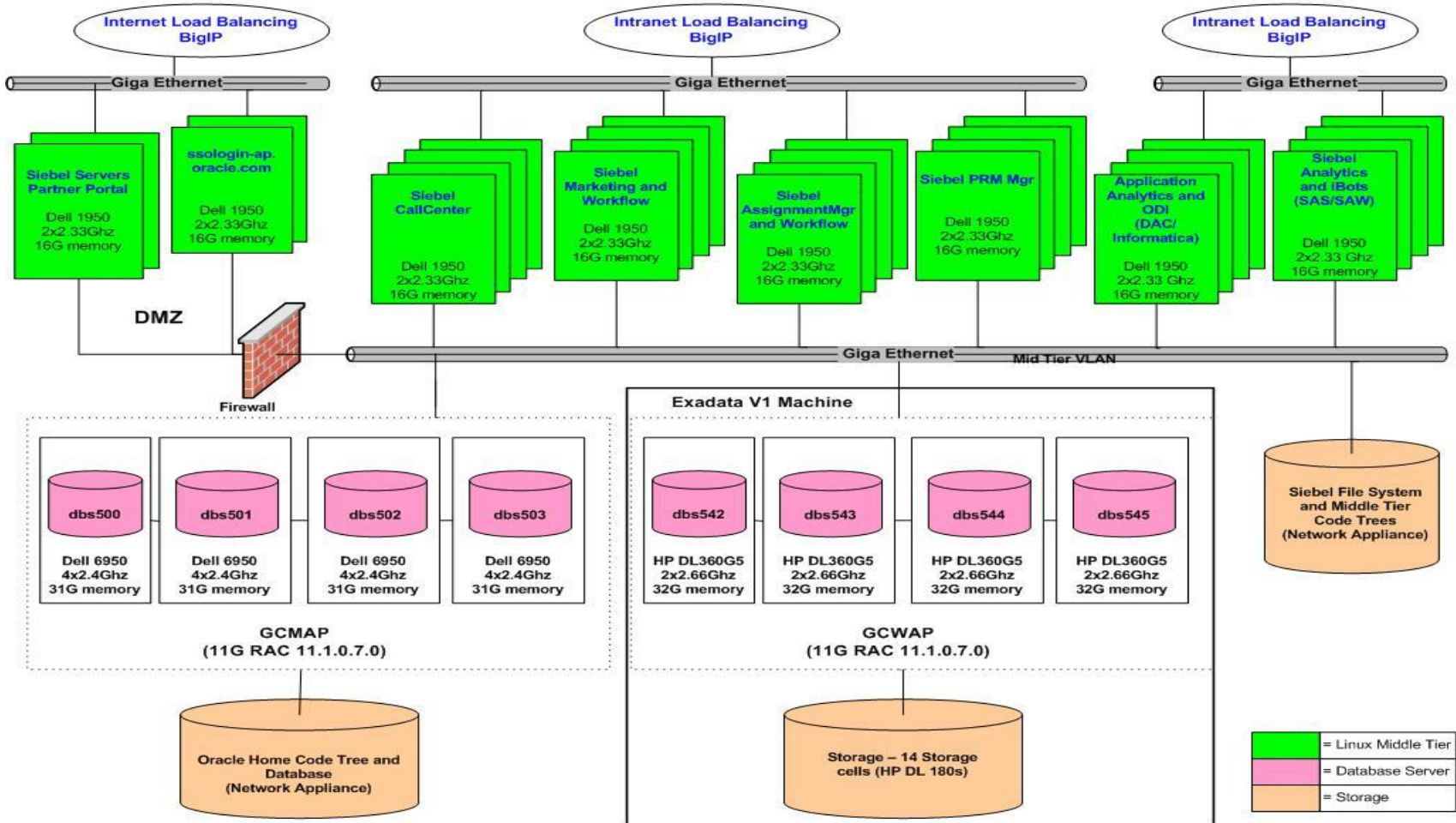
**SIEBEL**

# Siebel Pack

- CRM applications for Sales, Marketing and Partners (Alliances & Channels)
- Services over 3 K Users per Instance
- 3.4 TB DB
- RDBMS 11.1.0.7.0 (4 Node RAC)
- Over 30 Midtiers
- Number of end-users: 12 K
- Version of Siebel: 8.0.0.5 (8.0.0.10 – Oct)
- Number of System Administrators and DB/Apps Administrators: 2/3

# Siebel Infrastructure

## GCM / GCW Production Architecture - Austin Data Center



# Oracle Production IT

**ORACLE®**

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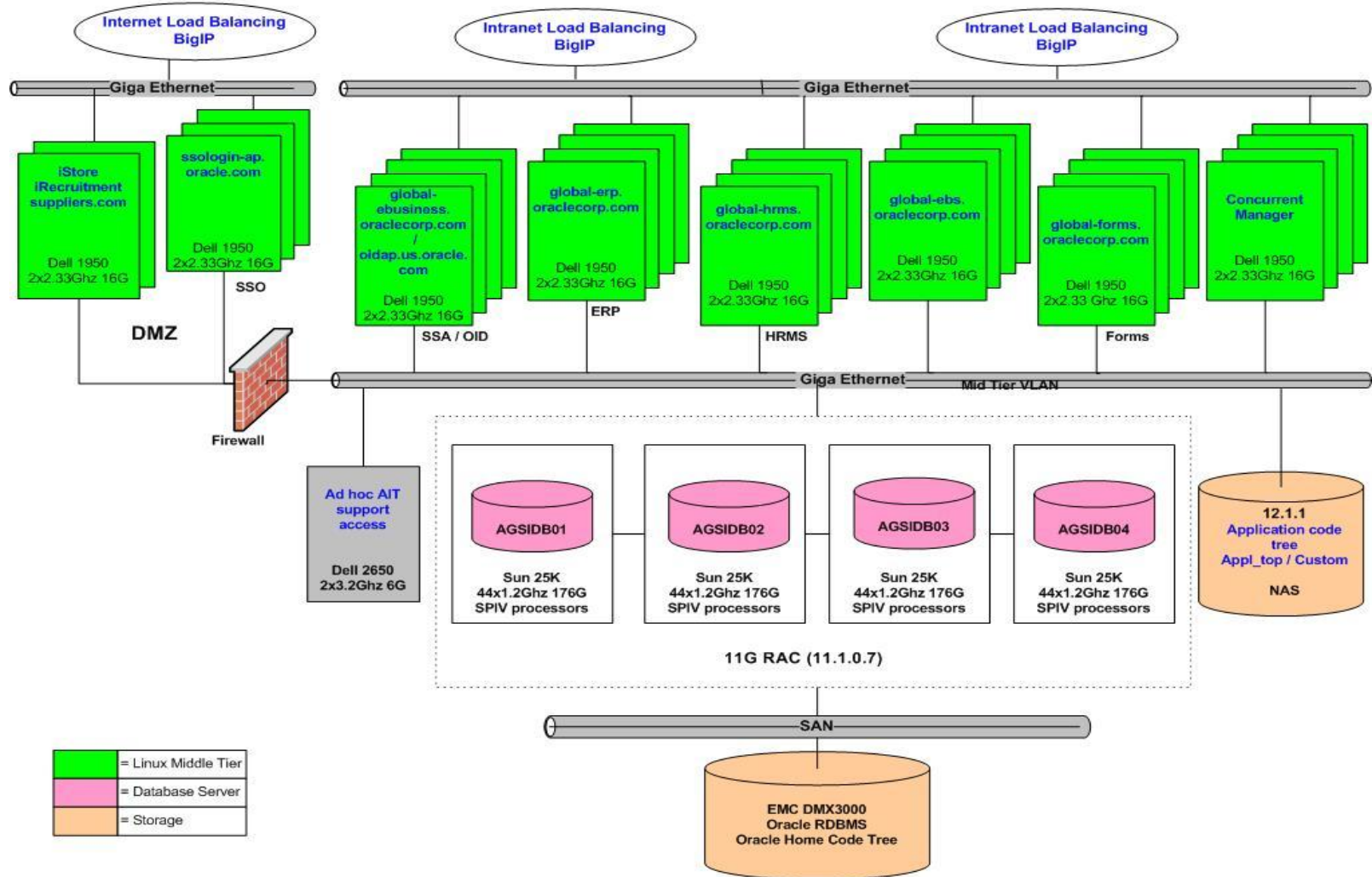
**E-BUSINESS SUITE**

# E-Business Application Management

- Services over 12 K Users per month
- Over 433 K workflow transactions
- 16.1 TB DB
- RDBMS 11.1.0.7.0 (RAC)
- Over 50 Midtiers
- Number of end-users: 70,406
- Version of E-Business Suite: 12.1.1
- Number of System Administrators and DB/Apps Administrators: 3/6

# E-Business Application Infrastructure

## GSI Production Architecture - Austin Data Center



# E-Business Application Management Discovery Process



- Install agents on all E-Business hosts (DB/Midtier)
- Execute AutoConfig to ensure all context files are clean
- Permissions Changes on Middleware
- Permissions Changes on JVM Tech Stack
- Execute Discovery of E-Business Application
- Review Standard Metrics
- Create Notification Rules

# E-Business Application Management Implementation Review

Task	Overview
Standard Metrics	Concurrent Requests, Forms Sessions, Web User, Workflow Errors, Unsent Workflow Notifications
User Defined Metrics (UDMs)	Host – Data Guard (MRP) Database - Datafile Recovery
Metrics Threshold Trends	Review required metrics for 30 day period and set accordingly
Corrective Action	Restart Process in the event of failure, Clear Log Directories
Security Policies	Permissions Changes, Password Change, Open Ports
Monitoring Templates	Host, Database, Middleware, JVMs, E-Biz

# E-Business Application Management

- Leveraging Groups
  - Manage Many as One
  - Notification Rules
  - Configuration Management
  - Dashboards

System: [gsiap.oracle.com](#)


Home | Charts | Administration | Components | Topology

Page Refreshed Aug 25, 2010 8:39:31 AM PDT [Refresh](#) [Launch Dashboard](#)

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**General**

Owner: PATRICK.COMBS  
Problem Jobs: 0  
Last 7 days.



**Services**

Name	Type
<a href="#">GSI - Emp Self Srv</a>	Web Application
<a href="#">GSI - Expenses</a>	Web Application
<a href="#">GSI - iProcurement</a>	Web Application
<a href="#">GSI - iRecruitment</a>	Web Application
<a href="#">GSI - Mgr Self Serv</a>	Web Application
<a href="#">GSI - Notifications</a>	Web Application
<a href="#">GSIAP-Exec-Dashboard</a>	Aggregate Service

**Policy Violations**

Severity	Count
(No violations found)	0

[Policy Trend Overview](#)

**Job Activity**

Create Job: Block Agent [Go](#)

Job executions scheduled to start no more than 7 days ago, directly on the target, or on any of it's members

Status	Submitted to the System	Submitted to any member
Problems	0	2075
Action Required	0	0
Suspended	0	0
Scheduled	0	52
Running	0	0

**Compare Target and Template Settings**

Select a template to compare with targets in the System

9i Statspack UDMs (apply on all 9i - user mon\_perf) - Database Instance [Go](#)

**Host Operations**

[Execute Host Command](#)

**Application Server Operations**

[Top J2EE Applications](#)

**Deployments Summary**

View: Database Installations

**Software Targets Without Inventory: 4 of 4** [Collection Problems](#)

Database Installations	Targets	Interim Patches Applied
Oracle Database 10g 10.1.0.3.0	0	1 No
Oracle Database 11g 11.1.0.7.0	0	8 Yes

**Configuration Searches**

Application Server Installation Settings [Go](#)

**Database Operations**

[Execute SQL](#) [View Backup Report](#)  
[Alert Log Contents](#)

**Listener Operations**

[Start](#) [Stop](#)  
[View Configuration](#)

# E-Business Application Management Systems group Dashboard

- Infrastructure Overview
- Target Health
- Alert Acknowledgement

## Target Status

System: [gsiap.oracle.com](#) Page Refreshed Aug 25, 2010 7:35:58 AM (UTC-08:00) Refresh

Previous 1-10 of 20 Next 10 >

Target Type	Status	Alerts
<a href="#">Automatic Storage Management</a>	4 ↑	8
<a href="#">Network Appliance Filer</a>	1 ↑	5
<a href="#">Host</a>	45 ↑	4
<a href="#">Agent</a>	5 ↑	0
<a href="#">Cluster Database</a>	1 ↑	1
<a href="#">Oracle Workflow Agent Listener</a>	1 ↑	0
<a href="#">Database Instance</a>	4 ↑	0
<a href="#">Oracle Workflow Background Engine</a>	1 ↑	0
<a href="#">Listener</a>	17 ↑	0
<a href="#">Oracle Application Server</a>	30 ↑	0

Previous 1-10 of 20 Next 10 >

Alerts 0 23 25

Severity	Target	Date	Message	Acknowledged By	Current Value	Latest Comment
●	<a href="#">amts563.us.oracle.com</a>	Aug 25, 2010 8:33:17 AM	CPU Utilization is 95.9%, crossed warning (90) or critical (95) threshold.		95.9	
●	<a href="#">gsiap_aqsids001.us.oracle.com</a>	Aug 24, 2010 10:38:37 AM	The value of User-Defined Numeric Metric for Session Highwater Mark is 84		84	The following notifications will be sent: 1 PL/SQL procedures Autotickling : Created.SR. 18300717
●	<a href="#">aqsids003.us.oracle.com:1832</a>	Aug 24, 2010 7:58:57 AM	Agent resident memory utilization in KB is 40145880		1132800	
●	<a href="#">aqsids002.us.oracle.com:1832</a>	Aug 24, 2010 5:20:26 AM	Agent resident memory utilization in KB is 426856		1136576	
●	<a href="#">aqsids001.us.oracle.com:1832</a>	Aug 24, 2010 2:33:51 AM	Agent resident memory utilization in KB is 615928		1186184	
●	<a href="#">erpntap71</a>	Aug 23, 2010 10:21:48 PM	Qtree dbs536_dbs537_dbs538_u04_oraout_srvap is 90.08% full ,crossed warning (84%) or critical (90%) threshold.		91.8	
●	<a href="#">erpntap71</a>	Aug 22, 2010 7:06:48 PM	Qtree u01_app_system_prod_2 is 90.5% full ,crossed warning (80%) or critical (90%) threshold.		90.5	
●	<a href="#">aqsids004.us.oracle.com</a>	Aug 20, 2010 10:36:07 PM	Process 14283 matched by the program name '%' and owner 'oracle' is utilizing 27129.89 (MB) of resident memory. It has crossed warning ( ) or critical (26812) threshold.		39231.99	
●	<a href="#">aqsids004.us.oracle.com</a>	Aug 20, 2010 9:56:08 PM	Process 12508 matched by the program name '%' and owner '%' is utilizing 7621.90 (MB) of resident memory. It has crossed warning ( ) or critical (5120) threshold.		39231.99	
●	<a href="#">erpntap71</a>	Aug 20, 2010 3:21:48 AM	Qtree amts655_home is 88.73% full ,crossed warning (80%) or critical (90%) threshold.		88.97	

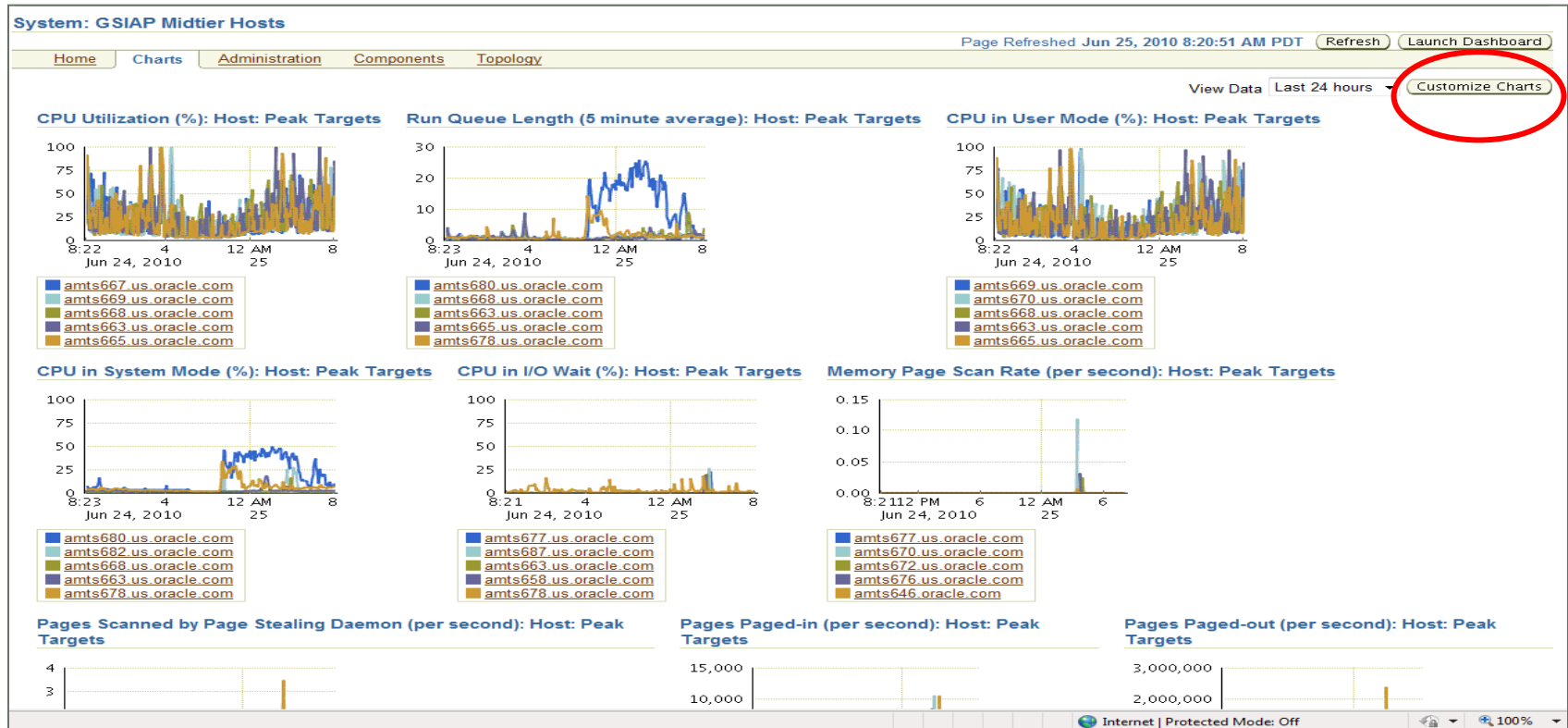
Previous 1-10 of 48 Next 10 >

Legend

## Alert Status

# E-Business Application Management Systems Group Chart

- Holistic Environment View
- Resource Usage Compare
- Highlight Hot Spots



# E-Business Application Management Information Publishing (Reporting)


- Standard & Custom Dashboards
- Private or Public
- Application Availability Dashboard
- Infrastructure Services Dashboard
- Database Capacity
- Session Overview

# E-Business Application Management Application Services Dashboard

- Application Status
- Module Usage
- Infrastructure Performance
- Service Level Status













PDIT Business Application Services Dashboard										
								Page Refreshed On Jul 20, 2010 9:50:04 AM PDT		<a href="#">Refresh</a>
Service	Status	Performance	Usage and Business Indicators	Components	Service Level					
					Last 24 Hours	Last 7 Days	Last 31 Days			
GSI - iProcurement		 6.33 CPU Utilization (%) 0.04 Swap Utilization (%) 1075.00 Connect Time (ms)	3944.00 iProcurement Users	1 Up	100.00%	99.69%	99.93%			
GSI - Emp Self Srv		 126.00 Connect Time (ms) 4.70 CPU Utilization (%) 0.00 Swap Utilization (%)	17719.00 Emp Self Srv Users	1 Up	100.00%	99.78%	99.95%			
GSI - Mgr Self Serv		 59.00 Connect Time (ms) 3.57 CPU Utilization (%) 0.00 Swap Utilization (%)	3315.00 Mgmt Self Srv Users	1 Up	100.00%	99.91%	99.98%			
GSI - Expenses		 116.00 Connect Time (ms) 5.84 CPU Utilization (%) 0.02 Swap Utilization (%)	8458.00 Expense Apps Users 5653.00 Expenses Submitted	1 Up	100.00%	99.85%	99.96%			
GSI - Notifications		 110.00 Connect Time (ms) 14.70 CPU Utilization (%) 0.01 Swap Utilization (%)	0.63 Concurrent Requests ... 30.00 Concurrent Requests ... 215.00 Concurrent Requests ...	1 Up	100.00%	100.00%	100.00%			
GSI - iRecruitment		 118.00 Connect Time (ms) 14.82 CPU Utilization (%) 0.00 Swap Utilization (%)	2880.00 iRecruitment Users	1 Up	100.00%	100.00%	99.91%			

# E-Business Application Management Infrastructure Services Dashboard

ORACLE Enterprise Manager 10g  [Help](#)  
Grid Control

**Services Dashboard**

Page Refreshed On Jun 25, 2010 9:06:35 AM PDT

Service	Status	Performance	Usage and Business Indicators	Components	Service Level		
					Last 24 Hours	Last 7 Days	Last 31 Days
gsiap-Concurrent Processing Service		 0.48 Concurrent Requests .... 91.45 Concurrent Requests ....	 632.00 OC4J Requests per Se... 303.00 Running Requests per...	 3 Up	100.00%	100.00%	99.75%
gsiap-Self Service Applications Service		 3.27 OC4J Requests per Se...	 1.36 HTTP Server CPU Usag... 5.62 OC4J CPU Usage (%)	 2 Up	100.00%	99.89%	99.96%
gsiap-Workflow Service		 0.00 Errored Java Events 0.00 Pending Java Events	 31414.00 Background Engine De...	 5 Up	100.00%	99.69%	98.66%

# E-Business Application Management Database Capacity

## Database Capacity Summary (GSIAP)

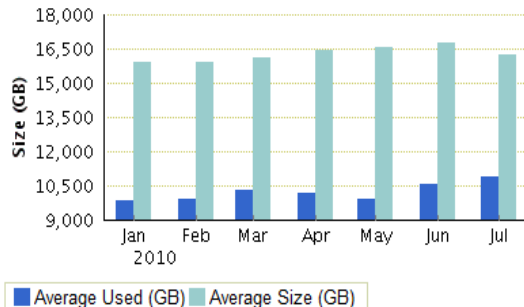
Cluster Database **gsiap.us.oracle.com**  
Time Period **This Year PDT**

Report Generated Jul 20, 2010 9:49:18 AM PDT

This report displays the monthly cumulative allocated space usage for all tablespaces in the database. In addition, the detailed monthly allocated space usage of each tablespace is displayed for the selected time frame. Historic trend is based on available data for selected time frame. Space usage data is only available for databases managed by agent of version 10.2 and above.

Earliest Collection Time **Jan 1, 2010 12:00:00 AM**  
Latest Collection Time **Jul 19, 2010 12:00:00 AM**

### Monthly Cumulative Tablespace Allocated Space Usage



Calendar Month ▾	Average Allocated				Maximum Allocated				Minimum Allocated			
	Size (GB)	Used (GB)	Free (GB)	Used (%)	Size (GB)	Used (GB)	Free (GB)	Used (%)	Size (GB)	Used (GB)	Free (GB)	Used (%)
Jul 1, 2010 12:00:00 AM	16,226.78	10,902.52	5,324.25	67.21	16,795.85	10,990.55	5,935.33	68.09	16,081.47	10,777.6	5,132.34	64.66
Jun 1, 2010 12:00:00 AM	16,742.77	10,550.97	6,191.8	63.02	16,778.91	10,879.14	6,442.94	64.85	16,721.95	10,287.01	5,892.06	61.49
May 1, 2010 12:00:00 AM	16,540.84	9,900.14	6,640.7	59.85	16,675.12	10,040.85	6,752.28	60.21	16,458.61	9,736.65	6,554.66	59.07
Apr 1, 2010 12:00:00 AM	16,403.51	10,161.61	6,241.89	61.95	16,445.66	10,506.34	6,772.85	64.1	16,361.88	9,655.87	5,885.43	58.77
Mar 1, 2010 12:00:00 AM	16,125.52	10,295.88	5,829.65	63.85	16,361.88	10,405.29	6,062.79	64.92	15,999.23	10,132.52	5,621.94	62.92
Feb 1, 2010 12:00:00 AM	15,931.36	9,887.11	6,044.25	62.06	15,986.28	10,168.15	6,174.92	63.61	15,918.51	9,743.58	5,818.13	61.21
Jan 1, 2010 12:00:00 AM	15,886	9,819.78	6,066.22	61.81	15,918.51	9,976.58	6,401.29	62.79	15,850.73	9,449.44	5,912.04	59.62

# E-Business Application Management Session Breakdown Report

Cluster Database **gsiap.us.oracle.com**

Report Generated Aug 26, 2010 7:30:25 AM PDT

This report identifies the number of connections to database by session type to illustrate the distribution across the different types of session.

### Reported Instances

Database Targets
gsi1ap_agsidbs001.us.oracle.com
gsi2ap_agsidbs002.us.oracle.com
gsi3ap_agsidbs003.us.oracle.com
gsi4ap_agsidbs004.us.oracle.com

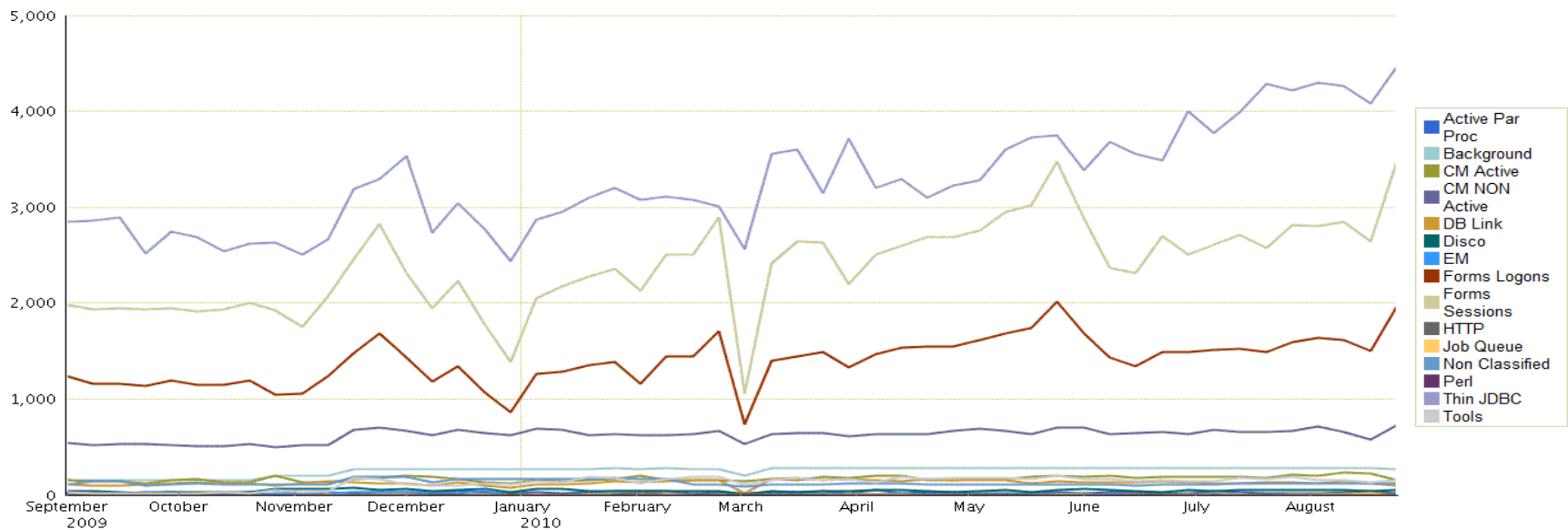
### Reported Date/Times

Date/Time	Parameter
2009/08/26 07:30:25	Start Date
2010/08/26 07:30:25	End Date

[Return to Top](#)

### Session Breakdown for All Instances

[Return to Top](#)



# E-Business Application Management Performance – Java Virtual Machine (JVMs)


- Standard Metrics
- Real-time Data
- Alert Summary
- Memory Pools
- Garbage Collection

# E-Business Application Management Performance - Java Virtual Machine (JVMs)

Application Server: amts671\_hrms.amts671.us.oracle.com > OC4J: amts671\_hrms.amts671.us.oracle.com\_oacore > OC4J JVM: amts671\_hrms.amts671.us.oracle.com\_oacore\_JVM\_1

Home Performance

**General**


 Status **Up** (Black Out)  
 Up Since **Jun 23, 2010 11:37:14 AM**  
 Availability (%) **100**  
 (Last 24 Hours)  
 Oracle Home [/u01/app/ebiz/gsiap/apps/tech\\_st/10.1.3](#)  
 Oracle Instance [/u01/app/ebiz/gsiap/inst/apps/ams671](#)  
 Version **1.5.0\_05**  
 Host [ams671.us.oracle.com](#)

**Alerts**

Metric	Severity
No Alerts found.	

**Host Alerts**

Metric	Severity
No Alerts found.	

**Related Links**

[Monitoring Configuration](#)  
[Alert History](#)  
[Access](#)

Home Performance

Home | Targets | De

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[About Oracle Enterprise Manager](#)

Application Server: amts671\_hrms.amts671.us.oracle.com > OC4J: amts671\_hrms.amts671.us.oracle.com\_oacore > OC4J JVM: amts671\_hrms.amts671.us.oracle.com\_oacore\_JVM\_1

Page Refreshed Aug 26, 2010 7:09:38 AM PDT Refresh View Data Last 24 hours

Home Performance

**Resource Usage**

**CPU Usage (%)**

**Memory Usage (MB)**

**Active Threads**

**JDBC Usage**

**Open JDBC Connections**

**Active Transactions**

**Response**

Servlets and JSPs (24 hour Averages)		EJBs (24 hour Averages)	
Active Sessions	33.33	Active EJB Methods	0.00
Active Requests	1.83	Method Execution Time (seconds)	0.00
Request Processing Time (seconds)	0.63	Method Execution Rate (per second)	0.00
Requests Per Second	0.66		

# E-Business Application Management Concurrent Manager

- Overall Health
- Alert Summary
- Trend Analysis
- Highlight Problem Areas
- Throughput

# E-Business Application Management Concurrent Manager

Oracle Applications: gsi
Oracle Applications: gsiap-Oracle E-Business Suite

Overview **Current A**
Oracle Applications: gsiap-Oracle E-Business Suite: Concurrent Processing Dashboard

Overview **Current Activity** Usage User Defined Targets
Page Refreshed Aug 26, 2010 8:47:36 AM PDT

**General**

User Define

**Hourly Completed Req**

**Components**

Name
<a href="#">gsiap.us.oracle.com</a>
<a href="#">gsiap-Core Managers for Co</a>
<a href="#">gsiap-Apps Listener amts67</a>

**Alerts**

Severity	Metric

**Concurrent Requests by Status**

Pending Normal	10
Pending (Standby)	1
Scheduled	3840
Inactive (No Manager)	0
On Hold	439
Running	106

**Hourly Completed Requests**

Successful	3558
Warning	242
Error	13
Successful Requests Rate(%)	93.305329
Requests Warning Rate(%)	6.328782
Requests Error Rate(%)	0.341207

**Concurrent Managers by Requests**

View **Running** Previous 1-10 of 275 Next 10

Service Name	Service Short Name	Application Name	Status	Running Requests	Service Handle	Service Target Processes	Service Actual Processes
NODE4_Standard	NODE4_STANDARD	Application Object Library	UP	18.000000	FNDRPM	30.000000	30.000000
Standard_Manager	STANDARD	Application Object Library	UP	16.000000	FNDRPM	20.000000	20.000000
NODE2_Standard	NODE2_STANDARD	Application Object Library	UP	13.000000	FNDRPM	20.000000	20.000000
NODE3_Standard	NODE3_STANDARD	Application Object Library	UP	11.000000	FNDRPM	40.000000	40.000000
Priority	FNDLIBR30030	Application Object Library	UP	9.000000	FNDRPM	15.000000	15.000000
Payroll	PAYROLL	Application Object Library	UP	6.000000	FNDRPM	28.000000	28.000000
NODE4_Priority	NODE4_PRIORITY	Application Object Library	UP	5.000000	FNDRPM	15.000000	15.000000
Immediate	FNDLIBR30013	Application Object Library	UP	3.000000	FNDRPM	15.000000	15.000000
NODE1_Long_Running	FNDLIBR30029	Application Object Library	UP	3.000000	FNDRPM	3.000000	3.000000
NODE2_Long_Running	NODE2_OVERNIGHT	Application Object Library	UP	3.000000	FNDRPM	5.000000	5.000000

View **Running** Previous 1-10 of 275 Next 10

# E-Business Application Management Workflow

- Configuration overview
- Change Management
- Save Configuration snapshot

Oracle E-Business Suite Workflow: qsiap-Workflow Infrastructure >

Generic Service Components Custom Workflows

View Configuration: Oracle E-Business Suite Workflow

Collected From Target Aug 25, 2010 10:54:25 PM  
Description Latest Configuration

Save Compare Compare to Multiple History Refresh

Workflow Version History

Version 2.6

Generic Service Components

Related Details Previous 1-10 of 41

Select	Component Id	Component Name	Component Type	Component Type Display Name	Concurrent Queue Name	Concurrent Queue Display Name	Container Type	Container Type Display Name	Inbound Agent Name	Inbound Agent Display Name	Outbound Agent Name	Outbound Agent Display Name	Max Idle Time	Startup Mode
<input checked="" type="radio"/>	28,023	wf_deferred_14_temp_wf	WF_AGENT_LISTENER	Workflow Agent Listener	WFALSNRVC	Workflow Agent Listener Service	GSM	Oracle Applications GSM	WF_DEFERRED	WF_DEFERRED				AUTOMA
<input type="radio"/>	24,025	wf_java_deferred_c4_f	WF_JAVA_AGENT_LISTENER	Workflow Java Agent Listener	WFALSNRVC	Workflow Agent Listener Service	GSM	Oracle Applications GSM	WF_JAVA_DEFERRED	Workflow Java Deferred In Queue				AUTOMA
<input type="radio"/>	24,024	wf_java_deferred_c3	WF_JAVA_AGENT_LISTENER	Workflow Java Agent Listener	WFALSNRVC	Workflow Agent Listener Service	GSM	Oracle Applications GSM	WF_JAVA_DEFERRED	Workflow Java Deferred In Queue				AUTOMA
<input type="radio"/>	24,023	wf_java_deferred_c2	WF_JAVA_AGENT_LISTENER	Workflow Java Agent Listener	WFALSNRVC	Workflow Agent Listener Service	GSM	Oracle Applications GSM	WF_JAVA_DEFERRED	Workflow Java Deferred In Queue				AUTOMA
<input type="radio"/>	24,022	wf_java_deferred_c1	WF_JAVA_AGENT_LISTENER	Workflow Java Agent Listener	WFALSNRVC	Workflow Agent Listener Service	GSM	Oracle Applications GSM	WF_JAVA_DEFERRED	Workflow Java Deferred In Queue				AUTOMA
<input type="radio"/>	26,022	wf_deferred_13_temp_i	WF_AGENT_LISTENER	Workflow Agent Listener	WFALSNRVC	Workflow Agent Listener Service	GSM	Oracle Applications GSM	WF_DEFERRED	WF_DEFERRED				AUTOMA
<input type="radio"/>	22,022	wf_deferred	WF_	Workflow	WFALSNRVC	Workflow	GSM	Oracle	WF_	WF_				AUTOMA

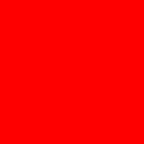
# The Oracle Advantage



- ✓ **Business Driven**
- ✓ **Complete, Integrated**
- ✓ **Application-Specific**
- ✓ **Better Performance, Availability, Agility & Control for Applications**
- ✓ **Lower Application Management Costs**
- ✓ **Provide Path to Future**

# Application Management Sessions at OpenWorld

Date & Time	Session	Location
Monday 12:30 p.m.	Automate Oracle E-Business Suite Testing With Oracle Application Testing Suite	Moscone W L2, Rm 2020
Monday 2 p.m.	How You Can Optimize Siebel Applications for Today and Prepare for the Future	Moscone W L2, Rm 2001
Monday 5 p.m.	Hands-on Lab: E-Business Suite Monitoring & Cloning	Marriott Marquis, Nob Hill
Tuesday 11 a.m.	Hands-on Lab: E-Business Suite Change Management	Marriott Marquis, Nob Hill
Tuesday 3:30 p.m.	Latest on Application Change Management for Oracle E-Business Suite	Moscone W L2, Rm 2024
Wednesday 4:45 p.m.	Hands-on Lab: E-Business Suite Monitoring & Cloning	Marriott Marquis, Nob Hill
Thursday 9 a.m.	Reduce TCO with Oracle Application Management Suite for Oracle E-Business Suite	Moscone W L2, Rm 2024
Thursday 10:30 a.m.	Best Practices for Managing Your PeopleSoft Applications	Marriott Hotel, Golden Gate A
Thursday 12 p.m.	Spot Problems Before Your Users Call: User Experience Monitoring for Oracle Apps	Marriott Hotel, Golden Gate A



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