How You Can Optimize Siebel for Today and Prepare for the Future

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The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle’s products remains at the sole discretion of Oracle.
Agenda

- Introduction
- Siebel Management Best Practices
- Siebel End User Experience Management
- Demonstration
Enterprise Manager Overview
Business-Driven IT Management

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

User Experience

Business Users and Customers

- 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

- Integrated Systems Management & Support
  - Proactively identify and fix problems
  - Maximize business productivity

Integrated Application-to-Disk and Cloud Management

Services Cloud

Oracle Support

Integrated Systems Management and Support
Application Management Suites

Enterprise Manager Grid Control

Common Capabilities
- One-step Discovery
- Topology Viewer
- Service Level Mgmt
- RUEI Accelerators
- Out-of-box Service Models.
- System/App Monitoring
- Configuration Mgmt
- Root Cause Analysis
- Test Automation

- Customization Mgmt
- Patch Manager
- Setup Manager

- Tribal Knowledge
- Config Metrics
- Cross Instance Patch

- Business Metrics
- Out-of-the-Box Process
- HI Comp. Support

- EBS
- Cloning Automation
- OAM Integration
- App Change Mgmt

- People Soft
- Cloning Automation
- PeopleSoft Tools Int.
- App Change Mgmt

- Siebel
- Cloning Automation

SARM Integration – End user metrics transactions diagnosis
Best Practices
In a multi-tiered topology and with database connection pooling, there was no deterministic way to tie a database transaction and detect performance bottlenecks for interactive user workload. With SARM, Siebel Application can self-detect and correlate these type of problems, EM Grid Control Integration gives a single consolidated view across modules.
Best Practice #1: Turn SARM On At All Times
Top Technical Challenges

Siebel Tasks
Tasks are not completed often, ex:
- Orders not sent
- Database not synchronized
- Transactions not processed
- Records not updated

Siebel Components Availability
- Object managers go offline
- No session can be started
- # of tasks maxed out
- Components hangs or crashes

Heterogeneous Platforms:
- Windows Mid-Tiers
- Unix Back-end
- Mobile Gateways

Multi-tier architecture
- No easy way to correlate process to database load
- No easy way to correlate database load to user interactive workload
What is SARM?

Siebel Application Response Measurement

1. Light weight Application Diagnostic Framework
2. Collect Critical Data Inside Siebel
3. Profiles Execution Request Throughout Siebel Server
Sample Questions Addressed by SARM

Where is the bottle neck for the order transactions #0045 submitted by user: john?

How much CPU and memory were consumed in the transaction?

How many components were invoked during the transactions?

Which user screens, sessions, scripts, workflows were involved in the transaction?
SARM Components

Framework

Instrumentation

Tools
SARM Architecture

Siebel Server

Components

Instrumentation Point

SARM Buffers

Flush

File System

File System

SARM Post Processing Tool

Oracle Enterprise Manager 11g
SARM Parameters

- Set SARM parameters on the Siebel Server
- Set environment variables on the Web server and Dedicated Client

<table>
<thead>
<tr>
<th>Parameter Display Name</th>
<th>Parameter Alias</th>
<th>Environment Variable</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SARM Granularity Level</td>
<td>SARMLevel</td>
<td>SIEBEL_SARMLevel</td>
<td>Level-of-detail (0 (off), 1 (monitoring), 2 (diagnostics))</td>
</tr>
<tr>
<td>SARM Buffer Size</td>
<td>SARMBufferSize</td>
<td>SIEBEL_SARMBufferSize</td>
<td>In-memory buffer size (bytes) Range: 100,000 – 50,000,000 Default: 5,000,000</td>
</tr>
<tr>
<td>SARM Period</td>
<td>SARMPeriod</td>
<td>SIEBEL_SARMPeriod</td>
<td>(Siebel Server only) Buffer flush period (minutes) Range: 1 – 60; Default: 3</td>
</tr>
<tr>
<td>SARM Max Number of Files</td>
<td>SARMMaxFiles</td>
<td>SIEBEL_SARMMaxFiles</td>
<td>Per component instance Default: 4; No upper limit</td>
</tr>
<tr>
<td>SARM Data File Size</td>
<td>SARMFileSize</td>
<td>SIEBEL_SARMFileSize</td>
<td>Maximum file size (bytes) Default: 15,000,000; No upper limit</td>
</tr>
</tbody>
</table>
Ways to Enable SARM

- Universally Enabled
- Selective
- On Demand

- Specific Component(s)
- Specific User(s)
  8.x only
Tools to Enable SARM

Diagnostic Configurations

Use this page to enable/disable SARM diagnostic configuration for Siebel components. Enabling SARM diagnostics results in some overhead as Siebel components write the diagnostic information to the file system. So enable diagnostics only on the critical Siebel components.

Diagnostic Configuration Settings

These settings will be applied to selected Siebel components while enabling SARM diagnostic configurations.

- **Level**: Diagnostics - 2
  - Determines the granularity of information written to log files

- **File Max Number**: 4
  - File Max Number (from 1 to 256) determines the maximum number of SARM files per Siebel component.

- **Buffer Size (KB)**: 1000
  - Specifies amount of memory to buffer SARM output, determines number of SARM related I/O operations.

- **File Size (KB)**: 5000
  - Controls size of individual SARM log files. Determines SARM related disk space usage (with File Max Number).

- **Interval (min)**: 3
  - Specifies the interval after the SARM buffer written to disk

Enable/Disable SARM Diagnostics

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Status</th>
<th>Enable SARM</th>
</tr>
</thead>
<tbody>
<tr>
<td>siebel_ec2sieb1</td>
<td>Siebel Enterprise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ec2sieb1_siebel_ec2sieb1</td>
<td>Siebel Server</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AdminNotify SystemAux ec2sieb1 siebel_ec2sieb1</td>
<td>Siebel Component</td>
<td></td>
<td></td>
</tr>
<tr>
<td>eServiceObIMqr enu CallCenter ec2sieb1 siebel_ec2sieb1</td>
<td>Siebel Component</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FSMEnv SystemAux ec2sieb1 siebel_ec2sieb1</td>
<td>Siebel Component</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
SARM Benchmark Results

3-4% CPU

< 40 microseconds per call

1 microsecond = one millionth of a second

Benchmark Test

- Call Center 1 Load Test
- 500 Concurrent Users, 30 seconds think time

<table>
<thead>
<tr>
<th></th>
<th>SARM Level 2</th>
<th>SARM Level 1</th>
<th>SARM Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>App CPU (Total %)</td>
<td>88.18%</td>
<td>88.05%</td>
<td>84.25%</td>
</tr>
<tr>
<td>Avg RT (sec):</td>
<td>0.61</td>
<td>0.6</td>
<td>0.6</td>
</tr>
</tbody>
</table>
Best Practice #2: Use SARM With Other Oracle Tools
Managing Siebel Application Performance

Complete Solution

Oracle Load Testing for Siebel

Application Management Suite for Siebel
- Real User Experience Insight
- Application Performance Management
- Configuration Management
Testing Application Changes

Oracle Application Testing Suite

Oracle Functional Testing
Automated functional and regression testing

Oracle Test Manager
Test process management, requirements and defect tracking

Oracle Load Testing
Automated load and performance testing
Application Testing Suite

* Use SARM in Pre-Production Load Tests *

- Set SARM to dump data periodically
- Schedule SARM report creation
- Start the Load test
Siebel Management Capabilities

Transaction Diagnostics

- Find Performance Bottlenecks Quickly
- Centralized SARM Log Access
- Graphical Performance Analysis
- Support Team Based Diagnostic
- Integrated into Enterprise Manager
- Support Siebel 7.7 and above
Application Testing Suite

Use SARM before/after Upgrades and Updates

- Take Performance Snapshots
- Compare Results

7.8 → 8.X

7.8.1.1 → 7.8.1.2
Oracle Real User Experience Insight

Use SARM in Production Performance Diagnostics

• What is Real User Experience Insight?
  Real User Experience Insight monitors real user activity to ensure web-based applications perform to expectations, provide analysis and notifications when not performing, and provide intelligence about user behavior.

• What are the benefits?
  – Maximize value of business critical web applications by identifying lost transactions from frustrated users
  – Deliver insight into real end user experienced service issues and start working on the resolution before end users start complaining
  – Reduce support costs by lowering call center volumes
  – Align IT and Business: Insight into business trends & user preferences and Service Levels on real end user metrics.
Oracle Real User Experience Insight

**How does it work?**

**Collected data:**
- Client-ip, Server-ip, Gateway-ip
- Requested URL (*Page, Object*)
- Cookie/Session-id
- Referrer
- GET & POST requests
- User client (browser type)

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

**Delivered?**
- Aborted?
- Network timeout?
Use SARM in Production Deployments
RUEI and Siebel Transaction Diagnostics

- Find End User Performance Bottlenecks Quickly using RUEI
- Diagnose the issue using SARM Diagnostic feature in Management Pack for Siebel
Best Practice #3: Monitor Configuration Changes
Configuration Management

Oracle Configuration Management Solution for Siebel

Configuration Administration
- Server Manager

Core Configuration Management

Advanced Configuration Management
Core Configuration Management

Configuration Discovery and Modelling

- Single Click discovery – System and Services
- Automatic mapping of critical components to Service – Helps in Root Cause Analysis
- Collects configurations from sienns.dat, base.txt and .cfg files for Configuration Management
Core Configuration Management

Configuration Discovery and Modelling

Configuration Management Database (CMDB)

CMDB Content

Configuration
- Instance attributes
- Installations
- Systems and Groups
- Topologies
- Service Definitions
- Policies, Images, Packages
- Change history and violations
- Dashboard definitions
- Administrators, Roles, Calendars, etc
Core Configuration Management

Configuration History and Snapshots

Configuration Management Database (CMDB)

- Last Monday
- Yesterday
- Today
Core Configuration Management

Configuration Comparison

- Compare configurations
  - Saved baseline vs. current installation
  - One-to-one or one-to-many

```
<table>
<thead>
<tr>
<th>Result</th>
<th>Property Name</th>
<th>Property Value1</th>
<th>Property Value2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ActuateReportPoIWait</td>
<td>40</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>MaxTasks</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>SARMMaxFiles</td>
<td>4</td>
<td>100</td>
</tr>
</tbody>
</table>
```
Advanced Configuration Management

Configuration Management for Applications

- Simplify Management
  - Discovery and Asset Tracking
  - Manage Baseline Configurations
  - Configuration Policies

- Improve Service
  - Manage Application Life Cycle
  - Configuration Provisioning
  - Extensibility for Custom Applications

- Enforce Compliance
  - Real-time Change Detection
  - Files, DB Objects, Users, Processes
  - Authorized & Unauthorized Changes

Support

- IBM
- Cisco
- Microsoft
- EMC
- HP

Baseline Configuration Management

Real Time Configuration Management

Change Management
View and Provision Configurations

Application Configuration Console

- Organize your Assets to match your business
- Simple view – Complex comparisons
- As many views as needed to meet your business needs.

- Find meaningful differences
- Provision the changes
Oracle Real User Experience Insight – managing Siebel from the end user perspective

Michel Knops

20 September 2010
Objective

- **Introducing** MeasureWorks
- What we *typically* see...
- Siebel from the end user perspective - *Oracle Real User Experience Insight*
- Measure and manage **capacity**
- **Speed** matters!
- Analysing global **Siebel issues**
Introducing MeasureWorks
MeasureWorks helps its customers optimizing the end user experience of mission critical businesses applications, in terms of performance, availability and capacity.
We assist our customers in...

- **Understanding** the service quality perceived by their customer

- **Implementing** and **using** Oracle Real User Experience Insight: ORUEI

- Implementing end-to-end **performance and capacity management**
What we typically see...
Our customers

- **Enterprise**, multi-national level
- Strong position in **financial services, travel and transportation**

Typical business environments

- Mostly **online services** today,
- Shifting to **enterprise applications** like **Siebel, SAP**
- **Mission critical** to customer
- **High volume**, but not always
Customers and environments (2)

Typical technical environment

- **Complex**, multi-tiered
- Hybrid **hardware** landscape: IBM, Sun, Oracle, HP
- Hybrid **software** landscape: WebSphere, .Net, Apps (Siebel, SAP...)
- Hybrid **enterprise management** (mix EM, Tivoli, OpenView, BMC)

Sample environment

- Online banking services: full banking service package
- 4.5 million active user accounts
- 1mln+ visitors per day
- 4 customers portals, each consisting of 20-25 applications
- 100+ servers in tiered front-end (production only)
- Complex IT architecture (front-end/enterprise servicebus/back-end)
- Very high loads: not just pageviewing, but real transactions...and everything that comes with that: security, audit trailing....
Siebel from the end user perspective

End User view

IT Operational view

SLM Pack

Oracle RUEI

Infrastructure Stats

DB Logs Diverse

End user

Router

Firewall

Switch

Web Frontend

Mainframe
Siebel from the end user perspective

Oracle RUEI
Oracle Real User Experience Insight

Collected data:
- Client-ip, Server-ip, Gateway-ip
- Requested URL (Page, Object)
- Cookie/Session-id
- Referrer
- GET & POST requests

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

Delivered?
- Aborted?
- Network timeout?
Measure and manage capacity!
Siebel overall usage
Usage per screen...
What commands were used?
What Siebel views/applets shown?

<table>
<thead>
<tr>
<th>application/page-name</th>
<th>pageviews</th>
<th>hits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Siebel.marketing » Program » Program Flowchart » Program Flowchart » MsgFCNotifyServer</td>
<td>100</td>
<td>176</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Calendar Detail » Program Calendar Detail » WriteRecord</td>
<td>72</td>
<td>72</td>
</tr>
<tr>
<td>Siebel.epublicsector » Application » PUB My Applications List » BatchCanInvoke</td>
<td>40</td>
<td>45</td>
</tr>
<tr>
<td>Siebel.epublicsector » Application » PUB My Applications List » Send SMS » GetQuickPickInfo</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Siebel.marketing » Login » Portal Page Corporate Marketing » GetPublishedContent</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Siebel.marketing » Login » Portal Page Engineering » GotoView</td>
<td>25</td>
<td>30</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » GetViewLayout</td>
<td>24</td>
<td>72</td>
</tr>
<tr>
<td>Siebel.marketing » ERM Corporate Marketing Dept » Task Pane » BatchCanInvoke</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Siebel.epublicsector » Service Request » Service Request Default Chart » Service Request List » PositionOnRow</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Siebel.marketing » Marketing Calendar » Program Expense Trend Analysis » Program Expense Trend Chart » GetQuickPickInfo</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Siebel.epublicsector » GetCachedFrame » other</td>
<td>20</td>
<td>105</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » Program Tree Applet (DBM) » ExpandTreeItem</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Siebel.marketing » Marketing Segment » My Marketing Segments » GetViewLayout</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>Siebel.marketing » Login » Portal Page Corporate Marketing » GetViewLayout</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Siebel.epublicsector » Application » PUB My Applications List » GetViewLayout</td>
<td>15</td>
<td>15</td>
</tr>
</tbody>
</table>
Siebel usage server mapping

Total: 2,752,472
Capacity management (1)

Server usage

Page usage
Capacity management (2)

Capacity forecast, actuals and maximum
Max. number of pageviews per hour

- Actual traffic
- Traffic Forecast
- MAX capacity
- Safety capacity

Christmas
Twitter is over capacity.
Too many tweets! We’ll try to lighten the load and have things back to normal soon.
Speed matters!
Overall Siebel performance
End user performance satisfaction
Correlate performance to user issues

<table>
<thead>
<tr>
<th>application/page-group</th>
<th>page-load-time (sec)</th>
<th>client-abort-pageviews(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Siebel.htim » Login</td>
<td>39,2</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.finsechannel » Start</td>
<td>33,0</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.htim » Start</td>
<td>29,6</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.marketing » Start</td>
<td>21,2</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.econsumer » Logoff</td>
<td>10,0</td>
<td>0,0</td>
</tr>
<tr>
<td><strong>Siebel.epublicsector » UnloadApp</strong></td>
<td><strong>9,4</strong></td>
<td><strong>25,0</strong></td>
</tr>
<tr>
<td>Siebel.finsechannel » eChannel Home</td>
<td>7,1</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.epublicsector » Login</td>
<td>6,0</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.finsechannel » Home Page View (SCW)</td>
<td>5,6</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.econsumer » eCustomer Home</td>
<td>5,6</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.finsechannel » FINS eSales Catalog Screen - SCW</td>
<td>4,6</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.epublicsector » GetCachedFrame</td>
<td>3,2</td>
<td>25,0</td>
</tr>
<tr>
<td>Siebel.econsumer » Service Request Screen (eService)</td>
<td>2,8</td>
<td>0,0</td>
</tr>
<tr>
<td>Siebel.epublicsector » HLS Home Screen (HLS)</td>
<td>2,6</td>
<td>4,8</td>
</tr>
<tr>
<td>Siebel.marketing » Marketing Calendar</td>
<td>2,2</td>
<td>0,0</td>
</tr>
</tbody>
</table>
Analysing global Siebel issues
Analysing global Siebel user behaviour

Diagram showing the flow of users through different stages of a transaction, with percentages indicating the number of users at each stage. The stages include:

1. **sessions-on-step**
   - 20660.0 (100%)
2. **transaction/step**
   - 10979 (53%)
   - 2184.0 (11%)
   - 2245.0 (11%)
   - 9681.0 (47%)
   - 18600 (90%)

Legend:
- Business > Product Purchase > Review Order (2060.0)
### What errors occurred?

<table>
<thead>
<tr>
<th>Filter on</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>page-delivery/type</td>
<td>content error</td>
</tr>
<tr>
<td>Siebel Modules/name</td>
<td>marketing</td>
</tr>
<tr>
<td>user-id/group</td>
<td>users</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>page-delivery/detail</th>
<th>pageviews</th>
</tr>
</thead>
<tbody>
<tr>
<td>error code SBL-MKT-00549: To schedule the stage, please specify the Stage Name.</td>
<td>432</td>
</tr>
<tr>
<td>error code SBL-DAT-00329: The responsibility of user '%1' does not allow accessing view '%2'.</td>
<td>288</td>
</tr>
<tr>
<td>error code SBL-UIF-00230: The file '%1' could not be found on any specified file system.</td>
<td>264</td>
</tr>
<tr>
<td>error code SBL-MKT-00155: Select a Campaign with the mouse before adding a List, Segment or Event.</td>
<td>96</td>
</tr>
<tr>
<td>error code SBL-CHT-00102: There is no data for the chart.</td>
<td>72</td>
</tr>
<tr>
<td>error code SBL-CTM-00326: Record cannot be found or is not visible to you.</td>
<td>48</td>
</tr>
<tr>
<td>error code SBL-DAT-00309: You do not have the privileges required to view detailed information for this record, or it has recently been deleted.</td>
<td>45</td>
</tr>
<tr>
<td>error code SBL-MKT-00569: Select a Segment Tree to allocate.</td>
<td>24</td>
</tr>
<tr>
<td>error code SBL-MKT-00157: Select the Campaign to be loaded with your mouse.</td>
<td>24</td>
</tr>
<tr>
<td>error code SBL-MKT-00156: Select the campaign to be launched with your mouse.</td>
<td>24</td>
</tr>
</tbody>
</table>
Zoom in on errors

Content error not found: error code SBL-DAT-00309: You do not have the privileges required to view detailed information for this record, or it has recently been deleted.
Review of user sessions

### User record pages
Here you can see the pages recorded for the selected user record.

<table>
<thead>
<tr>
<th>Page name</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Siebel.marketing » Program » Program Opportunity » GotoBookmarkView</td>
<td>06:00:04</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Opportunity » Program Opportunity List » PositionOnRow</td>
<td>06:00:07</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Opportunity » Program Opportunity List » Drilldown</td>
<td>06:00:08</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Opportunity » GetCachedFrame</td>
<td>06:00:08</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » GotoView</td>
<td>06:00:12</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » GetViewLayout</td>
<td>06:00:13</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » Program Tree Applet (DBM) » ExpandTreeItem</td>
<td>06:00:17</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » Program Tree Applet (DBM) » ExpandTreeItem</td>
<td>06:00:18</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » Program Tree Applet (DBM) » GetViewLayout</td>
<td>06:00:20</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » Program Tree Applet (DBM) » SelectTreeItem</td>
<td>06:00:23</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » GetViewLayout</td>
<td>06:00:24</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » Program Tree Applet (DBM) » ExpandTreeItem</td>
<td>06:00:31</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » Program Tree Applet (DBM) » ExpandTreeItem</td>
<td>06:00:32</td>
</tr>
<tr>
<td>Siebel.marketing » Program » Program Explorer View (DBM) » Program Tree Applet (DBM) » GetViewLayout</td>
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</table>
Analysing user issues
- www.measureworks.nl
- mknops@measureworks.nl
- @michelknops
Demo
Oracle Enterprise Manager 11g Resource Center
Access Videos, Webcasts, White Papers, and More
Oracle.com/enterprisemanager11g
## Oracle Enterprise Manager Demogrounds

<table>
<thead>
<tr>
<th>Demo Title</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Oracle Real Application Testing: Database Replay</td>
<td>Moscone West</td>
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<tr>
<td>Oracle Real Application Testing: SQL Performance Analyzer</td>
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<tr>
<td>Self-Managing Database: Automatic Performance Diagnostics</td>
<td>Moscone West</td>
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<tr>
<td>Self-Managing Database: Automatic Fault Diagnostics</td>
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<tr>
<td>Self-Managing Database: Automatic Application and SQL Tuning</td>
<td>Moscone West</td>
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<tr>
<td>Application Quality Management: Application Testing Suite</td>
<td>Moscone South - S022</td>
</tr>
<tr>
<td>Real User Monitoring with Oracle Enterprise Manager</td>
<td>Moscone South - S021</td>
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<tr>
<td><strong>Siebel CRM Application Management</strong></td>
<td><strong>Moscone South - S024</strong></td>
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<tr>
<td>Real User Monitoring with Oracle Enterprise Manager</td>
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<tr>
<td>Oracle WebLogic Server Management and Java Diagnostics</td>
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<tr>
<td>SOA Management with Oracle Enterprise Manager</td>
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<tr>
<td>Oracle Business Transaction Management</td>
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<tr>
<td>Push Button Provisioning and Patch Automation</td>
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<tr>
<td>Smart Configuration Management</td>
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<tr>
<td>Oracle Enterprise Manager Ops Center</td>
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<tr>
<td>Managing the Enterprise Private Cloud</td>
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<tr>
<td>System Management, My Oracle Support, and Oracle Enterprise Manager</td>
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<tr>
<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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<tr>
<td>Self-Managing Database: Data Masking for DBAs</td>
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# Additional Oracle Enterprise Manager Sessions

<table>
<thead>
<tr>
<th>Monday, Sept. 20</th>
<th>Location</th>
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<tbody>
<tr>
<td>• 11:00am – Oracle@Oracle: How Oracle IT Achieves High Application Service Levels</td>
<td>• Moscone W L2, Rm 2020</td>
</tr>
<tr>
<td>• 11:00am - End-to-End Application Management: Top Ten Tips and Techniques</td>
<td>• Moscone S Room 305</td>
</tr>
<tr>
<td>• 12:30pm – Day in the Life of a DBA: End-to-End Management with Oracle Enterprise Manager</td>
<td>• Moscone S Room 303</td>
</tr>
<tr>
<td>• 12:30pm - Automate Oracle E-Business Suite Testing With Oracle Application Testing Suite</td>
<td>• Moscone W L2, Rm 2020</td>
</tr>
<tr>
<td>• 2:00pm - How we built our Private Cloud with Oracle Enterprise Manager: The Verizon Story</td>
<td>• Moscone S Room 102</td>
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<tr>
<td>• 2:00pm - Mission Critical Database Monitoring with Enterprise Manager-Real World Lessons</td>
<td>• Moscone S Room 309</td>
</tr>
<tr>
<td>• 2:00pm - How You Can Optimize Siebel Applications for Today and Prepare for the Future</td>
<td>• Moscone W L2, Rm 2001</td>
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# Additional Oracle Enterprise Manager Sessions

<table>
<thead>
<tr>
<th>Monday, Sept. 20</th>
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<tbody>
<tr>
<td>• 3:30 pm - General Session: Enterprise IT and Cloud Computing</td>
<td>• Moscone S Rm 102</td>
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<tr>
<td>• 3:30 p.m.- &quot;Lost in Transaction&quot;: Managing Business Transactions across Distributed Systems</td>
<td>• Moscone S Rm 310</td>
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<tr>
<td>• 3:30 p.m.- Accelerate/Streamline Your Unicode Migration: Oracle Unicode Migration Assistant</td>
<td>• Moscone S Rm 252</td>
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<tr>
<td>• 3:30 p.m. - Avoiding SQL Performance Regressions: New Techniques for Solving an Old Problem</td>
<td>• Moscone S Rm 303</td>
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<tr>
<td>• 3:30 p.m - Business-Driven Application Management and End-to-End Performance Diagnostics</td>
<td>• Moscone W L3, Rm 3024</td>
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<tr>
<td>• 5:00 p.m.- Application Change &amp; Configuration Management: Tales from the Trenches</td>
<td>• Moscone S Rm 102</td>
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<tr>
<td>• 5:00 p.m.- Mission Accomplished: Virtualization Powered by Oracle Enterprise Manager</td>
<td>• Moscone S Rm 305</td>
</tr>
<tr>
<td>• 5:00 p.m.- Managing Oracle WebLogic Server: New Features and Best Practices</td>
<td>• Moscone W L3, Rm 3024</td>
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