

ORACLE ENTERPRISE MANAGER CONNECTOR FOR PEOPLESOFT HELPDESK



*Integrate Enterprise
Manager alerts and
HelpDesk cases.*

*Meet business
continuity
commitments.*

*Improve quality of
service with proactive
monitoring and case
creation.*

IT organizations use a variety of tools to manage their systems. For example, network administrators use their own network management software to manage domains, while DBAs use separate software tools to manage the database servers. As companies adopt the ITIL framework they are standardizing Service Level Management, Incident Management, and Problem Management processes around a Configuration Management Database (CMDB). In order to holistically maintain standards, improve root cause analysis, and capture metrics, systems management and service management software must be integrated. PeopleSoft Enterprise HelpDesk and its out-of-the-box bidirectional integration Oracle Enterprise Manager meet these needs.

PeopleSoft HelpDesk supports standards for IT Infrastructure Library (ITIL) and the Information Technology Service Management (ITSM) Reference Model, and has been certified by Pink Elephant for Incident, Problem, Change, and Configuration Management. PeopleSoft HelpDesk provides a 360-degree view of the worker. From a single application, help desk agents can view contact, case history, and IT asset assignments to efficiently assist employees with internal questions and issues.

Enterprise Manager is Oracle's integrated solution for administering and monitoring software and systems, including applications, middleware, databases, storage devices, servers, routers, load balancers, and firewalls. Oracle Enterprise Manager Grid Control provides Application Performance Management, distributed database and application server administration, automated tuning of Oracle environments, and an internet-enabled architecture that allows administrators to manage systems from anywhere.

Automatic Ticket Generation

The PeopleSoft HelpDesk integration with Oracle Enterprise Manager uses a web-service enabled connector that automatically generates cases in HelpDesk in response to alerts detected by Enterprise Manager. Enterprise Manager has a notification system that allows users to set up event rules and provide notifications.

The PeopleSoft Connector facilitates how Enterprise Manager communicates with case management in PeopleSoft HelpDesk. It includes a connector descriptor, XML-based files that define the PeopleSoft web service, authentication schema, and a cross-reference URL to link an alert back to a case.

As an example, a customer could benefit from this integration when disk space is over 90% capacity. When an alert is triggered in Enterprise Manager, the PeopleSoft Connector is notified and a case is created or updated in HelpDesk. A response message with the case ID is sent back to Enterprise Manager. Once the case is created, a help desk agent can drill into the detail of the Enterprise Manager alert page from the case. An Enterprise Manager user can link back to the HelpDesk

case from the Enterprise Manager detail page.

The screenshot displays the Oracle Enterprise Manager Case Detail page. The case title is "Memory Utilization is 97.1%, crossed warning (2) or critical (20)". The case is associated with an "Anonymous Employee" and is categorized as a "Problem". The description indicates the case was created by the "EM PeopleSoft Connector". The "Related Actions" table at the bottom shows a single action: "Enterprise Manager Filesystem D:\ has 88.84% avail..." with a status of "Clear", dated "10/09/2006 2:21PM", and added by "Robert Ly...".

Type	Summary	Status	Date Created	Added By
Enterprise Manager	Filesystem D:\ has 88.84% avail...	Clear	10/09/2006 2:21PM	Robert Ly...

In this scenario, an alert has been generated in Oracle's Enterprise Manager because a memory utilization rule has been triggered. In the Case Summary we see that Memory Utilization is 97.1% and has crossed the warning or critical threshold. In the Case Description we see that the Case was created by Enterprise Manager PeopleSoft Connector. The Enterprise Manager alert event is tracked as a Related Action.

For a new case, Enterprise Manager alert summary information is stored in the case summary and other information, such as target type and metrics, is stored in the case description. The HelpDesk assignment engine can be configured to auto-trigger upon saving the case for provider group routing. The case priority in HelpDesk can be automatically selected based on data attributes received from Enterprise Manager. Category, Type, and Detail can be defined when a case is created.

The case is managed by the help desk just as other cases generated from other sources, such as phone or web, are managed. Customers can set up Active Analytics Framework for automatic notifications or quick codes. For example, a restart process quick code with a Solution Advisor script can be configured if a system becomes unavailable. Optionally, Service Level Agreements can be auto-assigned.

When an Enterprise Manager alert is updated, the case summary or description in HelpDesk is not overridden. The alert summary and alert information are passed as a case note.

Alert History

Comment for Most Recent Alert Add Comment

Severity	Timestamp	Message	Last Comment	Details
	Oct 6, 2006 2:41:14 PM	Filesystem C:\ has 97.55% available space, fallen below warning (0) or critical (100) thr...	Ticket 220538 was updated.	
	Oct 5, 2006 2:35:14 PM	Filesystem C:\ has 97.55% available space, fallen below warning (100) or critical (0) thr...	Ticket 220538 was created.	

This screen shot shows an alert grid in Enterprise Manager. The detected alerts have correlating HelpDesk Case IDs. You can click the Case ID number to launch PeopleSoft HelpDesk in context of the alert.

The Benefits of the HelpDesk integration with Enterprise Manager

With the PeopleSoft HelpDesk integration with Oracle Enterprise Manager, customers can proactively manage IT infrastructure to meet business expectations for system availability. The integration improves the quality of IT Service Management and SLA commitments through automated case generation, reducing manual support processes. Enterprise Manager and HelpDesk are synchronized so agents have access to the real-time information about the status of an issue in order to properly assess and troubleshoot these issues and to keep the enterprise informed on the status of critical issues.

For more information on PeopleSoft HelpDesk functionality and Oracle Enterprise Manager functionality, please see the data sheets on oracle.com.

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