

BUSINESS INTELLIGENCE MANAGEMENT PACK



A CENTRALIZED SYSTEMS
MANAGEMENT SOLUTION
FOR ORACLE BI EE AND
ORACLE BI APPLICATIONS

Business Intelligence Management Pack leverages Oracle Enterprise Manager Grid Control's broad set of capabilities in configuration management, application performance management, and service level management to provide a centralized systems management solution for Oracle Business Intelligence Enterprise Edition and Oracle Business Intelligence Applications.

FEATURES

- Single-Step Discovery:** A simple target discovery wizard for Oracle BI Server, Oracle BI Presentation Server, Oracle BI Scheduler, Oracle BI Cluster Controller, and Oracle BI DAC Server allows you to quickly set up your monitoring environment.
- Performance Monitoring:** Proactively monitor your Oracle BI environment from both systems & end-user perspectives. A wide range of out-of-box performance metrics are collected for monitored Oracle BI targets allowing you to set up alerts based on warning and critical thresholds, view current and historical performance information using graphs and reports, and diagnose performance problems by identifying bottlenecks in any of the monitored Oracle BI targets. You can also monitor your Oracle BI environment from an end-user perspective using synthetic service tests and out-of-box dashboard usage reports. Service tests can be recorded to simulate key end user activities such as logging in and navigating through critical pages of Oracle BI Dashboards. The tests are run via beacons from locations within your network to actively measure the performance and availability of your Oracle BI application. In addition to synthetic service tests, you can view detailed

Complete Management Solution

A key requirement for managing Oracle BI EE and Oracle BI Applications is the ability to manage the entire application stack, which includes BI-specific components such as Oracle BI Server, Oracle BI Presentation Server, Oracle BI Scheduler, Oracle BI Cluster Controller and Oracle BI DAC Server, as well as infrastructure components such as databases and operating systems. All these components must work optimally together in order to deliver the required availability and performance targets. The Business Intelligence Management Pack leverages Oracle Enterprise Manager Grid Control's broad set of capabilities in configuration management, application performance management, and service level management to provide a centralized systems management solution for Oracle BI EE and Oracle BI Applications. Through the service level management (SLM) capabilities of the pack, you can define the availability and performance requirements of your end-to-end Oracle BI environment, and then monitor your application environment according to these requirements. This approach helps you focus your resources on issues that are truly important – those that actually impact your business.

Single-Step Discovery

A simple target discovery wizard for Oracle BI Server, Oracle BI Presentation Server, Oracle BI Scheduler, Oracle BI Cluster Controller, and Oracle BI DAC Server allows you to quickly set up your monitoring environment. Upon completing target discovery, configuration settings that are defined in the monitored Oracle BI targets will be automatically detected and stored in the Management Repository, which is Oracle Enterprise Manager Grid Control's integrated Configuration Management Database (CMDB).

Configuration Management

With the Business Intelligence Management Pack, you can perform key configuration management tasks like keeping track of configuration changes, taking snapshots to store configurations, and comparing component configurations. To ensure that the configurations of all critical Oracle BI components in your production environment are consistent with your staging or test environments, you

information about dashboard usage through Dashboard Reports that summarize key query statistics.

- Configuration Management:** Perform key configuration management tasks like keeping track of configuration changes for diagnostic and regulatory purposes, taking snapshots to store configurations, and comparing component configurations to ensure consistency of configurations within the same environment or across different environments.
- Service Level Management:** Model Oracle BI services down to the key components they rely on, define service levels based on business requirements and report against clearly defined Service Level Objectives (SLO's).

BENEFITS

- A centralized systems management solution to efficiently manage multiple Oracle BI EE deployments including testing, staging, and production environments from a single console
- Gain the ability to monitor a wide range of performance metrics for all critical BI components to find root causes of problems that could potentially slow performance or create outages
- Automated configuration management to accelerate problem resolution
- Record synthetic Web transactions (or service tests) to monitor Business Intelligence Dashboard availability and analyze end user response times
- Define Service Level Objectives (SLO's) in terms of out-of-box system-level metrics as well as end user experience metrics to accurately monitor and report on Service Level Agreement (SLA) compliance

can use Configuration Snapshots to save working configurations into the Management Repository or into an external XML file and then use the Configuration Comparison tool to compare the configuration in the production environment against the test or staging environments. Configuration Comparison helps you ensure the consistency of configurations in your application environment – thus reducing “configuration drift.” Configuration comparisons also simplify investigations into why components that are presumed to be identical are behaving differently. To diagnose performance problems that may be related to system configuration changes, you can use Business Intelligence Management Pack’s Configuration History tool to keep track of all configuration changes to locate the root cause of performance problems. You may query against Oracle Enterprise Manager’s Management Repository to find out whether any Oracle BI component parameter has changed.



Figure 1. Configuration Comparison

Performance Monitoring

With the Business Intelligence Management Pack, you can proactively monitor your Oracle BI environment from both systems & end-user perspectives. A wide range of out-of-box performance metrics are collected for monitored Oracle BI targets allowing you to set up alerts based on warning and critical thresholds, view current and historical performance information using graphs and reports, and diagnose performance problems by identifying bottlenecks in any of the monitored Oracle BI targets.

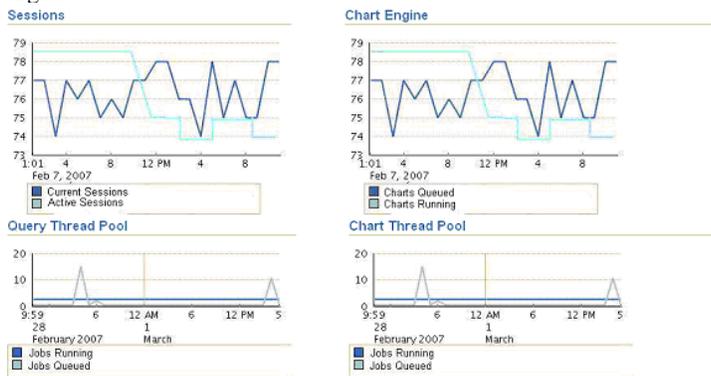


Figure 2. Oracle BI Presentation Server Performance Charts

You can also monitor your Oracle BI environment from an end-user perspective using synthetic service tests and out-of-box dashboard usage reports. Service tests can be recorded to simulate key end user activities such as logging in and navigating through critical pages of Oracle BI Dashboards. The tests are run via beacons from locations within your network to actively measure the performance and availability of your Oracle BI application. Because these tests are played back automatically via beacons and do not rely on actual end users being present, they can be used for accurate performance trending analysis and for proactive monitoring.

In addition to synthetic service tests, you can view detailed information about dashboard usage through Dashboard Reports that summarize key query statistics. Dashboard Reports enable you to maximize the value of your application by delivering insight into real end user experiences. They provide key statistics for usage trending analysis – allowing you to view detailed information about the top dashboards by resource usage as well as top users by resource usage. In addition to usage trending, these reports can help you diagnose performance problems by showing you a complete listing of failed dashboards along with the error code/message and SQL statements associated with the failed queries and a breakdown of dashboard response time based on database time, compile time and overall time for end-user queries.

Oracle BI Suite EE, TOS Oracle BI >
Oracle BI Analytics Server: d:\oraclebi.tdsfn01-siebel\oracleleads.com_BI_Analytics_Server

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Name	Total Time (HH:MM:SS)	Database Time (HH:MM:SS)	Compile Time (HH:MM:SS)	Failed Logical Requests	Total Logical R
/shared/Sales_portal/Sales Effectiveness	00:14:37	00:00:00	00:11:11	0	
/shared/Complaints_portal/Product Issues	00:07:26	00:00:00	00:03:19	0	

Figure 3. Oracle BI Server Dashboard Reports

Service Level Management

A common dilemma in organizations is balancing business needs with IT spending. IT management constantly needs to satisfy business owners while keeping a lid on spending and increasing IT efficiency. Key questions that need to be answered include:

- What are the IT dependencies of a business process? How can we determine if business problems are caused by IT issues?
- When changes are made to the application environment, what is the potential impact on the business?
- How do we prioritize IT activities according to business needs?
- What is the impact of IT on business?

Some key performance indicators (KPI) needed to answer these questions may be traditional system-based indicators while others may need to be derived from the business applications. Business Intelligence Management Pack's service level management capabilities help you define service level objectives (SLO) based on business requirements, model the end-to-end service down to the system components it depends on, monitor performance against these goals, and report on

RELATED PRODUCTS

The following Oracle Enterprise Manager Grid Control products can be used with the Business Intelligence Management Pack to provide management coverage for your entire system environment and support for each phase of the application lifecycle:

- Diagnostic Pack for Oracle Database
- Tuning Pack for Oracle Database
- Configuration Management Pack for Oracle Database
- Management Pack for Oracle WebLogic Server
- Diagnostics Pack for Non-Oracle Middleware
- Provisioning and Patch Automation Pack
- Load Testing for Web Applications
- Functional Testing for Web Applications
- Data Masking Pack
- System Monitoring Plug-in for Hosts
- System Monitoring Plug-in for Non-Oracle Databases
- System Monitoring Plug-in for Non-Oracle Middleware
- System Monitoring Plug-in for Network Devices

service level agreement (SLA) compliance to key stakeholders.

Service Level Objectives can be specified not only in terms of the system-level metrics for the components supporting the service, but also in terms of end user experience metrics. Business Intelligence Management Pack is unique in allowing all these classes of metrics to be used in measuring service levels. The basis for the service level management capability is a modeling facility that allows you to define a business service to be composed of component services and supporting infrastructure.

With the Business Intelligence Management Pack, a service modeled with all the Oracle BI components is provided out-of-box – allowing you to view information on the availability of the service based on the underlying Oracle BI components that host the service or based on service tests that most closely match the critical functionality of your business process. Aggregated information on the status of the service and underlying components are summarized on the Oracle BI Service home page allowing you to obtain an overall perspective on the environment and monitor service level agreements (SLAs) in real-time. Additionally, the Business Intelligence Management Pack allows you to create customized reports that can be used to communicate SLA compliance to the line-of-business (LOB).



Figure 4. Oracle BI Service Home Page

Contact Us

For more information about [insert product name], please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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