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Total Cloud Control



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Enterprise Manager Cloud Control 12c
Technical Webcast Series:

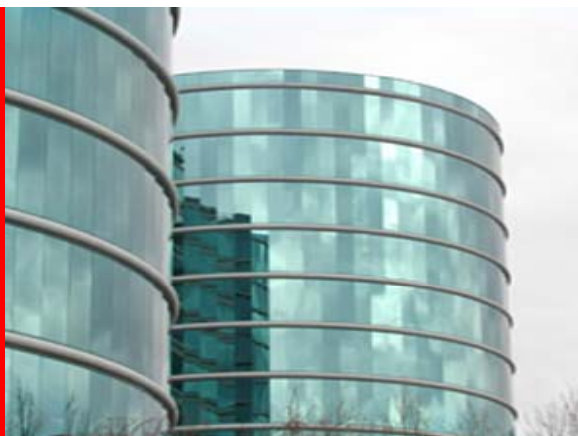
Oracle Enterprise Manager Cloud Control 12c: An Overview

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Program Agenda

- User Interface
- Incident Management
- Template Collection
- Extendibility/Self Update
- Summary





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Enterprise Manager Introduction

Total Cloud Management

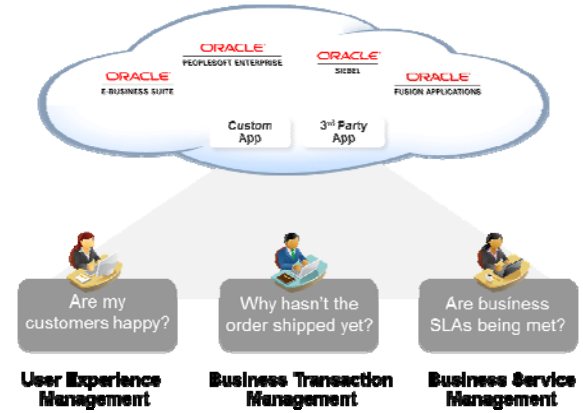
Total Cloud Control



Complete Lifecycle Management



Integrated Cloud Stack Management



Business-Driven Application Management

Self-Service IT

Simple and Automated

Business Driven



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User Interface

Enterprise Manager User Interface

Enterprise Targets Favorites History
Search Target Name

Enterprise Summary

Page Refreshed Nov 23, 2011 2:17:45 PM CST

Overview View All Targets

Targets Monitored 1172

Status
Targets with Status 960

Status	Count
Up	835 (87%)
Down	122 (13%)
Metric Collection Error	3 (0%)

Incidents
Open 225
Updated in last 24 hours 1

Category	🚫	🚨	⚠️	🚩
Availability	122	-	-	-
Performance	-	-	-	-
Security	-	-	-	-
Others	-	103	-	-

Problems
Open 26
Without Service Request 25

Inventory and Usage

Show Hosts [See Details](#)

View Platform

Platform	Hosts
Enterprise Linux Server release 5.5 (Carthage)	6 N
Enterprise Linux Server release 5.6 (Carthage)	5 N

Compliance Summary

Compliance Frameworks Compliance Standards

View View Trends

Name	Target Evaluations			Violations			Average Compliance Score
	🚫	🚨	🟢	🚫	🚨	🟢	
Corporate Application Compliance Framework	0	3	16	139	11	0	<div style="width: 100%;"></div>
PCI DSS (Version 2.0)	0	0	5	0	6	0	<div style="width: 100%;"></div>
Oracle Generic Compliance Framework	0	0	5	0	6	0	<div style="width: 100%;"></div>

Least Compliant Targets

View View Trends

Target Name	Target Type	Standard Evaluations	Violations	Average Compliance

Customize Home Page

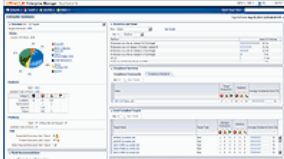
Enterprise Targets Favorites History Search Target Name

Select Enterprise Manager Home

Information
[Learn about the new user interface](#)

You can choose your preferred home page (viewed immediately after login and always accessible by clicking on the "Enterprise Manager" link in the top left corner) from one of the following options. If these options do not match your job profile or role, then using Setup > My Preferences you can make any other page in Enterprise Manager as your home page.

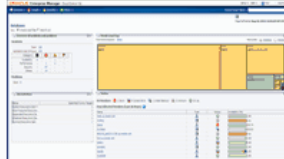
Summary



The summary page provides a complete and consolidated view of all targets monitored by Enterprise Manager and any critical events across those targets.

Best for: EM Administrators

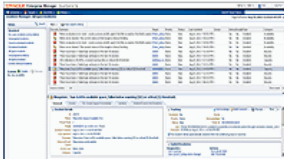
Databases



Monitor any or every database instance or RAC database right on your homepage. Spot-check the load, memory consumption and any issues related to the target and initiate tuning processes with one click.

Best for: Database Administrator

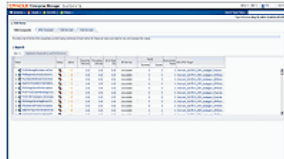
Incidents



The Incident Manager helps users track, diagnose and resolve issues identified across targets by Enterprise Manager.

Best for: on-call IT Operations personnel

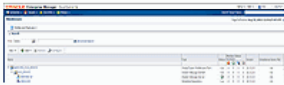
SOA



An enterprise level view for all the SOA targets featuring Alerts, Policy Violations, and critical metrics. Instantly review details of SOA Composites, BPEL Processes, OSB Services and Web Services.

Best for: SOA Architect

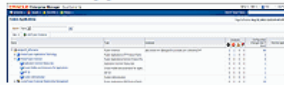
Middleware



Monitor and manage all Fusion Middleware targets and non-Oracle middleware in your environment from this page.

Best for: Weblogic and Middleware Administrators

Fusion Applications



A single view of all Fusion Instances, Product Families and Product targets for monitoring and management activities.

Best for: Fusion Applications Administrator



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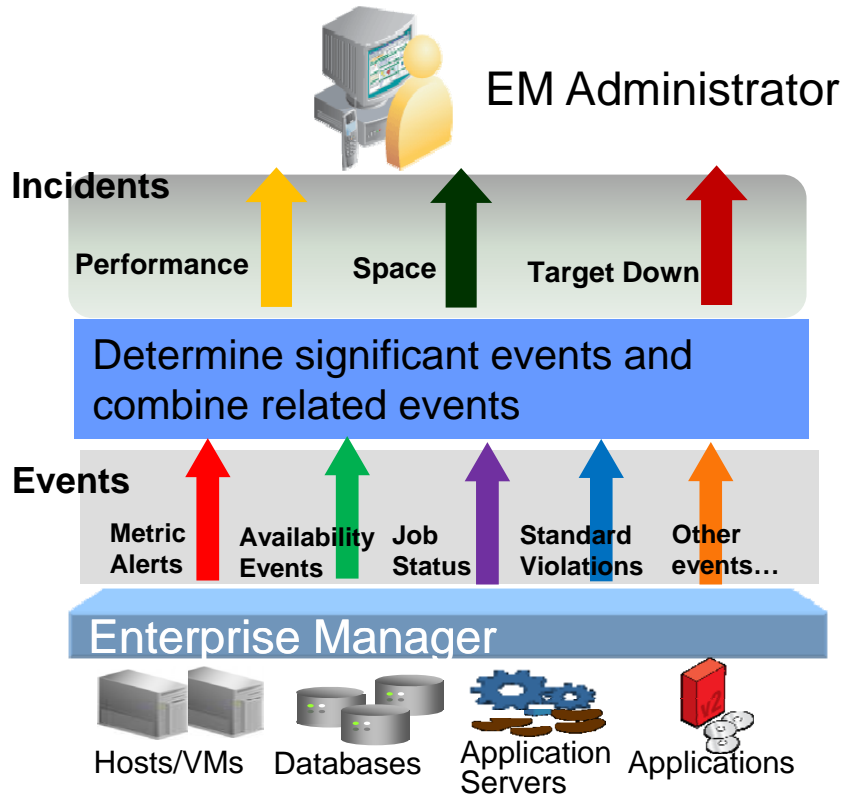
Incident Management

Incident Management

- Monitor and resolve service disruptions quickly and efficiently
- Instead of managing numerous discrete events, manage fewer, meaningful Incidents:
 - By business priority
 - Across their lifecycle
- Centralized incident console for incident management
- Identify, resolve and eliminate root cause of disruptions
- Integrated Oracle expertise to accelerate incident and problem diagnosis and resolution



Incident Management



- **Manage by Incidents**

- Significant events
- Combination of events related to the same issue (e.g. events raised from database, host, storage indicating lack of space)

- **Centralized incident management console**

- View, manage, diagnose and resolve incidents from one location

- **Support for incident lifecycle operations**

- Assign, acknowledge, prioritize, track status, escalate, suppress
- Notify and open helpdesk ticket

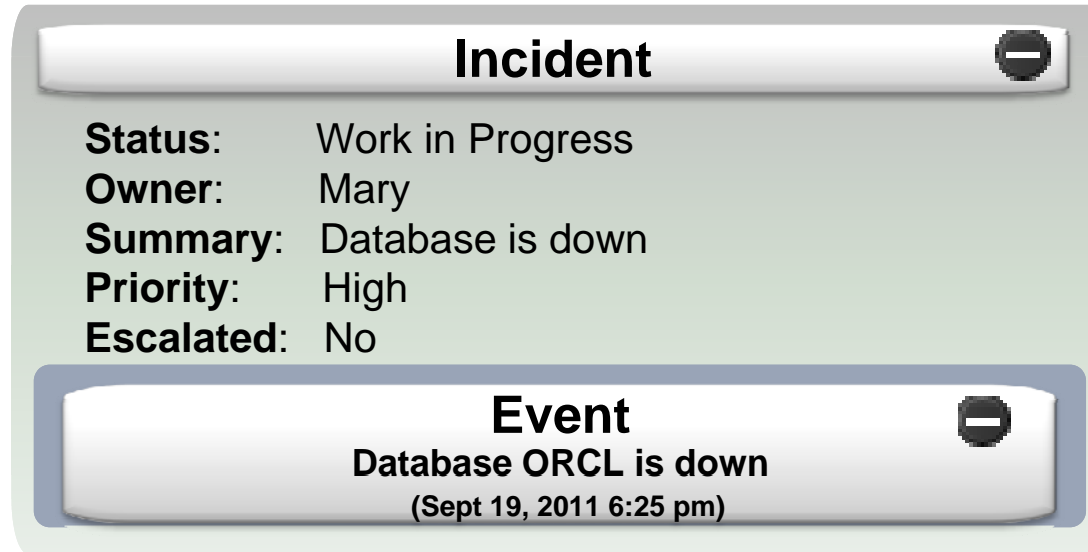
- **Integrated Oracle expertise**

- Access to *My Oracle Support* (MOS) knowledge base
- Accelerates incident and problem diagnosis and resolution

What is an Incident?

- Object used to manage one significant event (e.g. target down event) or a group of related events

*Incident
containing
1 event*



The image shows a screenshot of a software interface. At the top, there is a header bar with the word "Incident" in bold black text and a minus sign icon on the right. Below this, the following details are listed:

- Status:** Work in Progress
- Owner:** Mary
- Summary:** Database is down
- Priority:** High
- Escalated:** No

At the bottom of the window, there is a separate section with a header bar containing the word "Event" in bold black text and a minus sign icon on the right. Below this header, the text reads:

Database ORCL is down
(Sept 19, 2011 6:25 pm)

Incident with 2 Events

- Incident severity is the worst case severity of its events

*Incident
containing
2 events*

Incident

Status: Work in Progress
Owner: Steve
Summary: Machine Load is high
Priority: Medium
Escalated: No

Event

(Memory Utilization is 85%)
(Sept 19, 2011 6:30 pm)

Event

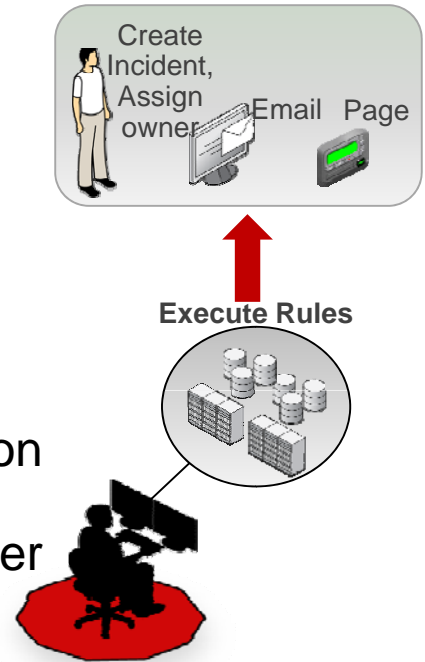
(CPU Utilization is 85%)
(Sept 19, 2011 6:31 pm)

Incident Management Features

- Centralized management UI (Incident Manager)
 - Assign ownership
 - Track resolution status
 - Set priority
 - Set escalation level
 - In-context access to *My Oracle Support* Knowledge base
 - In-context diagnostic / action links
- Rules to automate creation and management of incidents (Incident Rule Sets)

Incident Rule Sets

- Replaces pre-EM12 Notification Rules
- Automate actions related to events, incidents
 - Creation of incident based on an event
 - Notification actions (including ticketing)
 - Operations to manage incident workflow (assign owner, set priority, escalate, etc.)
- *Rule Set*:
 - Consists of one or more rules that apply to a common set of objects: targets, jobs, etc.
 - Rules within a rule set are executed in specified order
- *Rule Sets* are also executed in specified order



Leverage Incident Manager

Work on incidents by priority

Create Views for filtering list of incidents

The screenshot shows the Oracle Enterprise Manager Incident Manager interface. The top navigation bar includes 'Enterprise', 'Targets', 'Favorites', and 'History'. The main heading is 'Incident Manager: PROD-GROUP Incidents'. A search bar is present. Below the heading is a list of incidents with columns for Severity, Summary, Target, Priority, Status, Last Updated, and Owner. One incident is selected and expanded to show details.

Severity	Summary	Target	Priority	Status	Last Updated	Owner
High	Filesystem / has 29.87% available space, fallen below warning (50) or critical (30)em12.oracle.com	30em12.oracle.com	High	New	Sep 28, 2011 1:25:50 AM EDT	-
High	The target test.oracle.com in host em12.oracle.com is vulnerable. The security pem12.oracle.com	test.oracle.com	High	New	Sep 28, 2011 1:26:18 AM EDT	-
High	The request processing time is 2,673.897 ms.	/Farm05_mda_domain	High	New	Sep 28, 2011 1:20:17 AM EDT	-
High	Tablespace DEMO is 90 percent full	test.oracle.com	High	New	Sep 28, 2011 1:19:49 AM EDT	ORACLE
High	Job BACKUP_TEST.Oracle.com_000082 failed.	test.oracle.com	High	New	Sep 28, 2011 1:21:03 AM GMT--	-
Medium	Compliance score 51% is below critical threshold	em12.oracle.com	Medium	New	Sep 28, 2011 1:21:42 AM EDT	-
Medium	Memory Utilization is 41.825% crossed warning (15) or critical (30) threshold	em12.oracle.com	Medium	New	Sep 28, 2011 1:23:27 AM EDT	-

Tablespace DEMO is 90 percent full

General | Events | My Oracle Support Knowledge | Updates | Related Events And Incidents

Incident Details

- ID: 782
- Metric: Tablespace Space Used (%)
- Tablespace Name: DEMO
- Target: test.oracle.com (Database Instance)
- Incident Created: Sep 21, 2011 6:17:21 PM EDT
- Last Updated: Sep 28, 2011 1:19:49 AM EDT
- Summary: Tablespace DEMO is 90 percent full
- Internal Event Name: problemTbsp:pcUsed
- Event Type: Metric Alert
- Category: Capacity

Metric Data

- Critical Threshold
- Warning Threshold
- Number of Occurrences: 1

Tracking

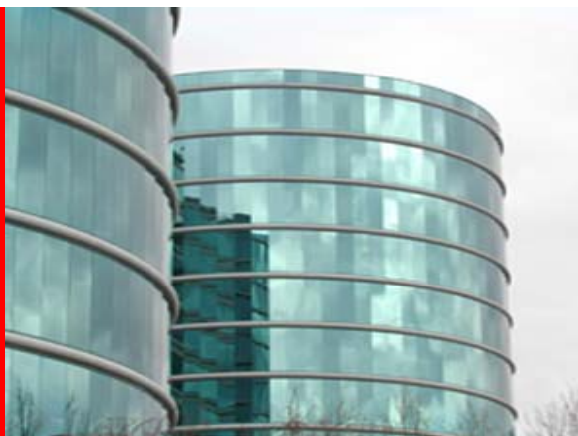
- Escalated: No
- Priority: High
- Status: New
- Owner: ORACLE
- Acknowledged: Yes
- Last Comment: (Priority changed to High by ORACLE) ORACLE on Sep 28, 2011 1:19:49 AM EDT
- This incident will be automatically cleared when the underlying issue is resolved.

Guided Resolution

- Diagnostics**: Edit Tablespace, Reorganize, Segment Advisor Recommendations, View topology, View recent configuration changes, View Metric Help
- Actions**: Reevaluate Alert, Edit Thresholds

Work on high priority incidents first

Details of selected incident



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Templates

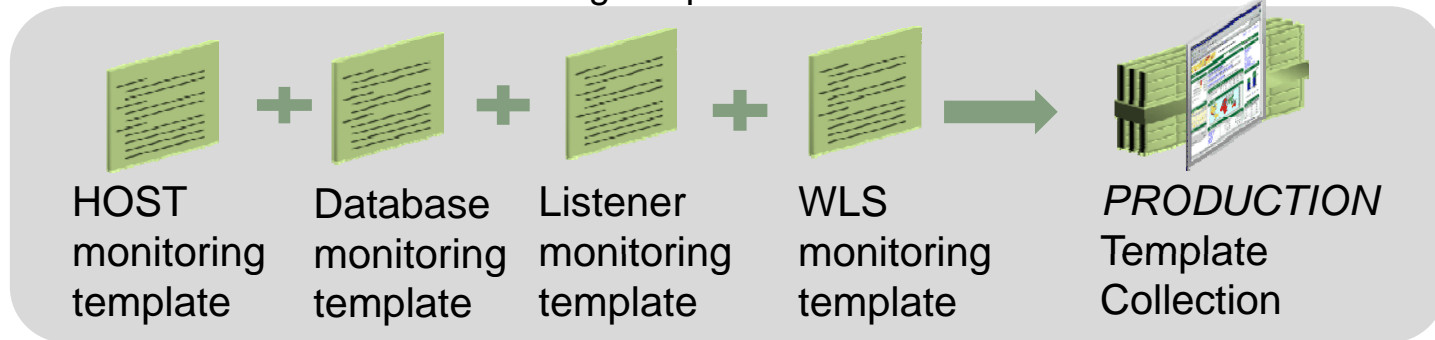
Create Template Collections



- Template Collection
 - Named collection of settings used to monitor/manage targets in Enterprise Manager
 - Contains one or more of the following types of templates:
 - *Monitoring Templates* (monitoring settings)
 - *Compliance Standards* (compliance policy rules)
 - *Cloud templates* (cloud policies – determine when to start VM, scale out clusters, etc.)
 - One monitoring template per target type
- Create Template Collection for an administration group
 - Add the monitoring templates for the different targets in the administration group
 - Goal is to put together all the monitoring settings for all the targets in the administration group

Sample Template Collection

- *PRODUCTION* Template Collection
 - Contains monitoring settings for all targets in *PRODUCTION* group:
 - HOST Production monitoring template
 - Database Production monitoring template
 - Listener Production monitoring template
 - WLS Production monitoring template





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Extendibility/Self Update

Extensibility

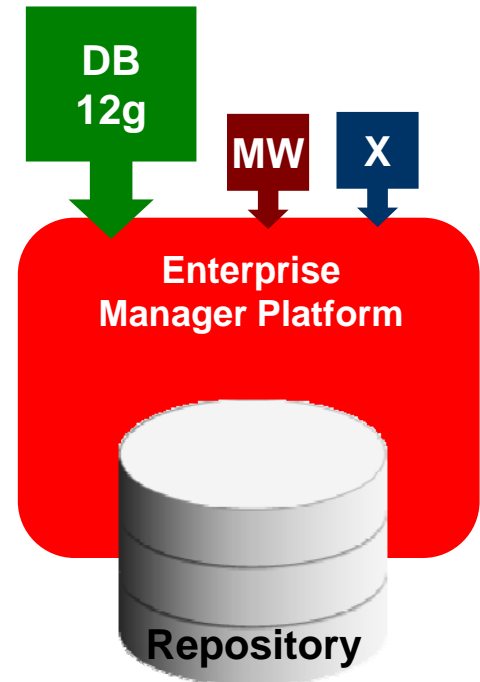
Target and Solution Plug-ins

- Target Plugins

- Management for new versions of targets like Database, Fusion Middleware, Siebel, Exadata, Exalogic
- Monitoring of 3rd party targets through metadata based plugins

- Solution Plugins

- Provide enhancements in vertical functionality
- Chargeback and Trending
- Self-Service Cloud Application



Extensibility

Plug-in Deployment

- Single console to manage lifecycle
- Pre-requisite checks and logging
- Seamless deployment of plug-ins across middle tier and agent tier

The screenshot displays the Oracle Management Cloud interface for plug-in deployment. At the top, there are tabs for 'Deploy On' and 'Undeploy From'. Below this is a table listing various plug-ins. The 'Oracle Database' plug-in is highlighted, and its details are shown in a sub-panel below.

Name	Management Servers...	Management Agent...	Version	Latest Downloaded	On Management Server	Management Agent with Plug-in	Descr
Applications							
Oracle Fusion Applications	12.1.0.1.0		12.1.0.1.0	12.1.0.1.0		0	FA Pl
Oracle Siebel	12.1.0.1.0		12.1.0.1.0	12.1.0.1.0		0	Orad
Databases							
IBM DB2 Database	12.1.0.1.0		12.1.0.1.0	12.1.0.1.0		0	IBM D
Oracle Database	12.1.0.1.0		12.1.0.1.0	12.1.0.1.0	12.1.0.1.0	2	Orad

Oracle Database			
General			
Recent Deployment Activities			
Plug-in ID	Vendor	Latest Available Version	Latest Available Version
oracle.sysman.db	oracle	12.1.0.1.0	12.1.0.1.0
Version on Management Server	Versions Downloaded	Description	
12.1.0.1.0		Oracle Database plugin provides comprehensive management for Oracle Storage Management (ASM) etc.	

Versions Deployed On Management Agents	
Versions	Management Agent with Plug-in Managed Host Operating System
12.1.0.1.0	2 Linux x86-64

Extensibility

Self-Update

- Delivers new features and updates automatically
- Allows administrators to receive notifications, view, download and apply self-update entities
- Self Update entity types include:
 - Agent Core Images
 - Plug-ins
 - Compliance standards and rules
 - Diagnostics Checks
 - VM Templates
 - Management Connectors
- Supports online and offline modes
- Allows import of non-Oracle entities



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Demo



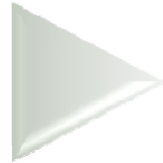
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Summary

Benefits: Enterprise Manager

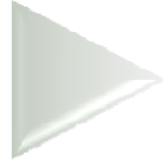
Enabling Value Through Best Practices

Minimal effort to scale as enterprise grows



Reduce manual tasks
Manage more with less

Flexible to meet monitoring and security requirements



Enables IT to implement operational best practices

Standardized approach to monitoring



Provide consistent, high quality service and meet service goals

For More Information...

- **Oracle Enterprise Manager Cloud Control 12c home page**
<http://www.oracle.com/technetwork/oem/index.html>
- **Enterprise Manager 12c live and recorded webcasts**
http://www.oracle.com/technology/products/oem/events/webcasts_index.html
- **Enterprise Manager 12c Screenwatches**
<http://www.oracle.com/technetwork/oem/grid-control/webcasts-index-090211.html>

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Q&A

Hardware and Software

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Engineered to Work Together

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