
Manage Oracle in Cloud Platform

Oracle Enterprise Manager Implementation Case Study@ Intuit

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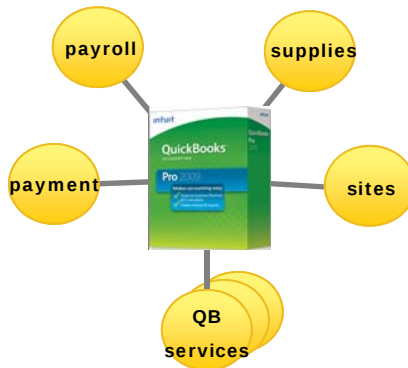
Agenda

- About Intuit
- Intuit E2E Connected Services
- Enterprise Manager Implementation
- Apps to Disk Management with EM
- Challenges faced
- Future Initiatives

About Intuit

Offering Model

Primarily Desktop Software...



SaaS and Connected Services...



Customer Experience

...Product Centric

- Multiple, disconnected touch points across multiple Intuit products and brands
- Multiple, discrete billing events
- Complex, highly customized processes and systems often requires agent interaction

...Customer & Account Centric

- Intimate, ongoing relationship with “One Intuit”
- Subscription & usage activity
- Consolidated, account billing
- Enable self-service via process and system simplification and standardization

Business Infrastructure

...Highly customized for each offering

- Batch processing
- Transaction queuing
- Offline patching
- Shipping & Registration
- Customized business processes and technology solutions

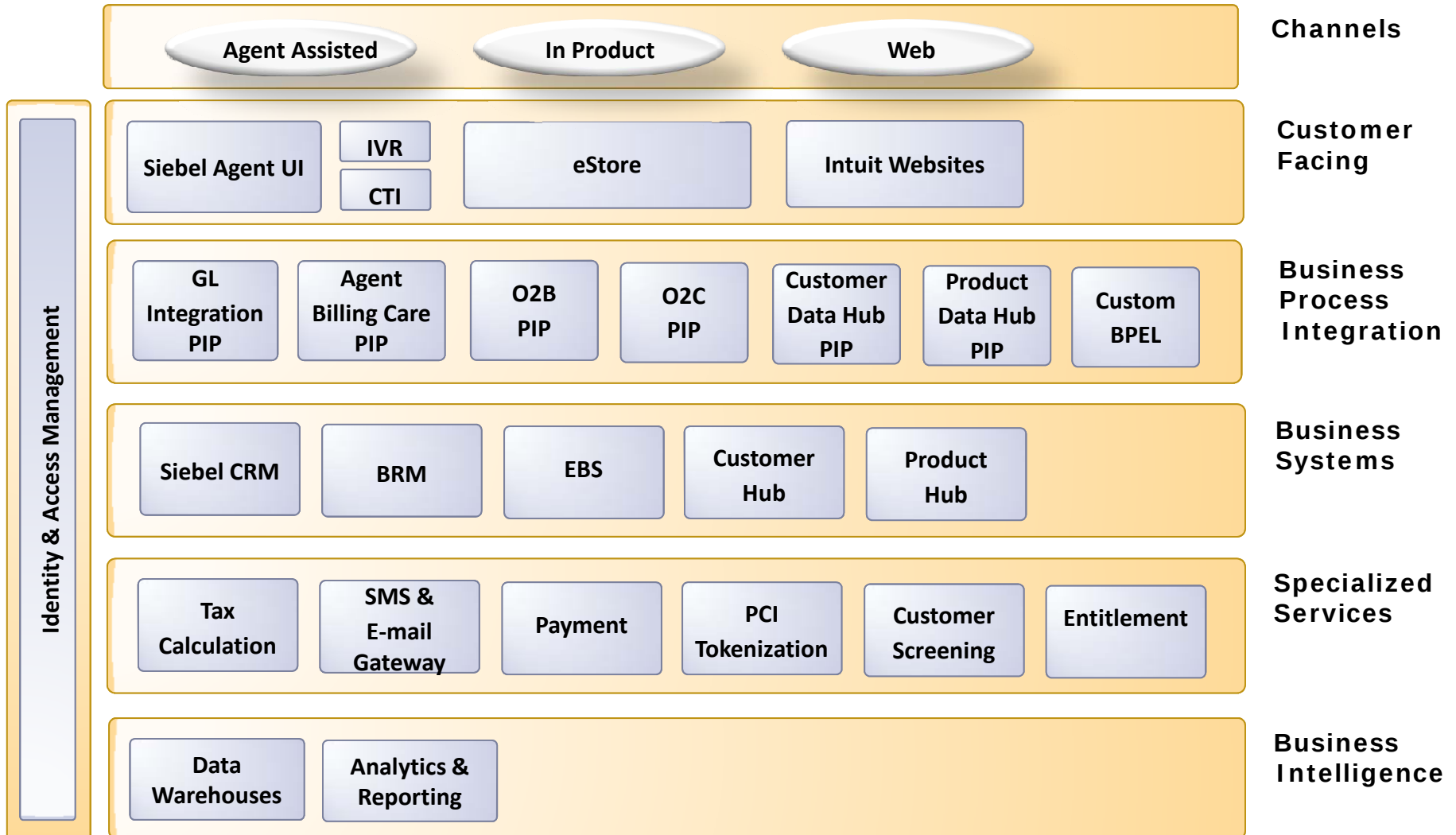
...Optimized for standardized business processes

- Real-time processing
- 24 / 7, 5 / 9's availability
- Immediate entitlement
- Sign-in / sign-up online
- Standardized business processes and technology solutions

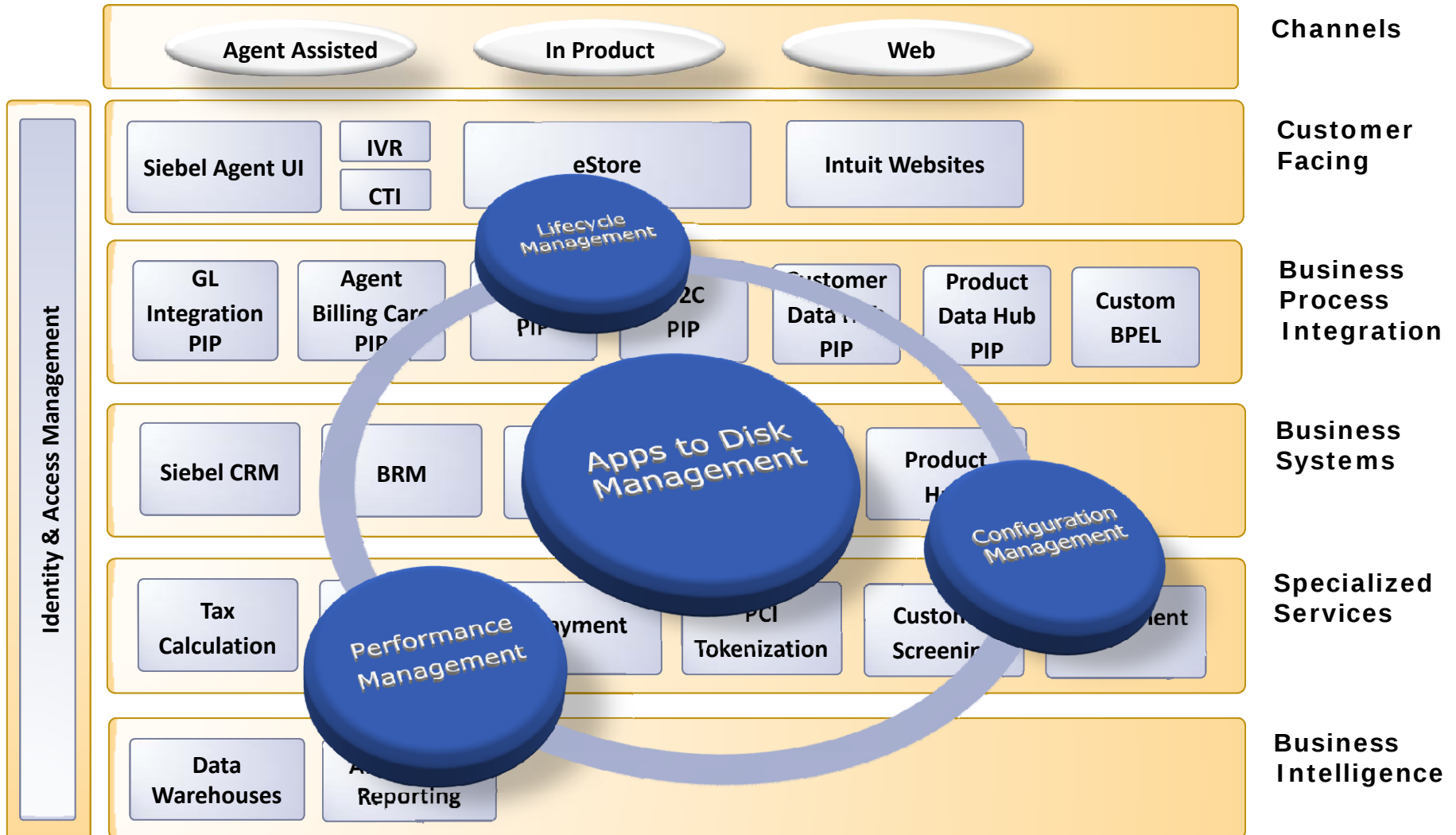
Intuit E2E Connected Services Platform

- Align application business infrastructure with new E2E Connected Services business model
 - Adaptable, flexible, and integrated platform
 - Business process centric versus application centric
 - Implementation of Oracle SOA Suite, and AIA FP/PIP
 - WebLogic for Messaging between AIA and non-AIA worlds
 - Support for subscription based billing
 - Upgrade Siebel CRM
 - Mastering of product, customer and order data
 - “Single pane of glass” monitoring and management
 - Migration to non-proprietary hosting platform

Application Landscape



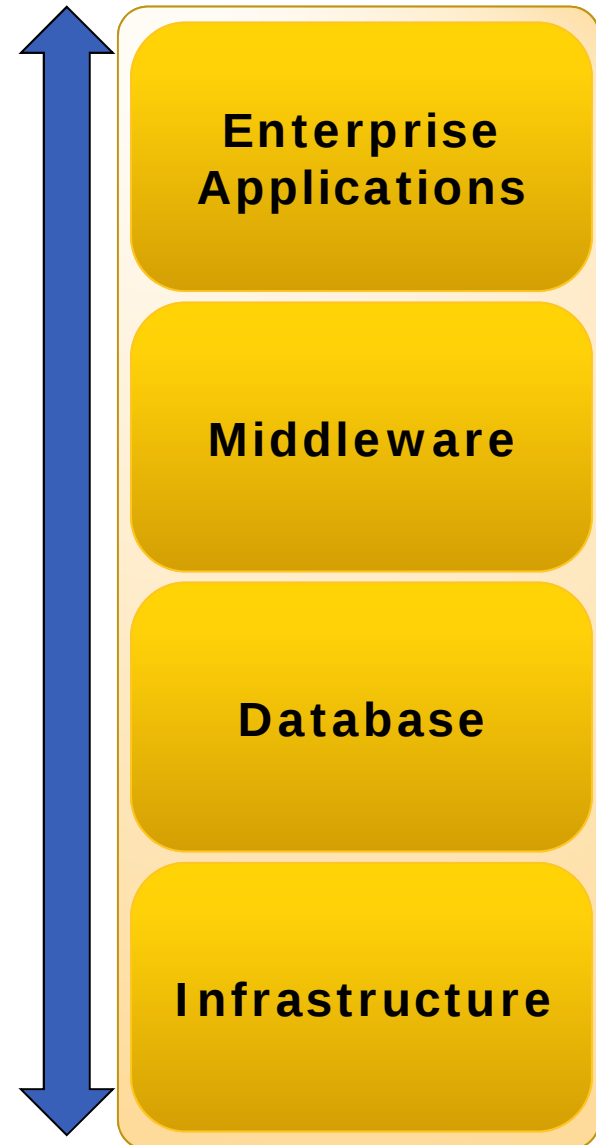
Enterprise Manager as a Strategic tool



EM Landscape @ Intuit

End-to-End Management View

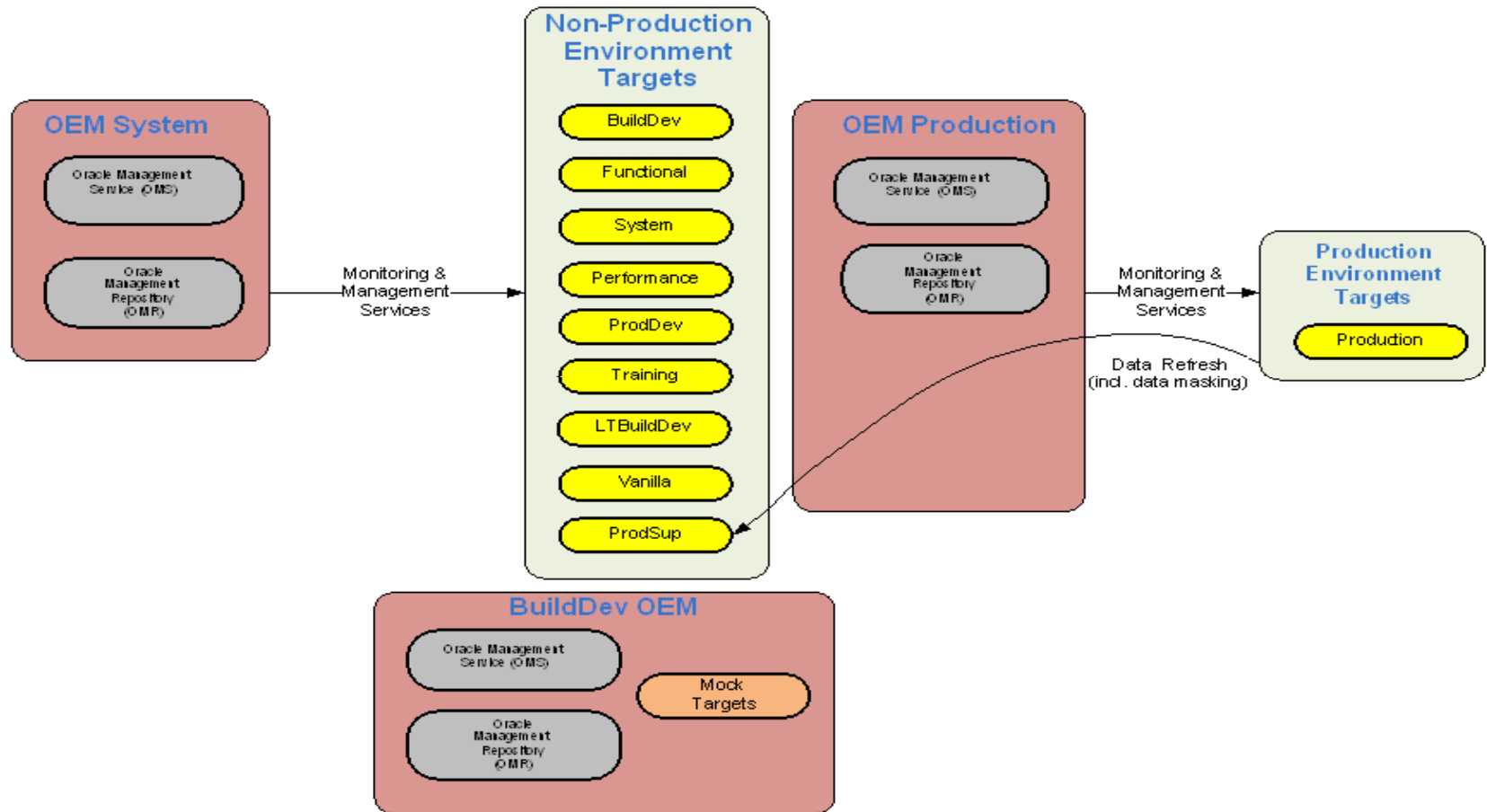
- Applications Management
 - Application Management Pack for Siebel
 - Application Management Pack for Oracle Communications BRM
 - Application Management Pack for Oracle E-Business Suite
- Middleware Management
 - Management Pack Plus for SOA
 - Diagnostics Pack
 - Management Pack for Identity Management
 - Configuration Management Pack
 - Provisioning and Patch Automation Pack
- Database Management
 - Diagnostic and Tuning Pack
 - Configuration Management Pack
 - Change Management Pack
 - Provisioning and Patch Automation Pack
 - Data Masking Pack
- Systems Management
 - Oracle VM Management Pack
 - System Monitoring plug-in for Hosts
 - System Monitoring plug-in for Storage



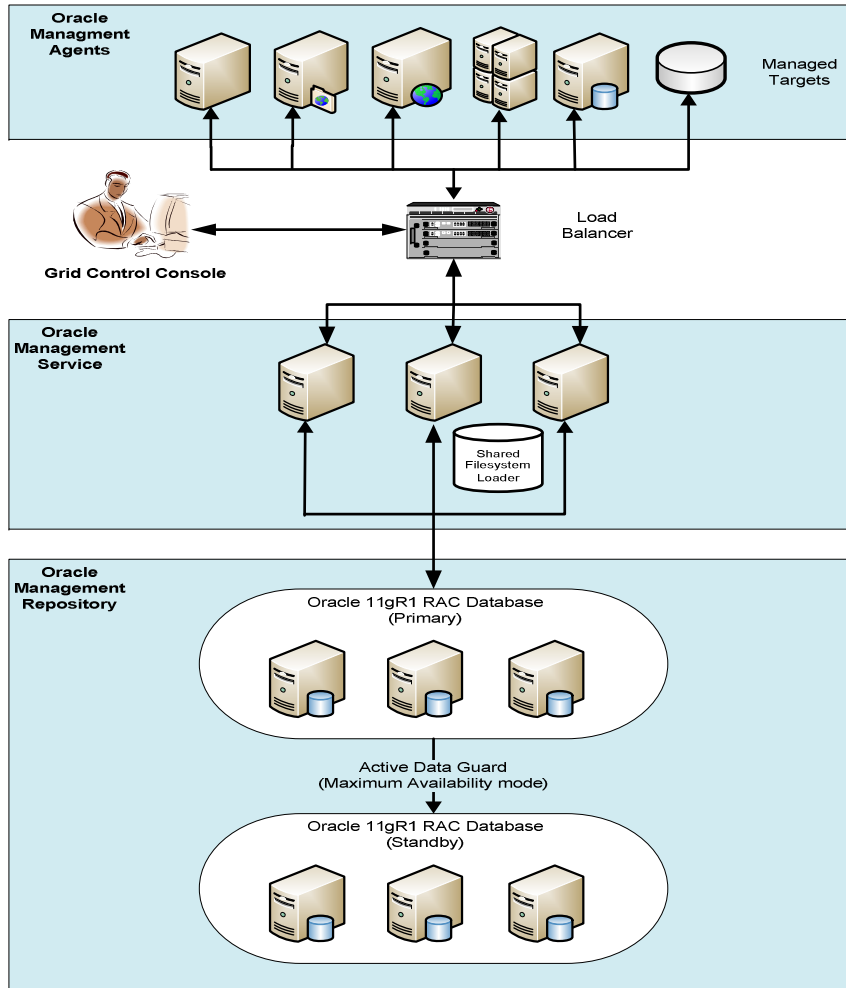
EM Deployment Planning

- EM Deployment Project Planning
 - Determine monitoring and management requirements
 - Training plan for application support teams & OEM administrators
 - Determine number of OEM instances required
 - Size each OEM GC instance
 - Determine network ACL requirements
 - Identify OEM group and users
 - Roles & responsibilities
- EM Grid Control Deployment
 - Use a phased approach
 - Define key milestones (measurable & meaningful)
- Agent Deployment
- OEM GC configuration (users, groups, metrics, alerts, etc.)
- Management Packs Configuration
 - Management Packs Setup
 - CAMM, AD4J, ACC Setup

EM Environments Overview



EM Grid Control Architecture



- Availability, scalability, resiliency, operability
- OMS and OMR built on OVM 2.2.1 and OEL (64-bit)
- Oracle EM GC 10gR5
- Oracle DB 11gR1
- Oracle Active Data Guard
- F5 load balancer

EM Grid Control Deployment

- Setup 11g-R1 3 Node RAC Database for Repository
- OMS/Repository deployment
 - Install Software 10.2.0.3
 - Apply 10.2.0.5 Patchset to OMS
 - Apply 10.2.0.5 GC Patchset to Agent on OMS host
 - Setup Additional OMS'es
 - Configure Shared Filesystem Loader
 - Configure Software Library
 - Configure BigIP Server Load Balancer(SLB)
- Apply latest 10.2.0.5.3 PSU
- Apply Provisioning Pack Recommended Patches
- Install EM Diagnostics Kit(EMDiag)

Management Packs Setup

- Applications Management
 - Application Management Pack for Siebel
 - Enabled Out of Box – No additional install
 - Discover Siebel targets – Apply additional agent patches
 - Application Management Pack for BRM
 - Install BRM AMP 7.4(v2) on top of EM GC (OMS and Agent patches)
 - Install BRM AMP 7.4(v2) agent bits on all agents hosting BRM components
 - Discover/Provision BRM targets
 - Application Management Pack for EBS
 - Prepare/Verify EBS Apps for necessary interop patches
 - Install EBS AMP 3.1 on top of EM GC OMS
 - Install EBS AMP 3.1 agent bits on all agents hosting EBS components
 - Discover/Provision EBS targets - Apply additional agent patches

Agent Deployment

- **Agent Deploy method from OEM:**
 - For push to new and existing targets (OEL and Windows)
- Agent Cloning method:
 - For later deployment during the 10.1 project to new targets of the same type running on the same O/S and platform
 - Apply latest 10.2.0.5.3 PSU patch
- **Mandatory 32 bit packages on 64-bit box:**
 - libstdc++-devel-3.4.3-22.1
 - compat-libstdc++-296-2.96-132.7.2
 - glibc-devel-2.3.4-2.9.i386.rpm
 - openmotif-2.1.30-11 (x86_64)
 - gdbm-1.8.0.26.2.1 (i386)
- **64-bit Packages:**
 - compat-gcc-34-3.4.6-4
 - compat-db-4.2.52-5.1
 - libstdc++-devel-4.1.2-42.el5
 - glibc-devel-2.5-24
 - libXp.so.6

CAMM / AD4J / ACC Setup

- Composite Application Monitor & Modeler(CAMM)
 - Install CAMM
 - Setup Repository Database
 - Deploy CAMM Components
 - Configure CAMM for targets
 - Deploy CAMM agents on target AS instances
- Application Diagnostics for Java(AD4J)
 - Setup Repository Database
 - Install AD4J console
 - Deploy agents on monitored JVMs, DBs
- Application Configuration Console(ACC)
 - Setup and Validate Database
 - Install ACC/core Server
 - Deploy ACC Clients: Separate infrastructure and ACL's for CAMM and AD4J

Monitoring Setup

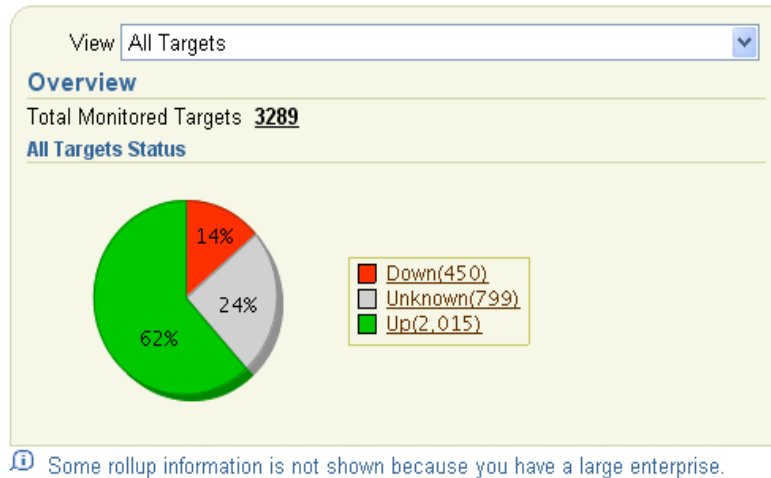
- OEM Sys Administrator
- Administrators
- Grouping Targets
- Roles
- Public Rules
- Monitoring
 - Metrics (OOB/User Defined(UDMs))
 - Thresholds
 - Collection schedules
 - Monitoring templates
- Alerts/Notifications
- Provisioning Setup
 - Software Library
 - Procedure templates
 - Scripts
 - Scheduling
- Patching
 - Procedure templates
 - Scripts
 - Scheduling
- MOS Integration
- Reports
 - Dashboard
 - Custom Reports
 - Scheduling

Some Useful Tips

- Create deployment plan with achievable and measurable milestones
- Start with 11g RAC on repository for easy scaling
- Separate EM GC instance for testing/development
- Agents configured to LB instead of individual OMS
- Shared storage for loader and software library
- Determine ACL requirements early
- Clarify roles and responsibilities and access and audit requirements early
 - Support teams, users, and OEM administrators
- EMDiag for quick diagnostics and troubleshooting
- Review Application Management Packs patches before application discovery
- Use target templates rather than individual target configuration (DB, Instance and host etc)
- **Treat OEM as an application that needs to be managed itself (e.g., patching, performance, space utilization, backup, etc.)**

Managed Targets Overview

Total targets monitored: 3289 (and growing)

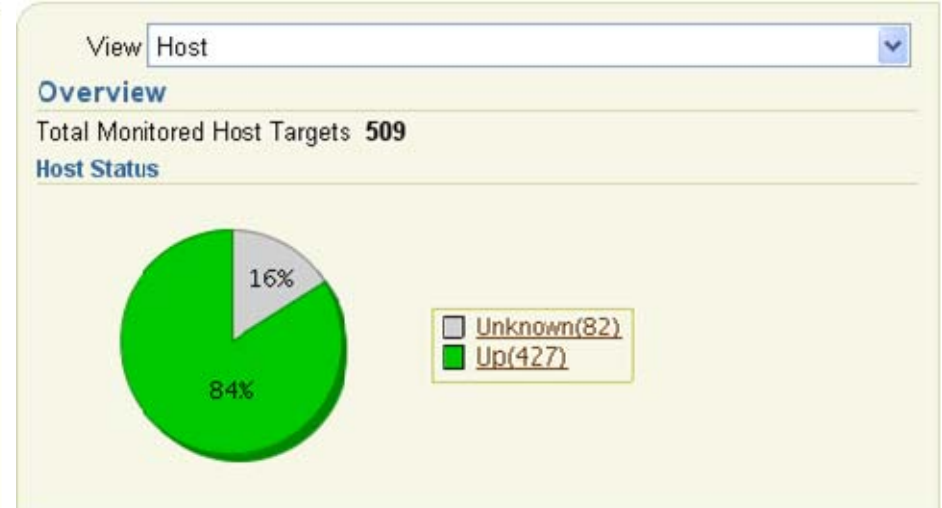
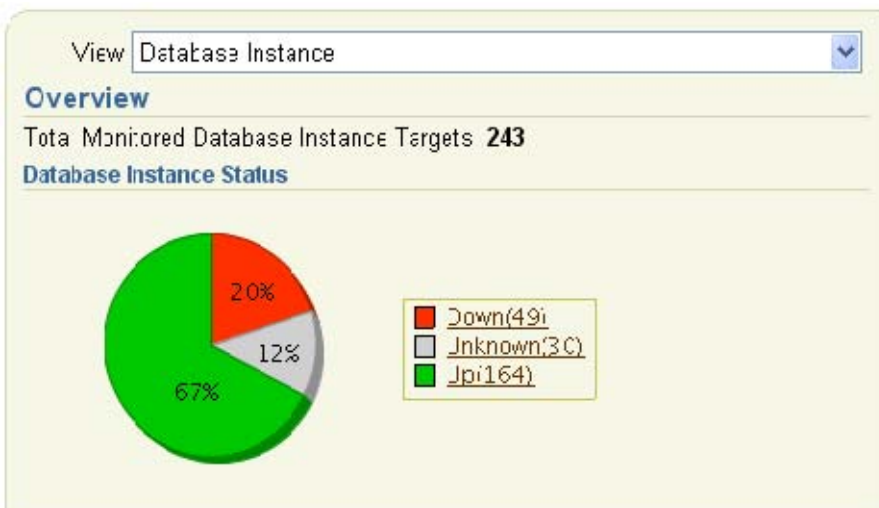


Target Search
Search **All**

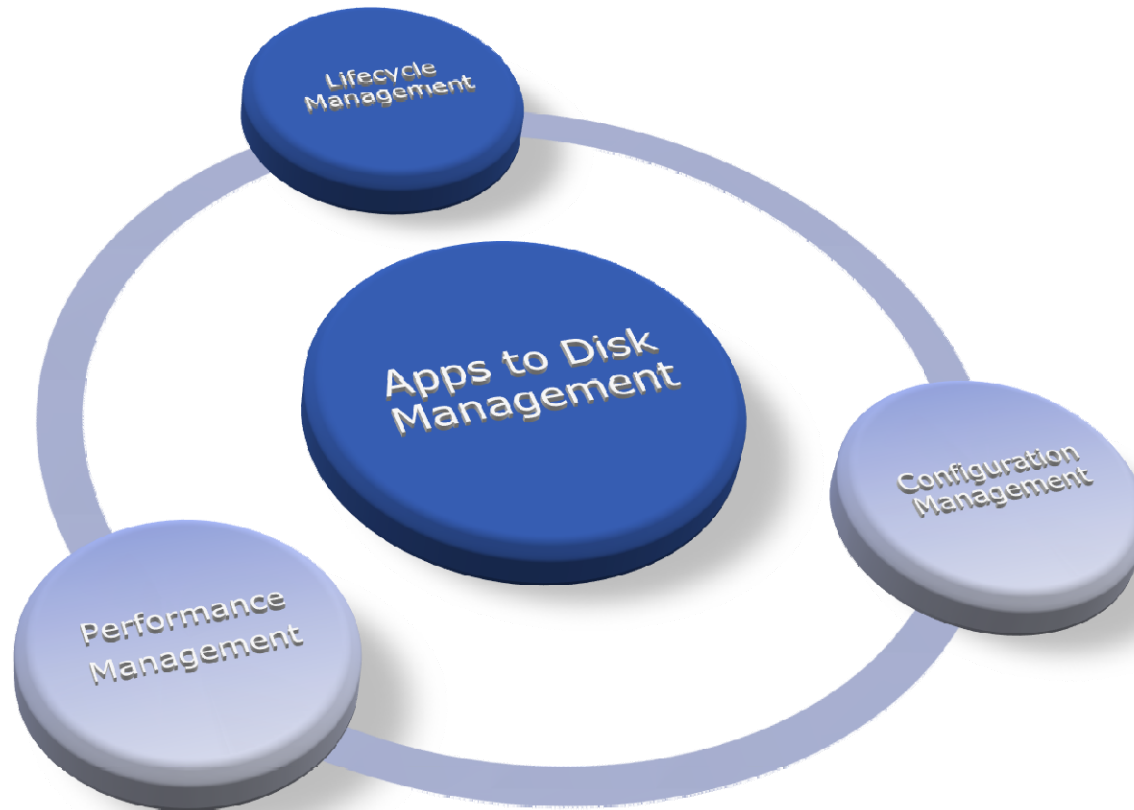
Deployments Summary
View **Database Installations**

Software Targets Without Inventory: 2 of 243

Database Installations	Targets	Installations	Interim Patch Applied
Oracle Database 10g 10.2.0.1.0	0	1	No
Oracle Database 10g 10.2.0.4.0	30	35	No
Oracle Database 11g 11.1.0.6.0	5	12	No
Oracle Database 11g 11.1.0.7.0	109	119	Yes
Oracle Database 11g 11.2.0.1.0	97	189	Yes



Lifecycle Management Solution



Oracle Stack Management

- Oracle Stack Administration
 - Centralized Management of
 - Siebel, BRM, EBS environments
 - Fusion Middleware Stack
 - Database environments
- Lifecycle Automation
 - RAC Provisioning
 - EBS Automated Cloning
 - BRM Automated Cloning
 - Database Provisioning
 - Active Data Guard Setup
 - RMAN Database backup implementation
 - RAC Patching (including Rolling)

End-to-End Applications Management

- Siebel Management
 - Siebel Enterprise Dashboard
 - Manage entire Siebel Stack
 - Web Server
 - Application Server
 - Gateway Server
 - Server Components
 - Database Repository

Siebel Enterprise: crmpds_gynpdsslslap01.data.bosptc.intuit.net

Page Refreshed Sep 14, 2010 11:53:11 AM PDT [Refresh](#) [Launch Enterprise Das](#)

[Home](#) [Charts](#) [Extended Infrastructure Targets](#) [Server Components](#) [Diagnostics](#) [Event Log](#)

Alerts

[Alert History](#)

Severity	Current	Last 24 hours
	12	0
	1	0
Total	13	0

Application Services

Siebel Application Services are not defined. Use the Create Application Services button in Siebel tab to define the Siebel application services.

Server Components

Down [WFProcMgrWebLogic_IntuitWFs_gynpdsslslap03_crmpds_gynpdsslslap01.data.bosptc.intuit.net](#)
[CommSessionMgr_CommMgmt_gynpdsslslap04_crmpds_gynpdsslslap01.data.bosptc.intuit.net](#)
[WFProcMgrWebLogic_IntuitWFs_gynpdsslslap04_crmpds_gynpdsslslap01.data.bosptc.intuit.net](#)

Up  94 of 134

Siebel Servers

Name	Status	Most Utilized Siebel File System (%)	CPU Utilization (%)	Memory Utilization (%)	Top Server Components By Tasks
					Name
gynpdsslslap04_crmpds_gynpdsslslap01.data.bosptc.intuit.net			42		2 SRBroker_System_gynpdsslslap04_crmpds_gynpdsslslap01.data.bosptc.intuit.net ServerMgr_System_gynpdsslslap04_crmpds_gynpdsslslap01.data.bosptc.intuit.net SRProc_SystemAux_gynpdsslslap04_crmpds_gynpdsslslap01.data.bosptc.intuit.net
gynpdsslslap03_crmpds_gynpdsslslap01.data.bosptc.intuit.net			53		0 SRBroker_System_gynpdsslslap03_crmpds_gynpdsslslap01.data.bosptc.intuit.net ServerMgr_System_gynpdsslslap03_crmpds_gynpdsslslap01.data.bosptc.intuit.net SRProc_SystemAux_gynpdsslslap03_crmpds_gynpdsslslap01.data.bosptc.intuit.net
gynpdsslslap05_crmpds_gynpdsslslap01.data.bosptc.intuit.net			70.09		0 SRProc_SystemAux_gynpdsslslap05_crmpds_gynpdsslslap01.data.bosptc.intuit.net CustomAppObjMgr_enu_EAI_gynpdsslslap05_crmpds_gynpdsslslap01.data.bosptc.intuit.net WFProcBatchMgr_Workflow_gynpdsslslap05_crmpds_gynpdsslslap01.data.bosptc.intuit.net

Extended Infrastructure Targets

Extended Infrastructure targets are not currently monitored.

General

Gateway [gynpdsslslap01.data.bosptc.intuit.net](#) 
Workflow [Workflow_crmpds_gynpdsslslap01.data.bosptc.intuit.net](#) 
Last Updated NA
[Update Now](#)

End-to-End Applications Management

- EBS Management

- EBS Automated Cloning

- EBS Administration Dashboard

- Proactively Manage

- Concurrent Processing
 - Workflow
 - Forms
 - Profile Options
 - Autoconfig

Oracle Applications: PRODINT-Oracle E-Business Suite

Service Level Reports Infrastructure Services

[Home](#) [Performance](#) [Administration](#) [Maintenance](#) [Diagnostics](#) [User Monitoring](#) [Topology](#)

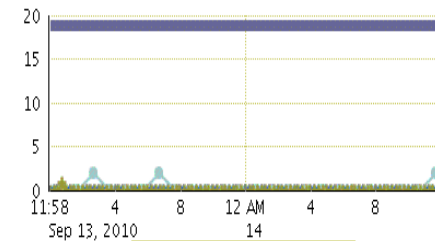
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General



Status [Up\(8\)](#) [Down\(0\)](#) [Other\(0\)](#)
 System Name **PRODINT**
 Version **12.1.1**
 Products Installed [179](#)
 New Internal System Alerts [5](#)
 Patches Applied [0](#)
 Site Level Profile Options [3](#)
 Context Files Edited [0](#)
 Monitoring Host [qystrmphp01_data_bosptc.intuit.net](#)

Activity Summary



[Forms Sessions](#)
[Web Users \(Hourly\)](#)
[Concurrent Requests Running](#)
[Active Service Processes](#)

Services

Name	Status	Performance Alerts	Usage Alerts	Policy Violations	System	
					Name	Key Components Status
PRODINT-Oracle Applications Service					PRODINT-Oracle Applications System	0
PRODINT-Oracle Applications Infrastructure Service					PRODINT-Oracle Applications System	0

Applications Nodes Status

[Expand All](#) | [Collapse All](#)

Focus	Node Name	Description	Status	Host	Platform	Host
	All Nodes					
	PRODINT-Infrastructure PRODINT_qystrmphp01-APPL_TOP Context	Oracle E-Business Suite Infrastructure		qystrmphp01.intuit.net	x86_64	
	PRODINT-Oracle Forms PRODINT_qystrmphp01	Forms		qystrmphp01.intuit.net	x86_64	
	PRODINT_qystrmphp01_qystrmphp01.intuit.net	Oracle Application Server		qystrmphp01.intuit.net	x86_64	

End-to-End Middleware Management

- Middleware Management
 - Provisioning and Patching Automation
 - System Dashboard
 - Start/Stop/Restart and Manage MW Components

Oracle Application Server: CHApp1.qynqalchpipap01.data.bosptc.intuit.net

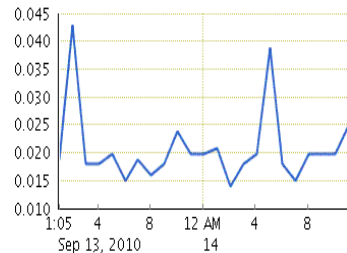
Page Refreshed Sep 14, 2010 12:05:18 PM PDT [Refresh](#)

[Home](#) [Top J2EE Applications](#) [Web Applications](#) [Performance](#) [Administration](#) [Topology](#)

General

 Status **Up** [Black Out](#)
Availability (%) **100**
(Last 24 Hours)
Application URL <http://qynqalchpipap01.data.bosptc.intuit.net:7777>
Version **10.1.3.4.0**
Installation Type **Integrated Web Server, J2EE Server and Process Management**
Oracle Home [/app/soa](#) 
Host [qynqalchpipap01.data.bosptc.intuit.net](#)

Application URL Response (seconds)



Components

[Start](#) [Stop](#) [Restart](#)

[Select All](#) | [Select None](#)

Select	Name	Type	Current Status
☐	admin	OC4J	
☐	HTTP_Server	Oracle HTTP Server	
☐	OC4J_ESBDDT	OC4J	
☐	OC4J_SOA	OC4J	
☐	Oracle bpel	Oracle BPEL Process Manager	

Alerts

Metric	Severity	Message	Alert Triggered	Last Value	Last Checked
Memory Usage (%)		Memory Utilization is 89.9%	Sep 13, 2010 7:36:33 PM	86.37	Sep 14, 2010 11:16:33 AM

Host Alerts

Metric	Severity	Message	Alert Triggered	Last Value	Last Checked
File or Directory Size (MB) for /app		Size of /app is 20002.81 MB, crossed warning (20000) or critical (22500) threshold.	Aug 30, 2010 4:14:15 PM	22173.56	Sep 14, 2010 11:59:15 AM

Related Links

Administer	Apply Patch	Change Application URL
All Metrics	Metric and Policy Settings	Alert History
Blackouts	Monitoring Configuration	Reports

End-to-End RAC Management

- RAC Provisioning automation and Management
 - Cluster ware deployment and configuration
 - Oracle Binaries deployment
 - RAC Database deployment and management
 - Instance Scale up/down
 - RAC Cluster Administration

The screenshot displays the Oracle Enterprise Manager (SYSMAN) console for RAC provisioning. The browser address bar shows the URL: <https://wcoem4.wcg.intuit.com:1159/em/console/racprov/Summary>.

Select Source

Sliphones Gold Images from Software Library

Source for Clusterware	
Component Name	ClusterWare-EASM
File Name	homeArchive
Location	Components/ClusterWare-EASM

Source for RAC	
Component Name	OracleHome-EASM
File Name	homeArchive
Location	Components/OracleHome-EASM

Select Hosts

Selected Targets

Public Host Name	Private Host Name	Private Host IP(Optional)	Virtual Host Name	Virtual Host IP(Optional)
wcoem2.wcg.intuit.com	wcoem2-prv.wcg.intuit.com	192.168.1.128	wcoem2-vip.wcg.intuit.com	192.168.2.128

Credentials

Credentials Type	Use Preferred Credentials
Username	oracle

Schedule

Scheduled **Immediately**

Repository

Configure Cluster

Cluster Name and Location	
Cluster Name	wcoem2_crs
Clusterware Home Location	/u01/app/crs/oracle
Oracle Base for RAC	/u01/app/SID/oracle
Database Home Location	/u01/app/SID/oracle/product/11g/db
Scratch Location	/tmp/rac/
Additional Parameters	
Global Database Name	SID

Device and Storage Information	
OCR Primary Location	/u01/crs_1/storage/ocr
OCR Mirror Location	/u01/crs_2/storage/ocrm
Voting Disk Primary Location	/u01/crs_1/storage/vdsk
Voting Disk Mirror Location 1	/u01/crs_2/storage/vdskm1
Voting Disk Mirror Location 2	/u01/crs_3/storage/vdskm2
Datafiles Location	/u02/oradata/SID/storage/oradata
Clear raw devices	Not Applicable

Network Interface Configuration

Interface Type	Interface Name	Subnet
Public	eth0	172.17.110.0
Private	eth1	192.168.1.0

Active Data Guard Management

- Active Data Guard Automation and Management
 - Standby database creation
 - Switchover from Primary to standby
 - Monitoring and Management of ADG made simple

ORACLE Enterprise Manager 10g
Grid Control

Home | Targets | Deployments | Alerts | Compliance | Jobs | Reports

Cluster: synpd1_clust > Cluster Database: synpd1 > Database Instance: synpd1_synpd11 >

Data Guard

Page Refreshed June 23, 2010 3:31:12 PM PDT

View Data | Real Time: 30 Second Refresh

Overview

Data Guard Status: **Normal**
Protection Mode: **Maximum Performance**
Fast-Start Failover: **Disabled**

Primary Cluster Database

Name: **synpd1_synpd11**
Cluster: **Unknown**
Data Guard Status: **Normal**
Current Log: **Multiple Threads**
Properties: **Edit**

Standby Progress Summary

Transport lag is the time difference between the primary last update and the standby last received redo. Apply lag is the time difference between the primary last update and the standby last applied redo.

1.0
0.5
0.0

No data is currently available.

Standby Databases

Edit | Remove | Switchover | Failover | Convert

Select	Name	Host	Data Guard Status	Role	Real-time Query	Last Received Log	Last Applied Log	Estimated Failover Time
☒	synpd1	synpd1synpd11.data.bosqtc.intuit.net	Normal	Physical Standby	Disabled	Multiple Threads	Multiple Threads	Not available

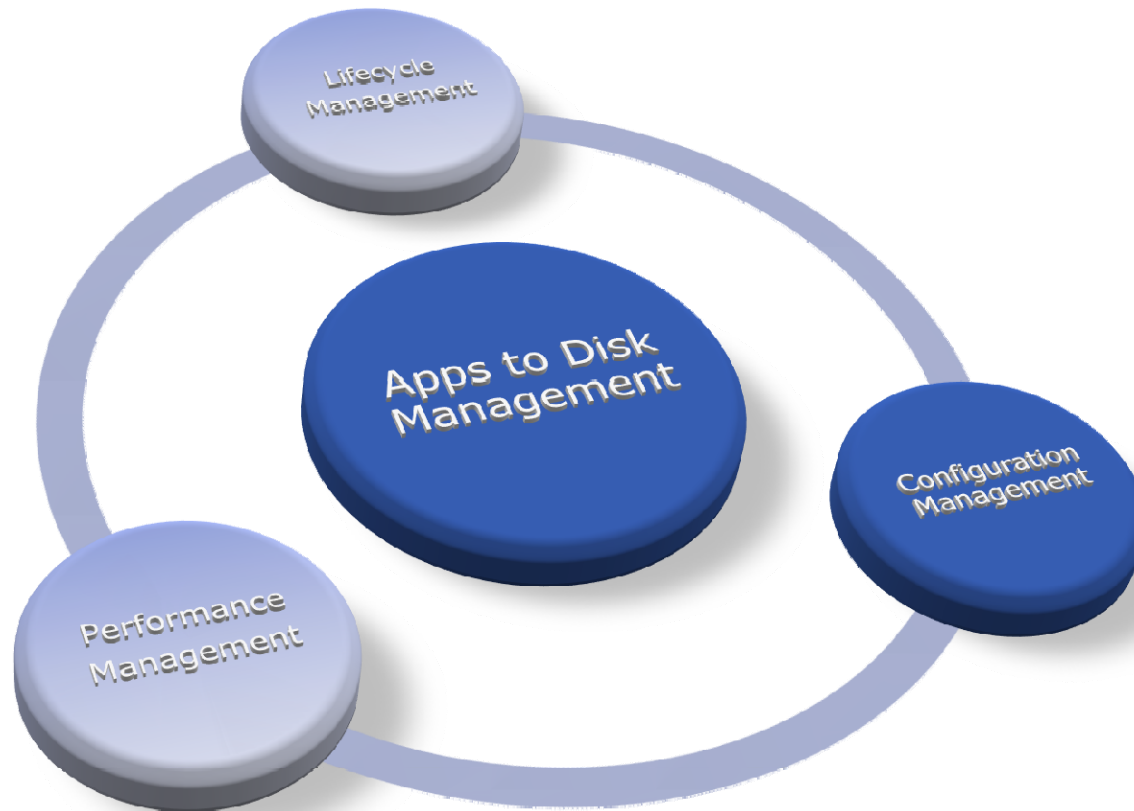
Additional Administration

Vary Configuration
Remove Data Guard Configuration

Home | Targets | Deployments | Alerts | Compliance | Jobs | Reports | Setup | Preferences | Help | Logout

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About Oracle Enterprise Manager

Configuration Management Solution



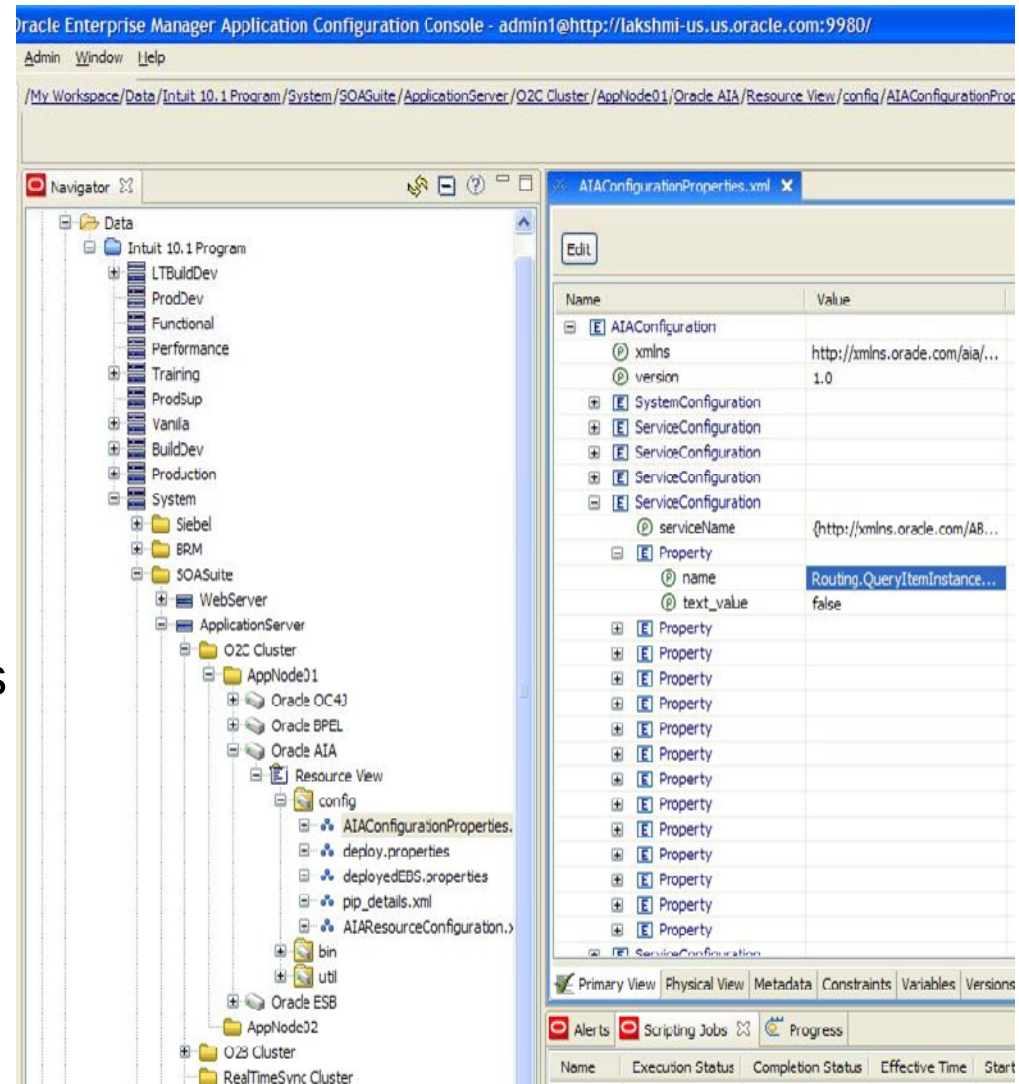
Application Configuration Landscape

- Various Applications with different versions and complex topology
- End-to-End Configuration Management driving factor
 - Discover
 - Track
 - Analyze Change
 - Provision Configuration Change

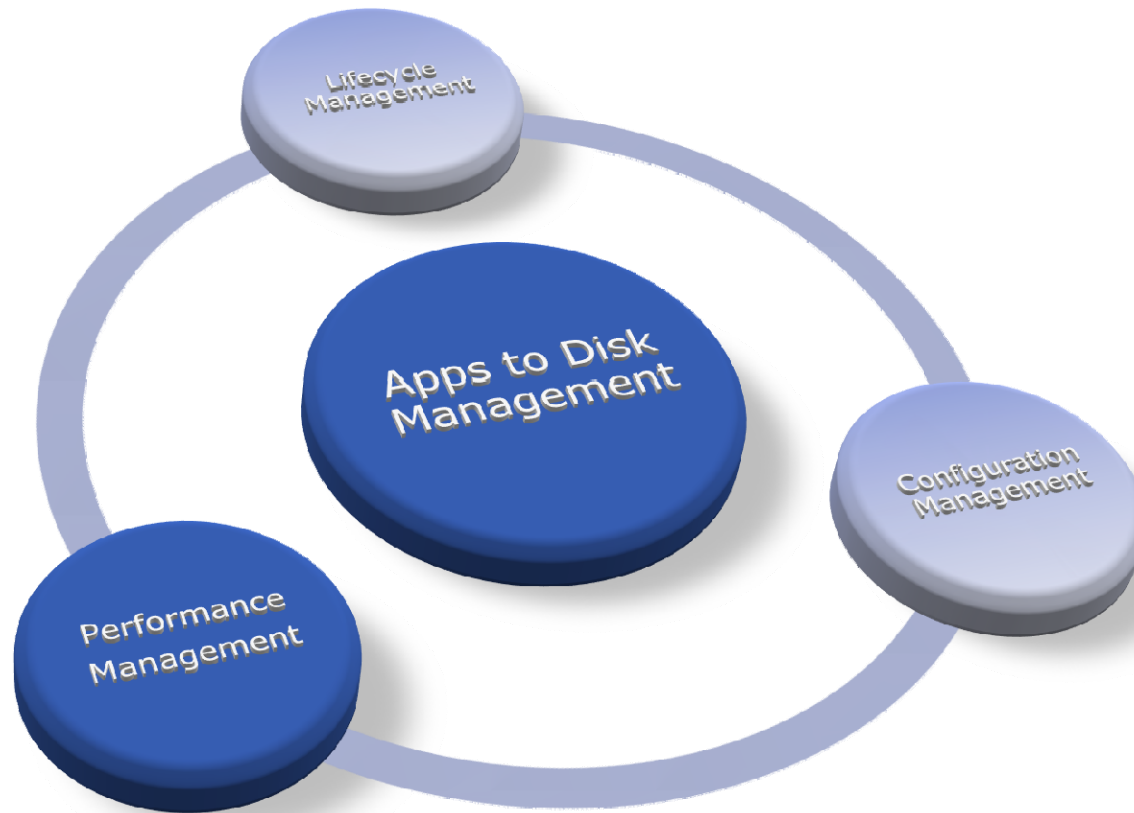
Component	Version
Oracle Siebel CRM	8.1.1
Oracle Siebel CRM - CTI Communications	8.1.1
Oracle BRM	7.4
Oracle E-Business Suite	11.5.9
Oracle Product Information Management	12.1.1
Oracle E-Business Suite (Product Information Management)	12.1.2
eStore	
Oracle SOA Suite	10.1.3.4
Oracle Business Activity Monitoring	10.1.3.4
Oracle Business Process Analysis	10.1.3.4
Oracle Data Integrator EE	10.1.3.4
AIA XREF Database	
AIA Foundation Pack	2.5.1
AIA PIP - Order to Bill (O2B) PIP	2.5.1
AIA PIP - Agent Care to Bill PIP	2.5.1
AIA PIP - BRM GL Integration PIP	2.5.1
AIA PIP - Order to Cash (O2C) PIP	2.5.1
AIA PIP - Customer Hub PIP	2.5.1
AIA PIP - Product Hub PIP	2.5.1
Oracle Service Registry	10.3
Shared Messaging	
Oracle Business Intelligence Enterprise Edition	10.1.3.4
Oracle Access Manager 10gR3	10.1.4.2
Oracle Identity Manager 10g	9.1.0.2
Oracle Virtual Directory 10gR3	10.1.4.3
Oracle Web Services Manager 10gR3	10.1.3.5
Restricted Party Screening	
Oracle Enterprise Manager 10gR5	10.2.0.5
Management Pack Plus for SOA	10.2.0.5
Application Management Pack for Siebel	10.2.0.5
Application Management Pack for E-Business Suite	10.2.0.5
Application Management Pack for BRM	10.2.0.5

End-to-End Configuration Management

- Monitor the configuration of any enterprise Apps system (Apps tier, MW , DBs , OS)
- Detect changes in the monitored configuration
- Provision the changes or revert back to previous versions
- Add/modify new target types templates



Performance Management Solution

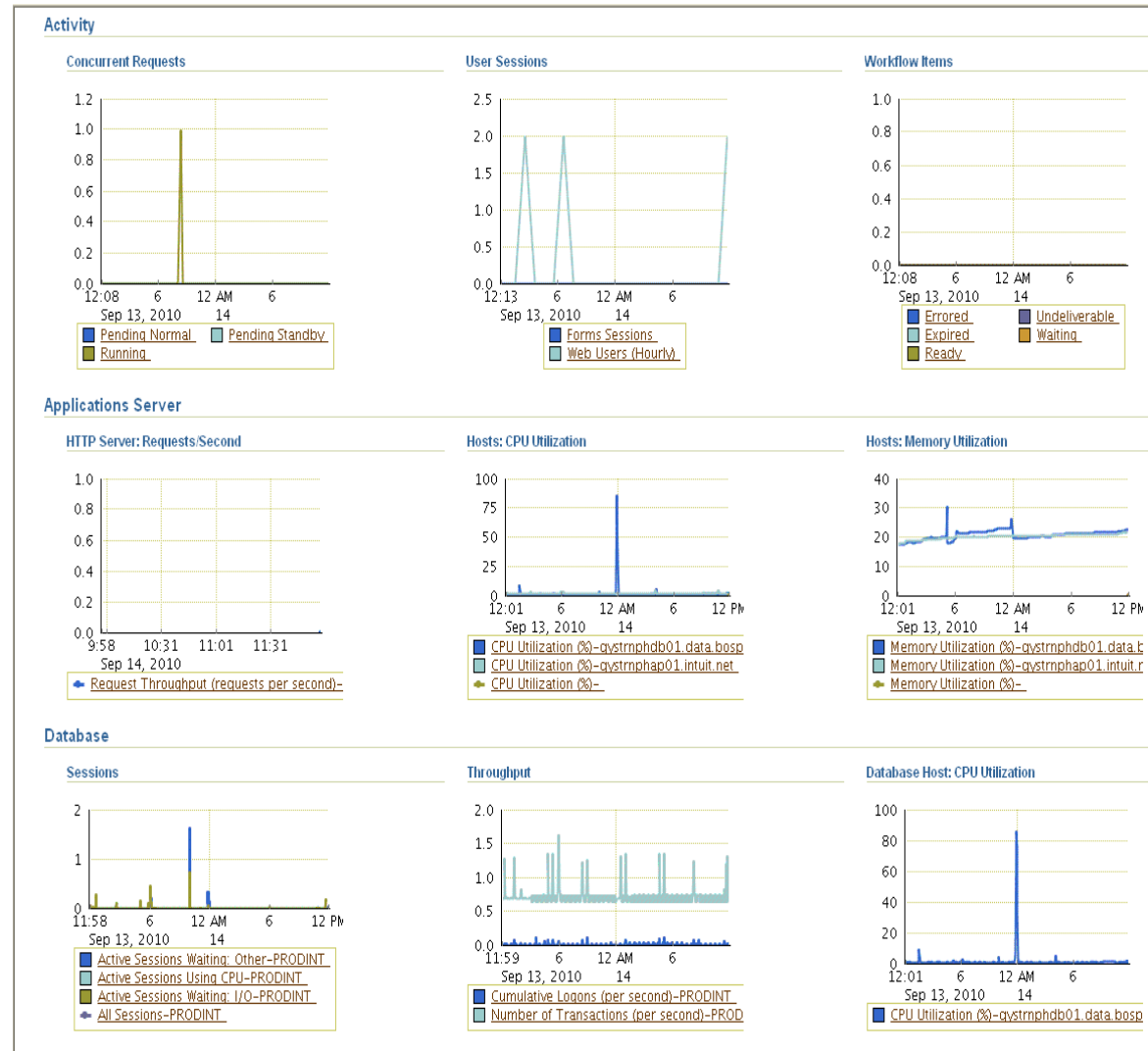


Pro-active Performance Management

- Performance Monitoring of complete Oracle/Non Oracle stack
 - Alerting, Notifications
- End-to-End Visibility into Business Services using CAMM
- Siebel Transaction Diagnostics(SARM)
- Apps/MW Component and Process level usage indicators
- Service Level Dashboards for easy monitoring
- Database Performance Auto Diagnostics and Tuning
- AQs (used by AIA/PIP SOA) Monitoring/Management

End-to-End Apps Performance Monitoring

- Apps Performance Dashboard
- Root Cause Analysis
- Alert Notifications
- Current and Historical Availability and Performance Monitoring



Real Time Java Diagnostics

- Monitoring bottlenecks in JVMs - DB, network, thread locks, CPU and memory limitations
- Identify and diagnose thread contention
- Analyze heap utilization and object lifecycle

ORACLE Enterprise Manager 10g
Grid Control

NOC

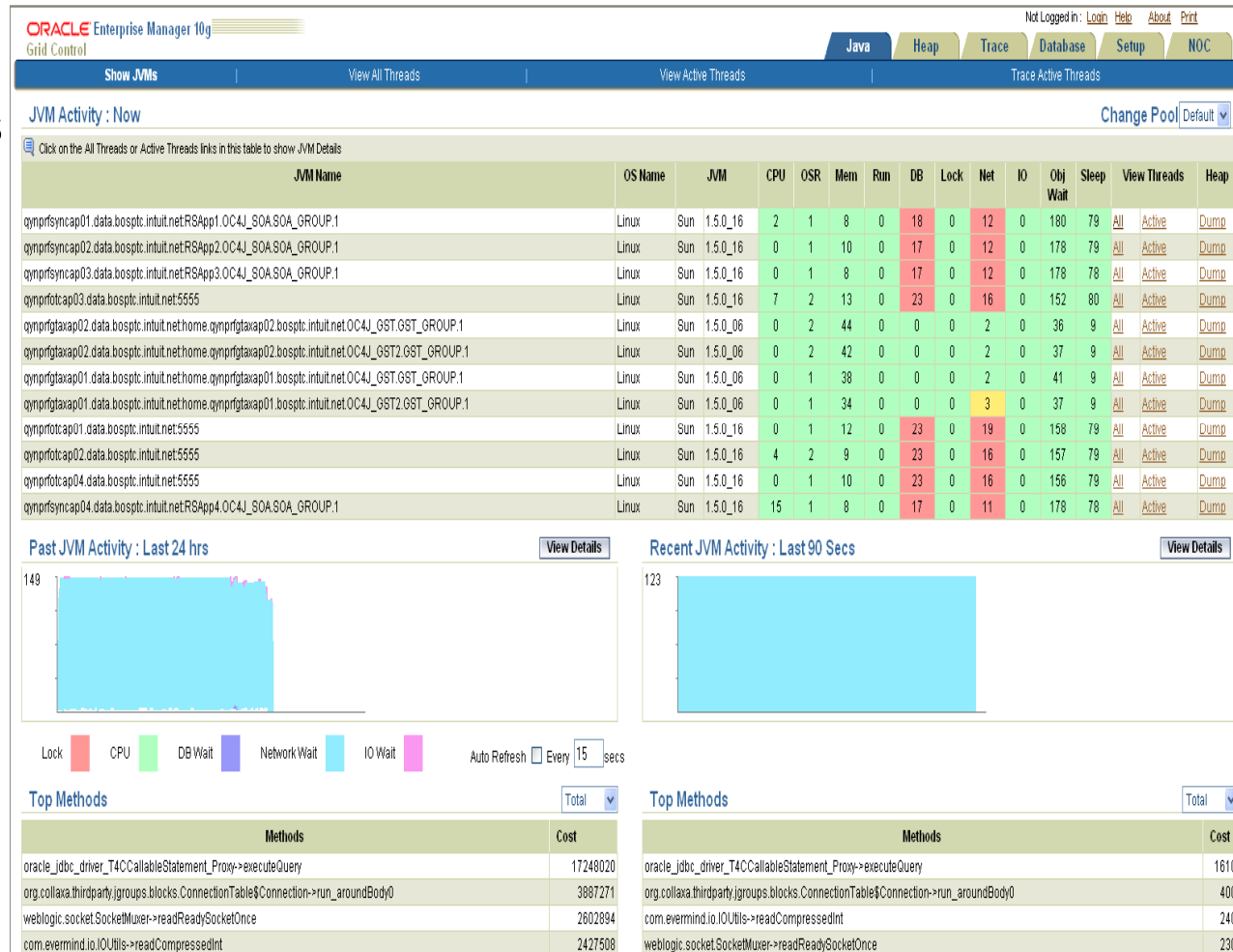
Active JVMs

Click on a row to view System Activity Info

Pool/JVM	CPU	JCPU	Heap	Locks	DB	Run	IO	Net
gynprftaxap02.data.bosptc.intuit.net/home.gynprftaxap02.bosptc.intuit.net.OC4J GST.GST GROUP.1	✓	✓	✓	✓	✓	✓	✓	✓
gynprfsyncap04.data.bosptc.intuit.net.RSApp4.OC4J SOA.SOA GROUP.1	✓	✓	✓	✓	✓	✓	✓	✗
gynprftaxap01.data.bosptc.intuit.net/home.gynprftaxap01.bosptc.intuit.net.OC4J GST.GST GROUP.1	✓	✓	✓	✓	✓	✓	✓	✓
gynprfsyncap03.data.bosptc.intuit.net.RSApp3.OC4J SOA.SOA GROUP.1	✓	✓	✓	✓	✓	✓	✓	✗
gynprfotcap03.data.bosptc.intuit.net:5555	✓	✓	✓	✓	✓	✓	✓	✗
gynprftaxap02.data.bosptc.intuit.net/home.gynprftaxap02.bosptc.intuit.net.OC4J GST.GST GROUP.1	✓	✓	✓	✓	✓	✓	✓	✓
gynprfotcap02.data.bosptc.intuit.net:5555	✓	✓	✓	✓	✓	✓	✓	✗
gynprfsyncap02.data.bosptc.intuit.net.RSApp2.OC4J SOA.SOA GROUP.1	✓	✓	✓	✓	✓	✓	✓	✗
gynprfsyncap01.data.bosptc.intuit.net.RSApp1.OC4J SOA.SOA GROUP.1	✓	✓	✓	✓	✓	✓	✓	✗
gynprfotcap01.data.bosptc.intuit.net:5555	✓	✓	✓	✓	✓	✓	✓	✗
gynprftaxap01.data.bosptc.intuit.net/home.gynprftaxap01.bosptc.intuit.net.OC4J GST.GST GROUP.1	✓	✓	✓	✓	✓	✓	✓	⚠
gynprfotcap04.data.bosptc.intuit.net:5555	✓	✓	✓	✓	✓	✓	✓	✗

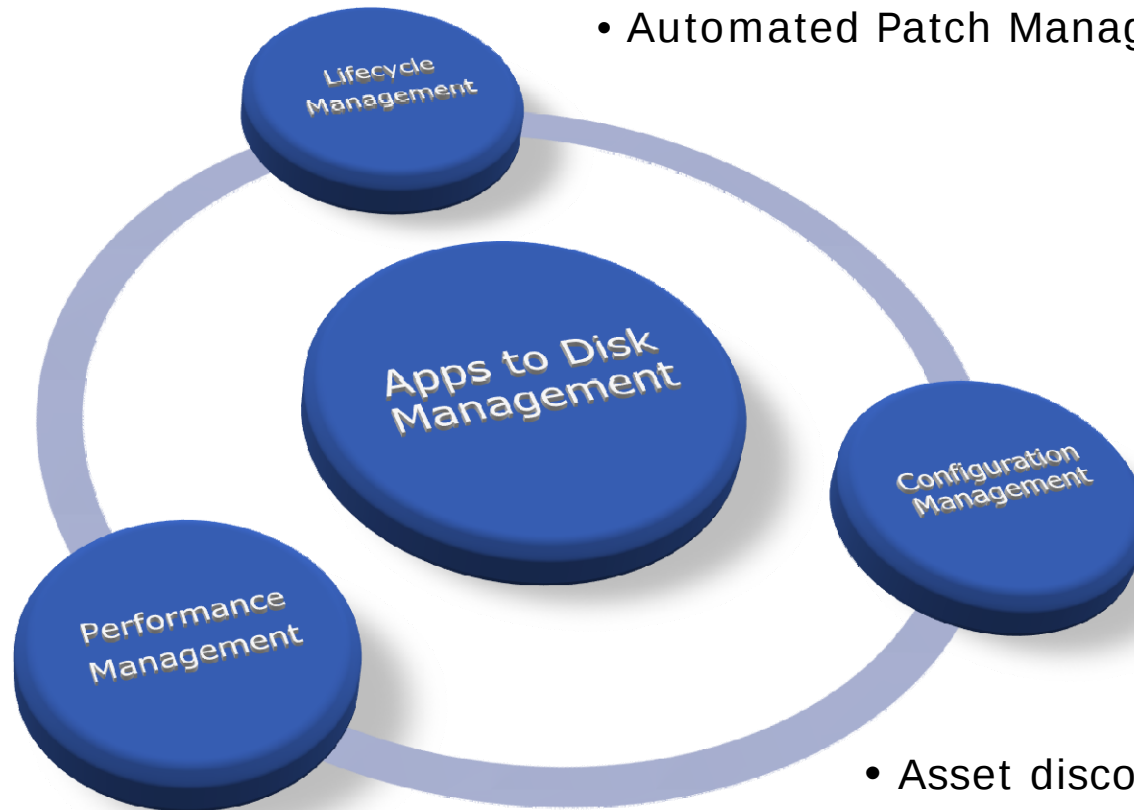
Java < - > Database Cross Diagnostics

- Cross-correlation between JVM sessions and DB sessions with drill in/drill out capabilities
- Analyze Database sessions waiting for/holding locks



What we finally achieved

- End-to-End Oracle Stack Administration
- Provisioning Automation
- Automated Patch Management



- Pro-active Performance Monitoring
- End-to-End Visibility into Business Services
- Diagnose and Resolve cross tier performance issues

- Asset discovery and tracking
- Configuration drift analysis
- Provision configuration changes

Challenges Faced

- Latest and greatest technologies to manage
- Knowledge transfer and training to OEM Administrators and users
- Product and infrastructure issues during implementation
 - Crossing security trust zones
 - Sizing for OEM GC components
 - Virtualized versus bare metal deployment
- NFS actimeo=0 set Oracle binaries file system caused agents to delay the upload
- Setting NOSUID caused the BRM and Software library process to failed.

Future Initiatives

- EM 11g Rollout with 11.2 DB as repository
 - Integrated EM Grid Control, CAMM, ACC, AD4J UI
- End-to-End Applications Provisioning Automation
- Complete Oracle and non Oracle Stack Management
- Monitoring and management across multiple data centers
- EM GC DR site
- Implement Oracle's Business Activity Monitoring (BAM)
- SQL Server Monitoring
- EM Data Masking
- Configuration Change Console (CCC)
- VMs, Servers , Storage Performance Monitoring and NetApp storage Monitoring
- Implement Remedy connector

Q&A

Other Sessions from Intuit @ OOW

- S318214 - Reducing Revenue Recognition Risk with Oracle GRC Applications: Intuit's Success
 - Tuesday 12:30PM at Moscone West Rm 3009
- S317962 - Monetizing Cloud Services: Featuring Intuit
 - Wednesday 11:30AM at Palace Hotel/Sea Cliff