

# ORACLE ENTERPRISE MANAGER 10<sup>g</sup> SERVICE LEVEL MANAGEMENT PACK

## SERVICE LEVEL MANAGEMENT PACK

SERVICE LEVEL  
MANAGEMENT PACK  
DELIVERS A  
COMPREHENSIVE  
MONITORING SOLUTION  
THAT ENSURES HIGH  
AVAILABILITY, OPTIMAL  
PERFORMANCE, AND  
SERVICE LEVEL  
COMPLIANCE OF CRITICAL  
BUSINESS SERVICES.

- Monitor service availability, performance, usage and service level compliance.
- Monitor critical business services supported by a wide range of protocols.
- Measure availability and performance from representative key user locations.
- Determine root cause and impact of service failures.
- Integrate with Oracle Enterprise Manager 10g Application Server Diagnostics Pack for complete end-to-end Service Level Management.

*Oracle Enterprise Manager 10<sup>g</sup> Service Level Management Pack is a comprehensive monitoring solution that helps IT organizations achieve high availability and performance, and optimized service levels for their business services. Service Level Management Pack actively monitors and reports on availability and performance of services, including end-user business functions, Web applications, and infrastructure components. Using service tests or synthetic transactions executed from remote user locations, businesses can monitor services from the end users' perspective and its correlation to the underlying IT infrastructure. In addition, Service Level Management Pack assesses the business impact of any service problem or failure, and indicates whether service level goals have been met.*

### Optimizing Service Levels with Enterprise Manager 10<sup>g</sup>

In today's business environments, end-users have high expectations for the applications they depend on. They demand applications that are highly available and inherently, the quality of services provided also has a direct impact on the success or failure of the business itself. Thus, it is critical to effectively manage service levels in order for businesses to achieve optimized profitability.

Service Level Management Pack offers the most effective services monitoring solution by providing tools that model many types business services, measures key service indicators from remote sites, and generates service level reports for both executives and administrators.

### Modeling Business Services

To enable monitoring of services, Service Level Management Pack enables administrators to model services as executed by end-users. Enterprise Manager supports the modeling and monitoring of services supported by a wide variety of protocols, including: Web, network, infrastructure, mail, and database protocols. Enterprise Manager works seamlessly to enable monitoring of services without the need to modify any application code. In addition, the Service Level Management Pack provides administrators with the ability to:

- Map business services to its underlying IT resources.
- Graphically model and view all critical system components and dependent subservices.

- Enable ‘beacons’ to measure the availability and key performance indicators from representative end-user locations.
- Easily record Web transactions to be monitored for availability and performance.

### **Optimizing Service Availability**

Availability may mean different things for each and every service depending on its purpose. Thus, Enterprise Manager provides administrators with flexibility to define availability criteria according to a specific service. Availability of a service can either be determined by executing service tests or Web transactions from key user locations where ‘beacons’ are enabled, or by using the availability status of underlying critical system components. Enterprise Manager’s availability monitoring capabilities enable IT organizations to:

- Ensure critical business functions or Web applications are available to their key end-user communities.
- View at a glance the availability status of all the service’s subservices, components and their relationships using the Enterprise Manager’s Topology view.
- Determine the possible causes of service failures based on the key system components’ availability and performance indicators, using Enterprise Manager’s Root Cause Analysis feature. In addition, administrators can identify the impact of a service or system component failure on dependent services.

### **Monitoring Service Performance and Usage**

Service performance indicates the quality of service an application or business function is providing to its end-users. Service usage represents the user demand of your service in terms of its underlying systems components. Both performance and usage metrics are essential service level indicators because often, poor performance may be a result of an overload of demand for an underlying system resource. Enterprise Manager enables you to choose from a variety of out-of-box system metrics that can best represent key indicators for the performance and usage of your service. Using Service Level Management Pack, administrators are able to:

- View all historical performance and usage metric charts to identify trends and problem areas causing performance bottlenecks.
- Determine whether performance problems are attributed to localized network problems or to underlying system components.
- Measure Web transaction response times at the transaction, individual step, or step group levels.
- Isolate Web transaction response time problems to a specific URL, page content, or network and server bottlenecks.
- Be notified and informed of service problems before they seriously impact end-users.

**SERVICE LEVEL MANAGEMENT PACK**

The Oracle Service Level Management Pack is integrated with the following Oracle Management applications:

- Management Packs for Database
  - Tuning Pack
  - Diagnostics Pack
  - Configuration Pack
  - Change Management Pack
- Management Packs for Application Server
  - Diagnostics Pack
  - Configuration Pack
- Stand Alone Management Packs
  - Service Level Management Pack
  - Configuration Management Pack for Non-Oracle Systems
  - Provisioning Pack
- Management Plug-ins
  - 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
  - System Monitoring Plug-in for Storage
- Management Connectors
- Detailed information on these products can be located at [www.oracle.com](http://www.oracle.com).

**Reporting Service Level Indicators**

Centralized and comprehensive reporting is essential in providing users with both an at-a-glance summary and detailed views of your critical business services. Reports are provided at both the executive level for assessing overall service level compliance, and at the administrative level for ensuring consistent delivery of high service levels. Reporting features available include:

- Customizable Services Dashboards that provide a picture of the overall health of all critical business services.
- Various out-of-box reports for service availability and performance, Web applications, and Root Cause Analysis.
- Customizable reports using Enterprise Manager Information Publisher.

The screenshot shows the Oracle Services Dashboard interface. At the top, it says 'ORACLE Services Dashboard' and 'To System Dashboard | Help'. Below that, it says 'Collaboration Suite' and 'Page Refreshed On 01-Jun-2004 14:31:04 Refresh Page'. The main table has columns for Service, Service Status, Usage, and Service Level Compliance (Last Day, Last Week, Last Month). The services listed are Mail, Voice, Files, Calendar, Web Conference, Search, and Identity Management. Each row shows a status icon (down, up, or warning), usage metrics, and compliance status (red X for non-compliant, green check for compliant).

Service	Service Status	Usage	Service Level Compliance			
			Last Day 5/31	Last Week 5/23-5/29	Last Month May 2004	
Mail	Down	4,550 70,183, 60,600 70,050, 9,500	Current users Messages (in, out) Spam, virus	✗	✗	✗
Voice	Up	300,000 2.6 sec 30,000, 23,000	Total voicemails Average retrieval time Voicemails left, retrieved	✓	✓	✓
Files	Warning	750 45,574,723 1.3 TB	Current users Total documents Total content size	✗	✓	✗
Calendar	Warning	1,007 21,350	Current users Invitations created	✗	✗	✗
Web Conference	Up	11 min 2.8 10,567,727	Average length Average attendees Total minutes last week	✓	✓	✓
Search	Up	15,500 40, 32, 21%	Current searches Searches per file, email, calendar	✓	✓	✓
Identity Management	Up	5,000 1,000	Logins per hour LDAP operations performed	✓	✓	✓

Services Dashboards enables executives to view at-a-glance the status and service level compliance of all critical services.

**Integrated Services Management with Grid Control**

Grid Control provides complete and central management functionality for the entire Oracle eco-system, including end-to-end and system availability and performance monitoring, task automation, provisioning, policy management and administration. Grid Control provides valuable aggregation and grouping functionality that allows data centers to maintain nearly flat management costs as the number of systems increase. Service Level Management Pack, used along with the other valuable management capabilities within Grid Control, empowers administrators with the most powerful toolset for managing the Oracle enterprise.

**System Requirements**

- Enterprise Manager 10g Release 2 with Agent for enabling beacons for monitoring services from remote sites.
- Optional: Microsoft Internet Explorer 5.5 and higher if using the Transaction Recorder.