

ORACLE ENTERPRISE MANAGER 10^G MANAGEMENT CONNECTOR FOR IBM TIVOLI ENTERPRISE CONSOLE

SYSTEM MANAGEMENT CONNECTOR FOR IBM OPENVIEW OPERATIONS

SYSTEM MANAGEMENT CONNECTOR FOR IBM TIVOLI ENTERPRISE CONSOLE DELIVERS:

- Bi-directional exchange of alerts between IBM Tivoli Enterprise Console and Oracle Enterprise Manager
- Automatic synchronization of the alert state in Oracle Enterprise Manager with the state of events in IBM Tivoli Enterprise Console (and vice versa)

The Oracle System Management Connector for IBM Tivoli Enterprise Console (TEC) provides another step towards the end-to-end management of data centers by providing alert integration between Oracle Enterprise Manager and TEC. Administrators running applications on top of Oracle and the IBM infrastructure can now streamline the correlation of availability and performance information across a broad set of IT components, thereby improving the modeling and monitoring of their business services. The connector significantly reduces the total cost of ownership of both Oracle Enterprise Manager and TEC by eliminating the need to manually compile critical information from different management systems.

Bi-directional Exchange of TEC Events and Oracle Enterprise Manager Alerts

The Oracle Management Connector for IBM Tivoli Enterprise Console enables customers that manage their data centers using IBM Tivoli Enterprise Console to integrate with Oracle Enterprise Manager by enabling end-to-end event/alert sharing. The connector allows administrators to automatically forward TEC event messages to Enterprise Manager as well as forward Enterprise Manager alerts to TEC.

ADDITIONAL FEATURES

- Web services-based communication
- Out-of-box mapping of Enterprise Manger alert severity to Tivoli TEC alert severity
- Ability to customize severity mapping between Enterprise Manager alerts and Tivoli TEC events

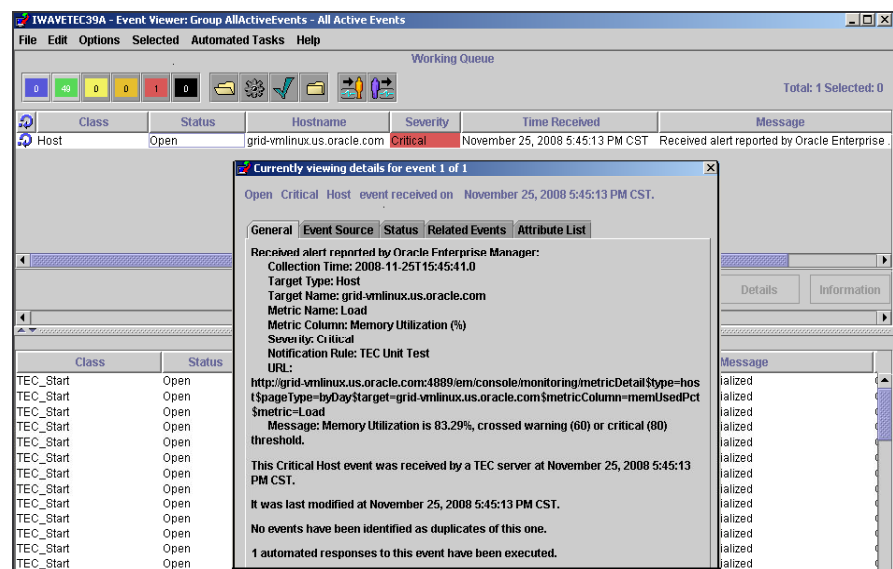


Figure 1. Oracle Enterprise Manager alert in IBM Tivoli Enterprise Console

Additionally, the connector manages all of the events forwarded from TEC, and automatically updates alert information in the Enterprise Manager console whenever changes occur in TEC. A similar synchronization of alerts sent from Enterprise Manager occurs in TEC. This ensures that the two systems are always synchronized and provides administrators with up-to-date information about their entire data center.

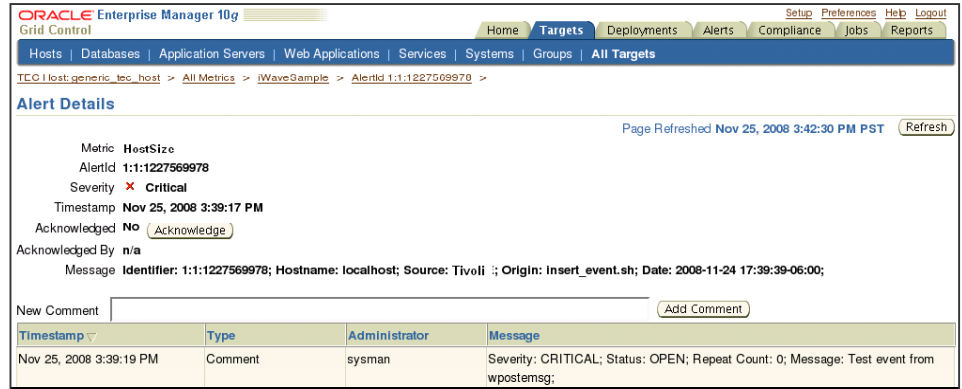


Figure 2. IBM Tivoli TEC event message within the Oracle Enterprise Manager console

Lower Costs through Knowledge: Centralize All of the Monitoring Information in a Single Console

The System Management Connector for IBM Tivoli Enterprise Console provides Oracle administrators a consolidated view of the entire enterprise, enabling them to monitor and manage alerts originating from different components in a data center from a central location. Tracking alerts is one of the most time-consuming and difficult tasks administrators encounter on a daily basis. Being able to quickly view alert details and analyze historical alerts across disparate management systems is key to ensuring diagnostics, auditing, compliance, and making solid business decisions.

The System Management Connector for IBM Tivoli Enterprise Console simplifies these tasks by automatically forwarding alerts generated by TEC to Oracle Enterprise Manager. This information is collected daily and stored in a central repository. Having such an integrated tool reduces the total cost of ownership by eliminating the need to manually compile critical information from several different tools, thus streamlining the correlation of availability and performance problems across the entire set of IT components.

Perform Enhanced Service Modeling and Comprehensive Root Cause Analysis

Grid Control's Service Level Management functionality provides a comprehensive monitoring solution that helps IT organizations achieve high availability, performance, and optimized service levels for their business services. Administrators can monitor services from the end-users' perspective using service tests or synthetic transactions, modeling relationships between services and underlying IT components, diagnosing the root cause of service failure, and reporting on achieved service levels. The System Management Connector for IBM Tivoli Enterprise Console enables IT organizations running applications managed by Oracle Enterprise Manager and TEC to derive greater value from Grid Control's Service Level Management features in the following ways:

- **Enhanced Service Modeling** — Map relationships between business services and the components TEC manages.
- **Complete Service Topology** — Include components TEC manages as part of the topology view of a service.

RELATED PRODUCTS

MANAGEMENT CONNECTORS FOR OTHER MANAGEMENT SOLUTIONS:

- BMC Remedy Help Desk Connector
- Microsoft Operations Manager Connector
- Peoplesoft Enterprise HelpDesk Connector
- Siebel HelpDesk Connector
- HP ServiceCenter Connector
- HP Service Manager Connector
- HP OpenView Operations Connector

Detailed information on these products is available at <http://www.oracle.com/technology/products/oem/extensions>

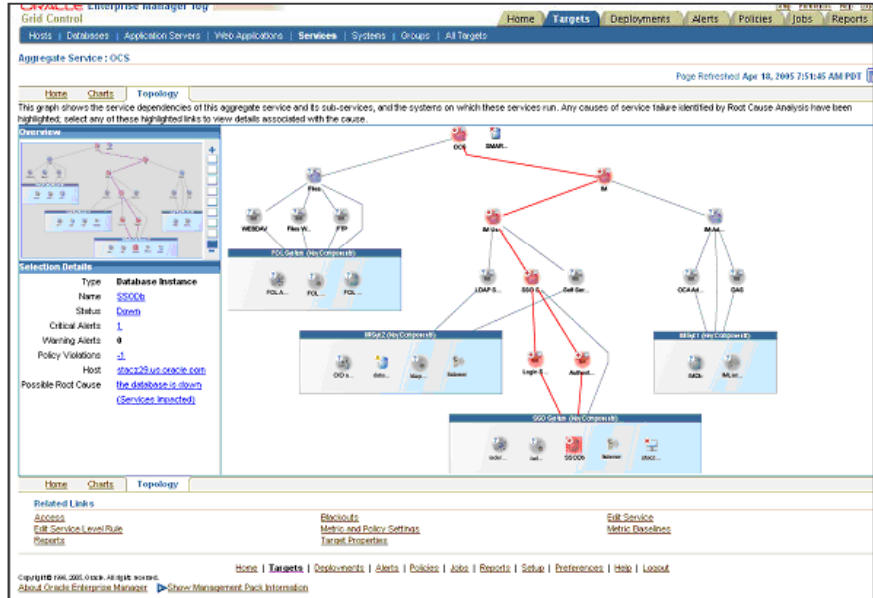


Figure 3. Service topology, with a visual indication of the root cause of service failure

Oracle Grid Control Delivers Unparalleled Monitoring of the Oracle Grid Environment

Oracle Grid Control is simply the most complete and robust solution for managing Oracle environments, providing the richest and most comprehensive monitoring and management for the Oracle components — from Oracle Database instances to Oracle Real Application Clusters. Additionally, to support the wide variety of applications built on Oracle, Grid Control continues to expand its monitoring scope by offering management plug-ins for non-Oracle components, such as third-party databases, third-party middleware, storage, and network devices. Finally, for customers who have invested in other management tools, System Management Connectors, such as this one for TEC, integrate Enterprise Manager with these tools, thereby significantly reducing the total cost of ownership and increasing operational efficiencies, and Oracle customers benefit from a single integrated monitoring solution for applications built on Oracle.

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