

# Management Pack Plus for Identity Management



Oracle Enterprise Manager is Oracle's integrated enterprise IT management product line, and provides the industry's first complete cloud lifecycle management solution. Oracle Enterprise Manager's Business-Driven IT Management capabilities allow you to quickly set up, manage and support enterprise clouds and traditional Oracle IT environments from applications to disk. Enterprise Manager allows customers to achieve best service levels for traditional and cloud applications through management from a business perspective including for Oracle Fusion Applications, provide maximum return on IT management investment through the best solutions for intelligent management of the Oracle stack and engineered systems and gain unmatched customer support experience through real-time integration of Oracle's knowledgebase with each customer environment.

## A CENTRALIZED SYSTEMS MANAGEMENT SOLUTION FOR ORACLE IDENTITY MANAGEMENT

**Single-Step Discovery:** A simple target discovery wizard for both Oracle Identity Management 10g and Oracle Identity Management 11g components allows you to quickly set up your monitoring environment.

**Performance Monitoring:** Proactively monitor your Oracle Identity Management environment from both systems & end-user perspectives. A wide range of out-of-box performance metrics are collected for monitored Oracle Identity Management 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 Identity Management targets. In addition to relying on system performance metrics, you may use Management Pack Plus for Identity Management's Service Tests to record

## Complete Management Solution

As more and more businesses rely on the Oracle Identity and Access Management Suite to control access to their mission-critical applications (both packaged applications and custom-built web applications) and to provision resources across their organizations, the need to achieve predictable performance and availability for Oracle Identity Management systems has become a top priority for many businesses. An outage or slow performance in access and identity services, for instance, can have negative impacts on the business bottom-line as end-users are unable to log in to mission-critical applications. To help you maximize the value of Oracle Identity Management systems, and to deliver a superior ownership experience while keeping a lid on the systems management costs, Oracle provides Oracle Management Pack Plus for Identity Management, which leverages Oracle Enterprise Manager's advanced management capabilities, to provide an integrated and top-down solution for your Oracle Identity Management environment.

## Single-Step Discovery

A simple target discovery wizard is available for both Identity Management 10g and Identity Management 11g components. The supported Identity Management 10g components include Oracle Access Manager (OAM) 10g, Oracle Identity Manager (OIM) 9.x, Oracle Identity Federation (OIF) 10g, and Oracle Identity Management Suite 10g (including Oracle Internet Directory, Directory Integration Platform, Delegated Administration Services, and Single Sign-On). The supported Identity Management 11g components include Oracle Internet Directory, Oracle Directory Integration Platform,

synthetic web transactions or LDAP operations that simulate key transactions in your Identity Management environment to be used as the criteria for determining the service's availability. These synthetic web transactions are recorded, and the stored transaction or 'service test' can be launched at a user-defined interval from strategic locations across the user-base.

**Gain in-depth JVM diagnostics:** Obtain real-time and historical in-depth JVM diagnostics including garbage collection, thread, and heap analysis without instrumentation overhead for Oracle Identity Manager (OIM), Oracle Access Manager (OAM), and Oracle Adaptive Access Manager (OAAM).

**Apply patches to:** Oracle Identity Manager (OIM), and Oracle Access Manager (OAM).

**Configuration & Compliance 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. Additionally automated compliance monitoring and change detection for Oracle Identity Manager is now available to help customers meet compliance and reporting requirements.

**Service Level Management:** Model Oracle Identity Management 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).

Oracle Directory Server Enterprise Edition (6.x, 7.x and 11g), Oracle Virtual Directory, Oracle Identity Federation, Oracle Access Manager, Oracle Identity Manager, and Oracle Adaptive Access Manager. Single-step discovery enables you to quickly set up your monitoring environment. Upon completing target discovery, configuration settings that are defined in the monitored Oracle Identity Management targets will be automatically detected and stored in the Management Repository, which is Oracle Enterprise Manager's integrated Configuration Management Database (CMDB).

## Configuration & Compliance Management

With the Management Pack Plus for Identity Management, 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 Identity Management components in your production environment are consistent with your staging or test environments, you 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 environment – thus reducing "configuration drift." To diagnose performance problems that may be related to system configuration changes, you can use Management Pack Plus for Identity Management's Configuration History tool to keep track of all configuration changes to locate the root cause of performance problems.

Additionally automated compliance monitoring and change detection for Oracle Identity Manager is now available to help customers meet compliance and reporting requirements. A set of 12 out-of-box compliance rules have been defined for Oracle Identity Manager based on best practices around plug-in & adapter reloading, caching configuration, and recommended database settings. Users can perform rules based analysis and change detection, and get access to a compliance scorecard for each of the monitored Oracle Identity Manager deployments.

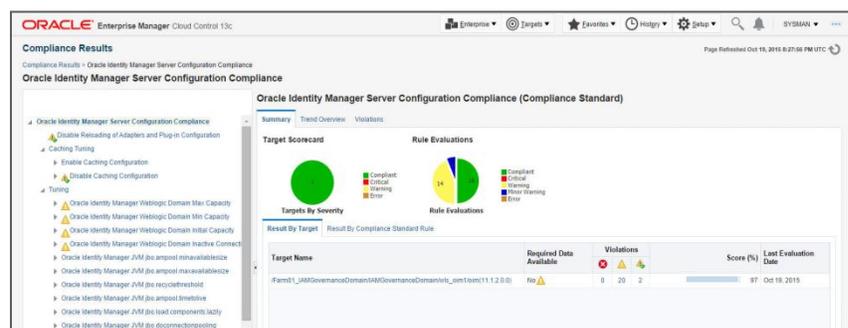


Figure 1. Oracle Identity Manager Configuration Compliance

## Performance Monitoring

With the Management Pack Plus for Identity Management, you can proactively monitor your Oracle Identity Management environment from both systems & end-user perspectives. A wide range of out-of-box performance metrics are collected for

monitored Oracle Identity Management 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 Identity Management targets.

Using the pack, your administrators may monitor the health of all critical Identity Management components – including both Identity Management 10g and Identity Management 11g components. Thresholds may be defined against server and component statistics such as CPU utilization, the number of failed and successful authentications/authorizations, average response time, provisioning metrics (e.g. number of newly provisioned/created/deleted/disabled/locked users), Identity Provider and Service Provider metrics, and up/down status of servers and components.

**KEY BENEFITS**

- A centralized systems management solution to efficiently manage multiple Oracle Identity Management 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 Identity Management 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 Identity Management Service 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

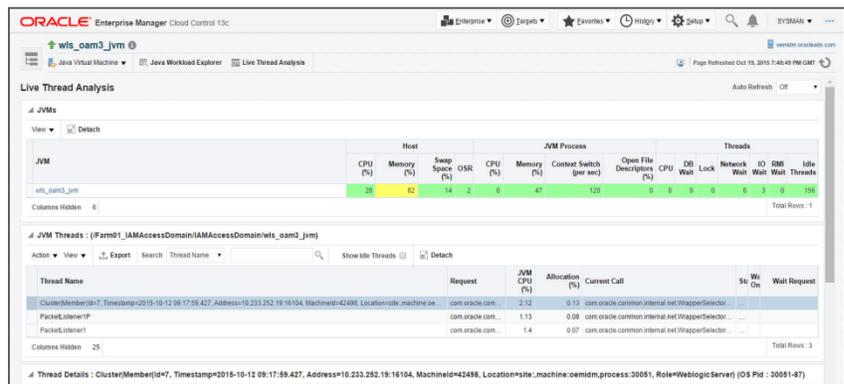


Figure 2. In-depth JVM diagnostics

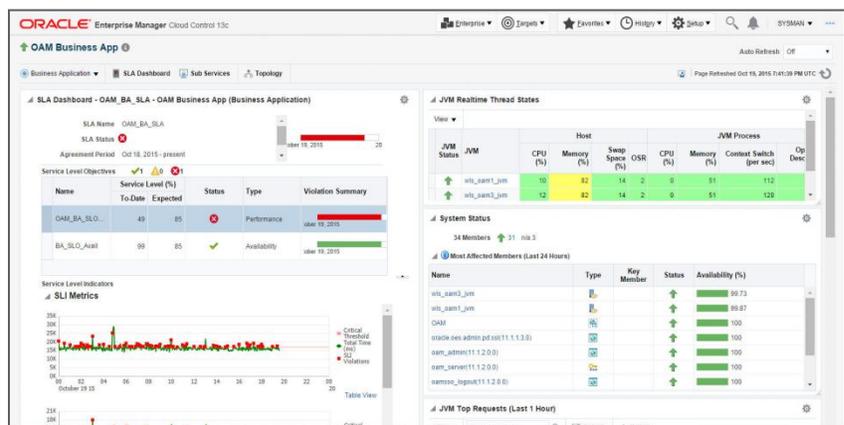


Figure 3. Identity and Access (Business App) Dashboard

In addition to relying on system performance metrics, you may use Management Pack Plus for Identity Management's Service Tests to record synthetic web transactions that include a combination of one or more navigation paths within the application to be used as the criteria for determining the service's availability. For example, Oracle Access Manager requires that a user be successfully authenticated and authorized against a certain WebGate for the service to be considered available. Enterprise Manager uses these logical tasks or 'transactions' to define the availability of the Identity Management environment. In addition to synthetic web transactions, Enterprise Manager also

supports LDAP tests that allow you to record LDAP operations against a specific LDAP server (including Oracle Directory Server Enterprise Edition and Oracle Virtual Directory). With the LDAP tests, you can specify the username/password, Search Filter, Search Base, and Compare Attribute Name/Value. These synthetic web transactions are recorded, and the stored transaction or 'service test' can be launched at a user-defined interval from strategic locations across the user-base.

## Lifecycle Management

The pack also automates common manual and error-prone operations allowing administrators to focus on more strategic initiatives. Key patching related features of the pack include the following for Oracle Identity Manager (OIM) and Oracle Access Manager (OAM):

- Receive automatic WebLogic Server patch recommendations via integration with My Oracle Support
- Search for, download, and apply patches to Oracle Identity Manager (OIM) and Oracle Access Manager (OAM)

## Service Level Management

A common dilemma in organizations is balancing business needs with IT spending. Since Identity Management services address how organizations authenticate people, manage their access to confidential information, and audit the transactions that flow between the various systems, Identity Management administrators constantly need to satisfy application owners while keeping a lid on spending and increasing IT efficiency. Key questions that need to be answered include:

- What is the impact of Identity Management on business applications?
- How do we prioritize Identity Management activities according to business needs?
- When changes are made to the Identity Management environment, what is the potential impact on the 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 that depend on the Identity Management infrastructure for access control and user provisioning. Management Pack Plus for Identity Management's service level management capabilities help you define service level objectives (SLO) based on business requirements, model the end-to-end Identity Management service down to the system components it depends on, monitor performance against these goals, and report on service level agreement (SLA) (or operational level agreement (OLA)) to key stakeholders.

With the Management Pack Plus for Identity Management, you can model services for Oracle Identity Management allowing you to view information on the availability of the service based on the underlying Identity Management components that host the service or based on service tests that most closely match the critical functionality of your Identity Management process. Aggregated information on the status of the service and underlying components are summarized on the Identity Management Service home page allowing you to obtain an overall perspective on the environment and monitor service level agreements (SLAs) in real-time. Additionally, the Management Pack Plus for Identity Management allows you to create customized reports that can be used to

communicate SLA compliance to the application owners.



Figure 5. Oracle Identity Management Service Level Agreement Dashboard



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