



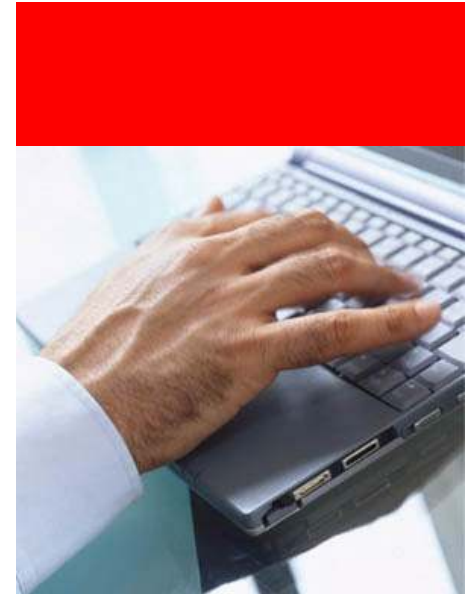
**ORACLE®**

**Oracle Application Integration Architecture**  
**Mission Critical SOA Governance**

Jason Xie, Principal Strategy Product Manager

# Agenda

- SOA Governance Needs
  - Risks without SOA Governance
- AIA SOA Governance Offerings
  - Methodology & Tools
    - SOA Lifecycle
- Summary
- Q & A



# SOA Governance Needs



# Application Integration Architecture

*Pre-Built SOA: Technology and Applications to jumpstart your SOA Initiatives*

## •Best Practice Processes

Optimize business performance leveraging Oracle's extensive experience and best practices

## •Process Integration Packs

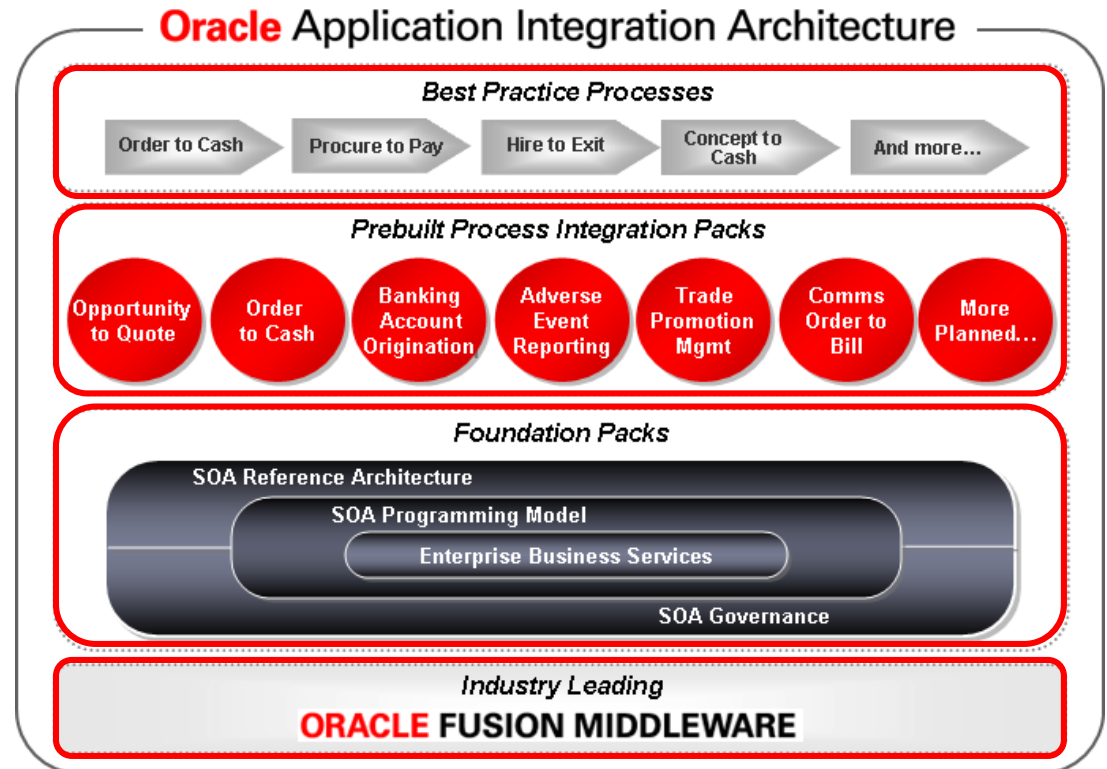
Pre-built, out of the box, integrated Oracle Applications for quick implementation of business processes, without the risk. (i.e. Siebel CRM to Oracle E-Business Suite)

## •Foundation Packs

Create custom business processes across any of your applications utilizing predefined, application independent object and service definitions

## •Powered by Oracle Fusion Middleware

Hot pluggable, open standards based platform





# Customers' Pre-built SOA roadmap

- Operate the pre-built SOA
  - Customers' priorities:
    - Performance
    - Scalability
    - Availability
    - Security
- Evolve the pre-built SOA
  - Customers' priorities:
    - Modify business processes
    - Introduce new capabilities
    - Extend business service portfolio

## Path to SOA is Challenging

“By 2010, less than 25 percent of large companies will have the sufficient technical and organizational skills necessary to deliver enterprise wide SOA”

— Gartner Jun 2007

# SOA without Governance

Risks are Significant

## Wild West SOA

- Out-of-Control
  - Complex to manage
  - Difficult to maintain
- ROI down

## Duplicated SOA

- Agility down as scale up
  - Lengthy project turnaround
  - Complex to manage
- ROI down
- Time-to-market up

## Shelfware SOA

- Waste of resources
  - No benefit
  - Shun away from SOA
- ROI down

Gartner, "SOA and Web Services Integration: Effective Governance and Management,"  
Symposium ITxpo, May 2007

# Wild West SOA Meets EBS

AIA comes to the rescue

## Symptoms

- No visibility to your SOA portfolio
  - What services do you have?
  - How many do you have?
  - Where are the services?
- Ad-hoc dependencies
- Fuzzy service contracts
  - What svc interface & semantics?
  - What interaction patterns?
  - What security constraints?
  - What key performance indicators?
  - What service levels?

## Examples

- Svc follow initial contracts
  - Interface
  - MEP
- Lack visibility
  - Dependencies: who use the svc?
  - Impacts if the services change?
- Services evolve
  - Signature change
  - Implementation change
- Lack oversight & control over change process
  - Break consumers
  - Retroactive fixes

## Solutions

- Rationalized process to define App-agnostic EBS
  - Process modeling
    - Determine services needed
    - Determine service interface & semantics
- Forward & backward compatibility for changes
  - Version strategy
  - Design-time via CAVS
  - Runtime via version-check ESB
- BSR Visibility
  - In-context to business processes
- Interoperable with Partners

# Duplicated SOA Meets EBO

AIA comes to the rescue

## Symptoms

- Duplicated SOA efforts
  - Services proliferate
  - Objects proliferate
- No leverage, no reuse
- High downstream costs to admin and maintain

## Examples

- Integrate with a new apps
  - Point-to-point integration comes in handy
  - Proprietary data format close to the application at hand
- 6-month later, integrate with another new apps.
  - More point-to-point integrations
  - Yet another data format close to the new application at hand
- Downsides
  - Data format proliferation
  - Service proliferation
  - High maintenance and admin cost
  - Can not scale-up
  - Time-to-market increases

## Solutions

- Rationalized process to define canonical EBO
  - Process modeling
    - Determine EBO needed
  - Semantic reconciliation
    - Inputs: OAG, SEBL, PSFT, eBiz, . . .
  - Extensibility & upgradeability
- Visibility
  - BSR: Integration flow view of EBO



# Shelfware SOA Meets AIA SOA-ware

AIA comes to the rescue

## Symptoms

- Little commitment from service consumers & providers due to
  - Trust break-down
  - Cooperation break-down
- No leverage, no reuse

## Examples

- Cross organization & company dependencies (e.g., BPO)
  - Consumers: relies on services outside of their control
  - Providers: don't know the user profiles, usage loads, security, and etc.
- Too much uncertainty, too little trust
  - Don't know how services change
  - Don't know when they will be down
- Why bother with SOA? Just shun away

## Solutions

- Visibility
  - BSR
  - Interoperable to partner solutions
- Change management
  - Version strategy
  - Ensure functional & operational compatibility
- Runtime management via SLA in EM
- Message-level security via OWSM



## SOA Governance

*Recognized as the leading indicator of successful SOA*

“**SOA Governance** is not optional — it is imperative. Without it, return on investment will be low and every SOA project out of pilot phase will be at risk.”

— Gartner Jan 2006

# AIA SOA Governance



# SOA Governance Offering

*What do customers get when uptaking AIA?*

## Methodology

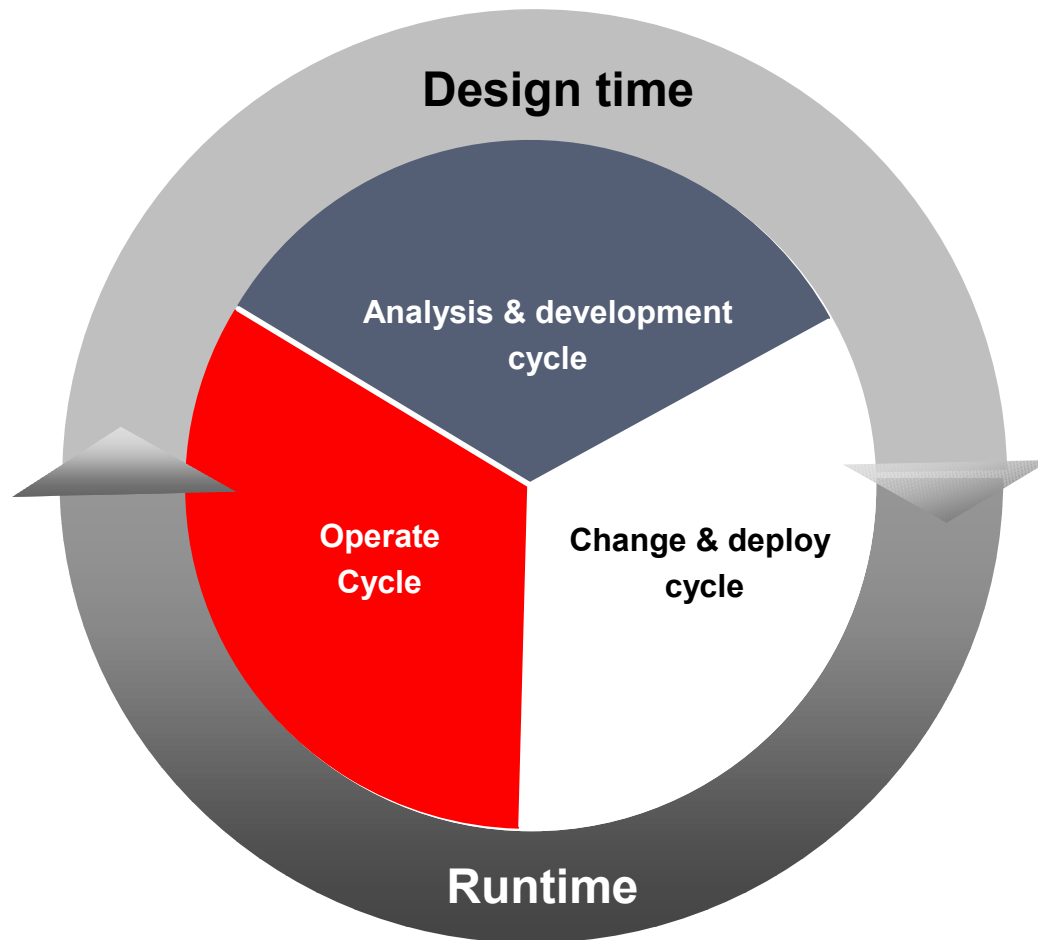
- Process-centric Analytic Approach
  - Orchestrating capabilities
  - Rationalizing across app portfolio
  - Connecting Service portfolio
- Business Service Portfolio Design
  - Service Interface
    - Signature
    - Interaction pattern
  - Service semantics
- Architecture Governance

## Tools

- Fusion Middleware
- AIA Value-added Infrastructures
  - SOA Visibility:
    - Business Service Rep/Reg
  - SOA Quality:
    - Composite App Validation Sys
    - Diagnostics
  - SOA Management
    - Install/Patching/Upgrade
    - Error Resolution
    - Runtime Monitoring

# AIA's SOA Lifecycle Support

*End-to-end coverage of SOA Governance*



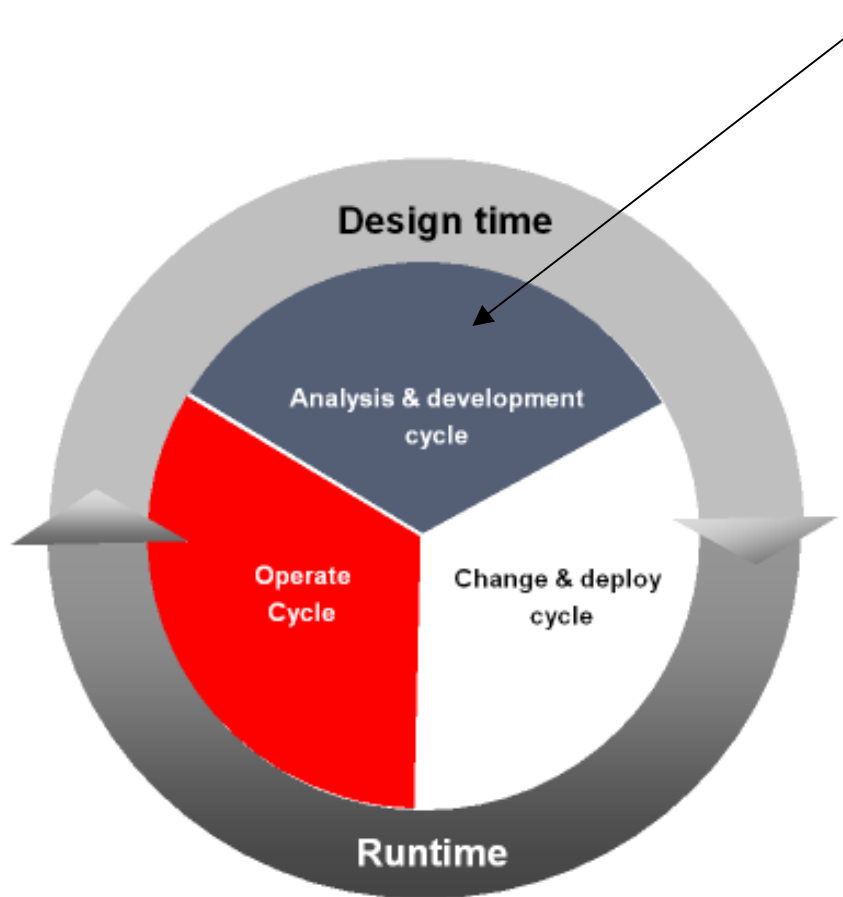
- **Cover the complete lifecycle**
- **Address needs of multitude of IT constituents**
  - Business domain experts
  - IT technical personnel
  - Customers
  - External partners
- **Fulfill requirements of SOA visibility, process quality, and management**

# SOA Governance in action

--- Analysis & Development



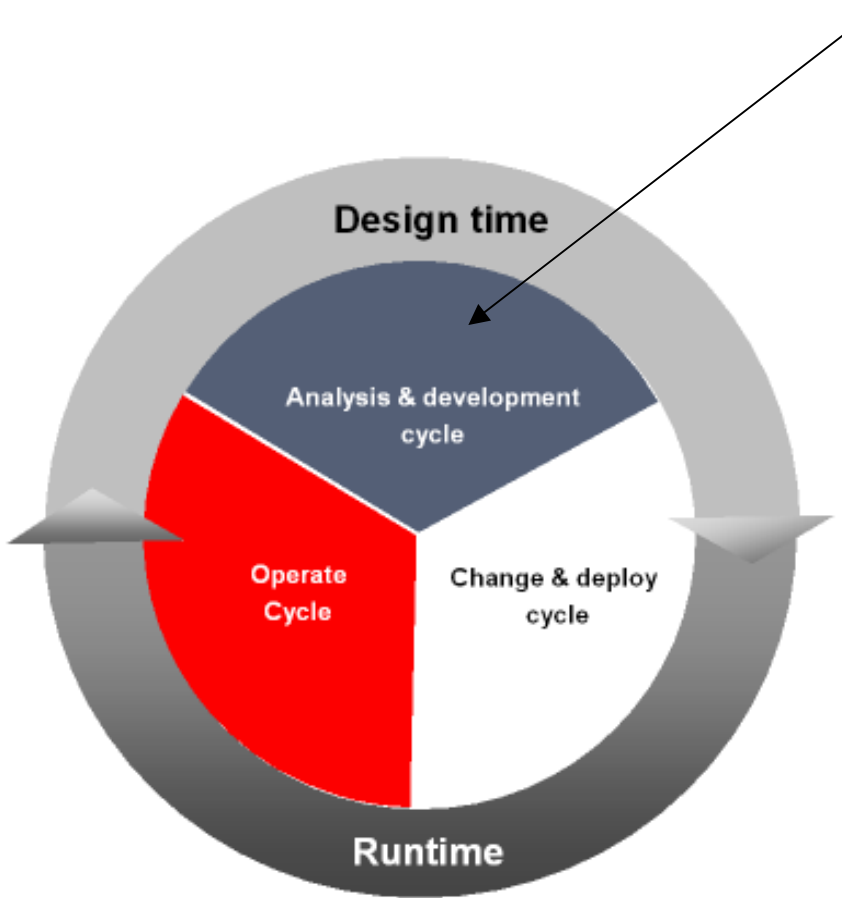
# Challenges



- **Bridge the gaps between business and IT communities**
  - Communicate Business Requirements to IT
  - Align IT implementation to the business needs
- **Build Service Portfolio**
  - Determine service required
  - Determine the service granularity



# Tasks



## Analysis ..... BPA Suite

Analysts & architects turns business problems to solution blueprints

**AIA SOA:** top-down process-centric analytic approach

**Outputs:** Participating Apps, EBO's, EBS's

## Development ..... jDev, BSR

Developers turns blueprints to SOA deliverables

**AIA SOA:** Architecture Guide

**Outputs:** PIP's implementation with BPEL's and ESB's

## Testing ..... CAVS

Quality SOA deliverables





# SOA Quality

## *Challenges*

- Quality Assurance throughout the SOA lifecycle (design-time & runtime)
  - Analysis & Development cycle: in-house development
  - Change & Deployment cycle: on-site deployment
  - Operate cycle: on-premise production
- Distributiveness of an across-pillar end-to-end business process
  - Multiple applications
  - Multiple services
  - Multiple administrative controls (during runtime)
- Costs and availability of edge applications during development

# SOA Quality

## Composite Application Validation System (CAVS)

ORACLE  
Adaptive Business Solutions  
Composite Application Validation System 1.0

Definitions Instances Group Definitions Group Instances  
Logged in as null

Search Definition

DefinitionId  
ServiceType  
Description  
State  
ProjectName  
EbsName  
ProcessName  
ServiceName  
MessageName  
PipName  
ApplicationName

SoapAction  
AuditedBy  
ProjectVersion  
EbsVersion  
ProcessVersion  
ServiceVersion  
MessageVersion  
PipVersion  
ApplicationVersion  
TestPriority  
ReferenceIdExternal

Reset Search

Result

Execute Delete Duplicate Lock Unlock Download ChangeURL  
Previous 1-5 of 8 Next 3

Select All Select None

Select	DefinitionId	ProjectName	ProcessName	ServiceName	SoapAction	State	Type	AuditedBy	Description	URLEndpoint
<input type="checkbox"/>	1002	BBB	BBB	BBB	BBB	Active	Test	BBBBB	BBBBB	http://yahoo.com
<input type="checkbox"/>	1006	aaaa	aaa	aaa	asdf	Locked	Test	ddddd	ddddd	http://java2s.com
<input type="checkbox"/>	1008	UUU	UUU	UUU	UUU	Locked	Test	UUUUU	UUUUU	http://java2s.com

### Validating integrations

- Individual services
- End-to-end flows across silos
- Backward compatibility after change

### Quality throughout lifecycle

- Used at design-time and runtime

### Simulator

- Emulate service invocations

### Benefits

- ✓ Quality assurance for entire PIP
- ✓ Productive SOA lifecycle
- ✓ Expedite time to market



# SOA Quality

## *CAVS Benefits*

- Proactive quality assurance
  - Discover the impact of changes before Service is deployed
  - Mitigate risks and minimize production downtime
- Rapid and cost effective way to validate and certify against dependent applications
- Complements other testing tools



# SOA Visibility

## *Motivation & Challenges*

- Motivation

- You need to manage your SOA. Yet you can't manage what you can't see .....



- Challenges

- SOA visibility throughout the SOA lifecycle (design-time & runtime)
- Diverse SOA artifacts and their inter-dependencies
- Scale up SOA

# SOA Visibility

## Business Service Repository (BSR)

**ORACLE** Application Integration Architecture Home Layout

Home Service Repository Validation System Setup

**Integration Scenario**

Service Repository > Integration Scenario

Integration Scenario

Scenario Code: **PIP R026** Life Cycle: **Active**  
Scenario Name: **Query Adjustments Siebel** Description: **Query Adjustments from the billing system for the selected account and billing profile combination in Siebel**  
Requestor: **Siebel**  
Keyword: **Siebel, AccountBalanceAdjustmentEBO, Billing, Oracle Communications Integration Pack for Agent Assisted Customer Care**

**Requestor Applications**  
Expand All | Collapse All

Siebel

Focus: Application Integration Scenario	Detail
Requestor Application: Siebel	<ul style="list-style-type: none"><li>Available From:</li><li>Oracle Validated:</li></ul>
Triggering Event: Billing Adjustments Inquiry	<ul style="list-style-type: none"><li>Business Component: Billing Adjustments Inquiry</li><li>Business Event: Query Adjustments</li><li>Message Format: SOAP</li><li>MEP: REQUEST_RESPONSE</li><li>Transport Protocol: HTTP</li></ul>
Connector: QueryAdjustmentSiebelReqABCSImpl	<ul style="list-style-type: none"><li>Interface Service Name: AdjustmentSiebelReqABCS</li><li>Interface Operation Name: QueryAdjustment</li><li>Implementation Service Name: QueryAdjustmentSiebelReqABCSImpl</li><li>Implementation Operation Name: QueryAdjustmentLet</li><li>Interface Implementation Technology: ESB</li><li>Implementation Service Technology: BPFL</li><li>Binding: SOAP</li><li>State Management: Yes</li><li>Chatty Conversation: Yes</li></ul>
ESB Involvd: AccountBalanceAdjustmentEBS	<ul style="list-style-type: none"><li>Service Name: AccountBalanceAdjustmentEBS</li><li>Operation Name: QueryAccountBalanceAdjustmentLet</li><li>Implementation Technology: ESB</li><li>Binding: SOAP</li><li>MEP: REQUEST_RESPONSE</li><li>Message Format: SOAP</li><li>Transport Protocol: ESB</li></ul>

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## Catalog of SOA portfolio

- Services (EBS, ABCS)
- Enterprise Objects (EBO's)
- End-to-end flows across silos
- Relationships & dependencies

## Comprehensive coverage

- Design-time view
- Runtime view

## Benefits

- ✓ Visibility
- ✓ Reusability
- ✓ ROI

# SOA Visibility

## Business Service Repository (BSR)

The screenshot displays the Oracle Enterprise Manager 11g Business Service Repository (BSR) interface. The main content area shows details for a WSDL port named 'http://company/service/CustomerPartyEBS'. The WSDL URL is highlighted in red: `http://xmlns.oracle.com/2014/BSR/OracleEnterpriseServices/Industry/Telco/CustomerPartyEBS.wsdl`. The service name is 'CustomerPartyEBS' and the namespace is `http://xmlns.oracle.com/EnterpriseServices/Industry/Telco/CustomerParty/V1`. The main service is also 'CustomerPartyEBS'. Below this, there are sections for 'Port info', 'Binding info', and 'Port type info'. The 'Port type info' section contains a table of operations:

Name	Input message	Input file	Output message	Output file
QueryCustomerPartyList	QueryCustomerPartyListReqMsg		QueryCustomerPartyListRespMsg	
QueryCustomerParty	QueryCustomerPartyReqMsg		QueryCustomerPartyRespMsg	
CreateCustomerParty	CreateCustomerPartyReqMsg		CreateCustomerPartyRespMsg	
UpdateCustomerParty	UpdateCustomerPartyReqMsg		UpdateCustomerPartyRespMsg	

The 'Process info' section shows the namespace `http://xmlns.oracle.com/EnterpriseServices/Industry/Telco/CustomerParty/V1` and local names for 'QueryCustomerPartyListReqMsg' and 'QueryCustomerPartyListRespMsg'.

### Easy Access

- Search & Browse

### Categorizations

- AIA pre-defined taxonomies
- Customer-defined taxonomies

### Integration Centric

- Participating edge applications
- Triggering events
- Topology view of flows

### Benefits

- ✓ One-stop-shop for integration

# Agent Assisted Customer Care

## Communication Process Integration Pack

**Jennifer:** Let me pull up your account information

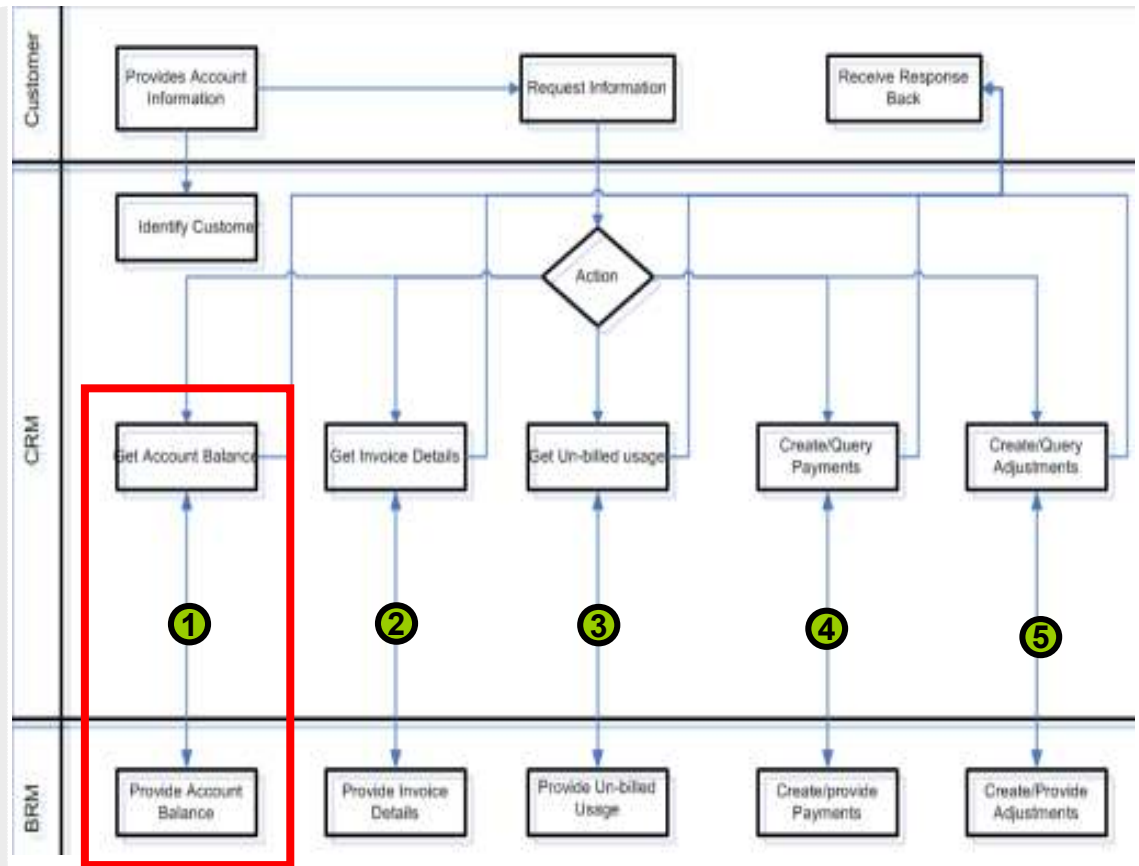


**Jennifer**  
Call Center Agent

**Suzie:** There are some problems with my phone bill this month.



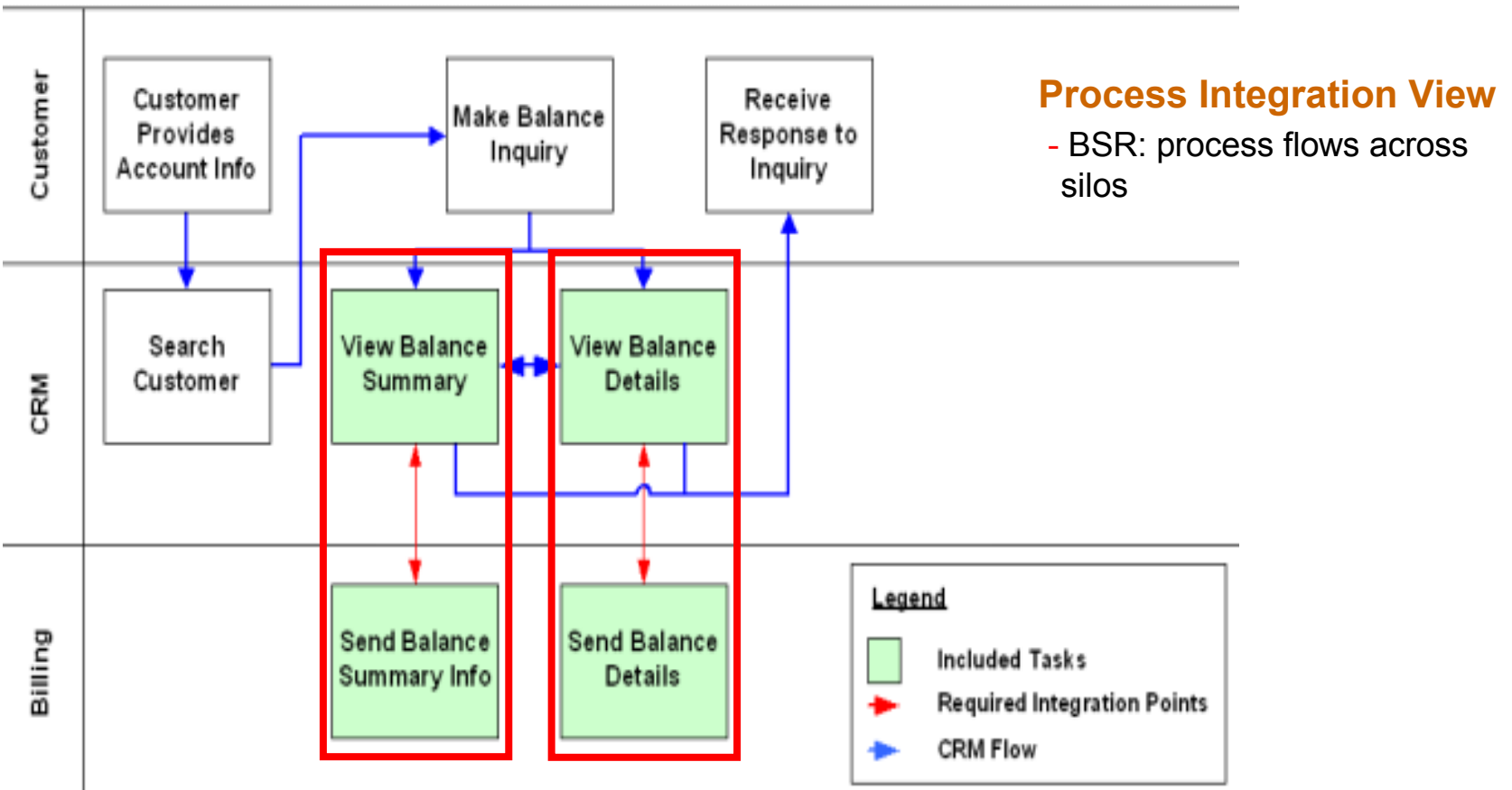
**Suzie**  
Customers



- ① Account balance integration
- ② Invoice Integration
- ③ Service Usage integration
- ④ Payment Integration
- ⑤ Adjustment Integration

# Agent Assisted Customer Care

## Account Balance Integration



1. Query Balance Summary
2. Query Balance Details



Integration Scenario

Service Repository > Integration Scenario  
Integration Scenario

Scenario Code **PIP R026** Life Cycle **Active**  
Scenario Name **Get Account Balance Summary Siebel** Description **Get balance summary from the billing system for the selected account and billing profile combination in Siebel**  
Requestor  
Keyword **CustomerParty, CustomerPartyEBO, Billing, Oracle Communications Integration Pack for Agent Assisted Customer Care**

Requestor Applications

Expand All Collapse All

Focus	Application Integration Scenario	Detail
<input type="checkbox"/>	Requestor Application: Siebel	• Available From: • Oracle Validated: • Business Component: Billing Inquiry • Business Event: Get Account Balance Summary • Message Format: SOAP • MEP: REQUEST_RESPONSE • Transport Protocol: HTTP
<input type="checkbox"/>	Triggering Event: Billing Inquiry	• Interface Service Name: AccountBalanceSiebelReqABCS • Interface Operation Name: QueryBalanceSummary • Implementation Service Name: QueryBalanceSummarySiebelReqABCSImpl • Implementation Operation Name: QueryBalanceSummary • Interface Implementation Technology: ESB • Implementation Service Technology: BPEL • Binding: SOAP • State Management: Yes • Chatty Conversation: Yes
<input type="checkbox"/>	Connector: QueryBalanceSummarySiebelReqABCSImpl	• Service Name: CustomerPartyEBS • Operation Name: QueryCustomerPartyList • Implementation Technology: ESB • Binding: SOAP • MEP: REQUEST-RESPONSE • Message Format: SOAP • Transport Protocol: ESB • Vendor:
<input type="checkbox"/>	EBS Invoked: <a href="#">CustomerPartyEBS</a>	

**ORACLE** Application Integration Architecture

Home Logout

Home Service Repository Validation System Setup

**Integration Scenario**

Service Repository > Integration Scenario  
 Integration Scenario

Service Name **CustomerPartyEBS** **7**  
 Operation Name **QueryCustomerPartyList**  
 Scenario Name **QueryCustomerPartyList Provider**  
 Scenario Code **PIP R002**

MEP **REQUEST\_RESPONSE**  
 Life Cycle  
 Test Harness Enabled **Yes**  
 Description **Implements the QueryCustomerPartyList operation in the CustomerPartyEBS Service**

Keyword **CustomerPartyEBO, Billing, Oracle Communications Integration Pack for Agent Assisted Customer Care, Siebel**

**Provider Applications** **6**

Previous 1 2-2 of 2 Next

Expand All Collapse All

Provider Application	Detail
Provider Application: Portal <b>1</b>	<ul style="list-style-type: none"> <li>Available From:</li> <li>Oracle Validated:</li> <li>Interface Service Name:</li> <li>Interface Operation Name:</li> <li>Implementation Service Name: QueryCustomerPartyListPortalProvABCSImpl</li> <li>Implementation Operation Name: QueryCustomerPartyList</li> <li>Interface Implementation Technology:</li> </ul>
Connector: QueryCustomerPartyListPortalProvABCSImpl <b>2</b>	<ul style="list-style-type: none"> <li>Service Name: BRMARServices</li> <li>Operation Name: PCM_OP_AR_GET_ACCT_BAL_SUMMARY</li> <li>Implementation Technology: JCA Adapter</li> <li>Binding: JCA</li> <li>MEP: REQUEST_RESPONSE</li> <li>Message Format: XML</li> <li>Transport Protocol:</li> <li>Vendor:</li> </ul>
Native Service: BRMARServices <b>3</b>	<ul style="list-style-type: none"> <li>Service Name: BRMARServices</li> <li>Operation Name: PCM_OP_BAL_GET_ACCT_BAL_GRP_AND_SVC</li> <li>Implementation Technology: JCA Adapter</li> <li>Binding: JCA</li> <li>MEP: REQUEST_RESPONSE</li> <li>Message Format: XML</li> <li>Transport Protocol:</li> <li>Vendor:</li> </ul>
Native Service: BRMARServices <b>4</b>	<ul style="list-style-type: none"> <li>Service Name: BRMBalServices</li> <li>Operation Name: PCM_OP_BAL_GET_BALANCES</li> <li>Implementation Technology: JCA Adapter</li> <li>Binding: JCA</li> <li>MEP: REQUEST_RESPONSE</li> <li>Message Format: XML</li> <li>Transport Protocol:</li> <li>Vendor:</li> </ul>
Native Service: BRMBalServices <b>5</b>	<ul style="list-style-type: none"> <li>Service Name: BRMBalServices</li> <li>Operation Name: PCM_OP_BAL_GET_BALANCES</li> <li>Implementation Technology: JCA Adapter</li> <li>Binding: JCA</li> <li>MEP: REQUEST_RESPONSE</li> <li>Message Format: XML</li> <li>Transport Protocol:</li> <li>Vendor:</li> </ul>

**Invoking Scenarios**

Scenario Name	Scenario Code	Service Name	Operation Name	Scenario Type
<a href="#">Create Invoice Payment in Billing Siebel Requestor</a>	PIP R032	CustomerPartyEBS	QueryCustomerPartyList	Requestor
<a href="#">Create Payment in Billing Siebel Requestor</a>	PIP R016	CustomerPartyEBS	QueryCustomerPartyList	Requestor
<a href="#">Search Payments Siebel Requestor</a>	PIP R031	CustomerPartyEBS	QueryCustomerPartyList	Requestor
<a href="#">Query Invoice Payments Siebel Requestor</a>	PIP R030	CustomerPartyEBS	QueryCustomerPartyList	Requestor
<a href="#">Query Payments Siebel Requestor</a>	PIP R015	CustomerPartyEBS	QueryCustomerPartyList	Requestor
<a href="#">Get Account Balance Summary Siebel Requestor</a>	PIP R026	CustomerPartyEBS	QueryCustomerPartyList	Requestor
<a href="#">Get Account Balance Details Siebel Requestor</a>	PIP R007	CustomerPartyEBS	QueryCustomerPartyList	Requestor

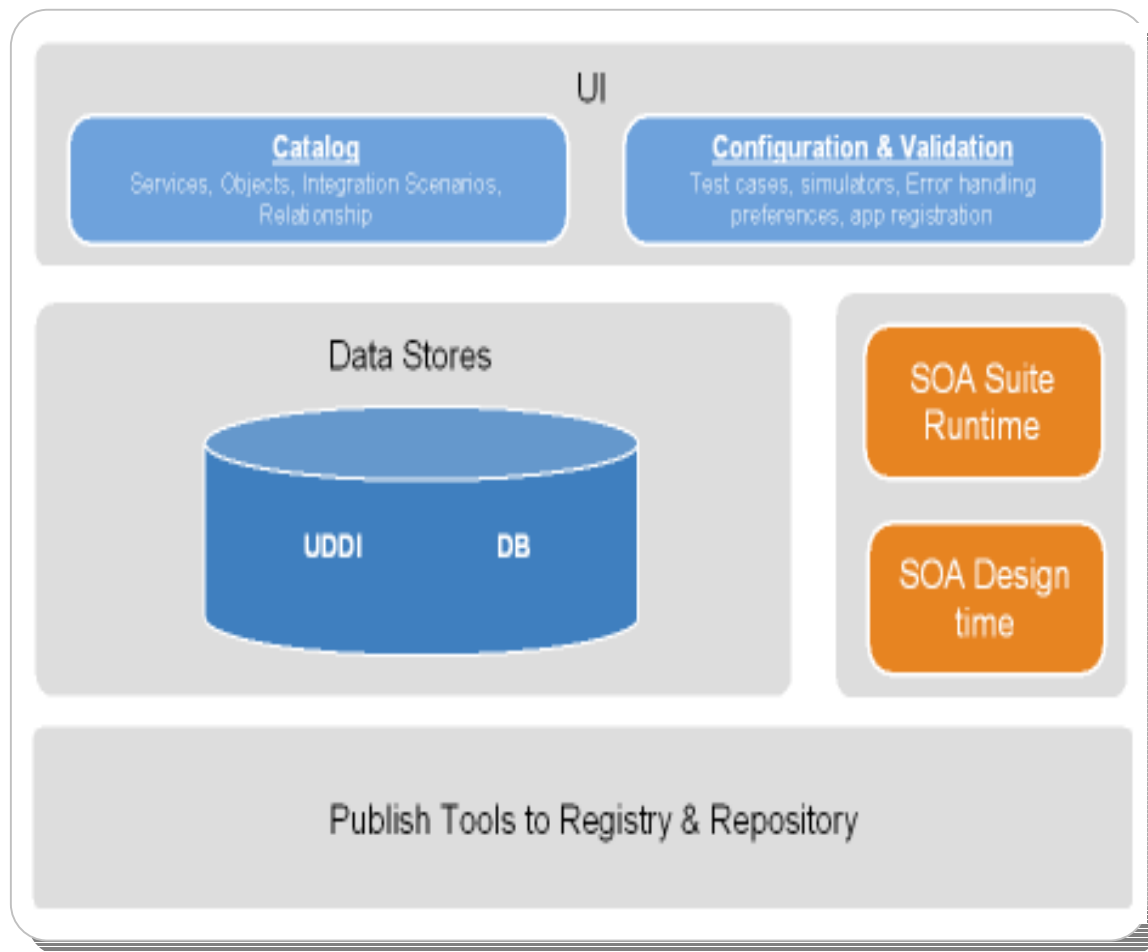
Find:  Next Previous Highlight all Match case

http://ap6036fems.us.oracle.com:7814/AIA/faces/bsr/integscenario/BsrIntegScenarioDetail.jspx#

Open Notebook

# SOA Visibility

## Open and Hot-pluggable SOA Architecture



### Publishing & Synchronizing

- Integration with design-time
- Integration with deployment-time
- Integration with runtime

### Open & Hot-pluggable

- Interoperability with 3<sup>rd</sup> parties

### Benefits

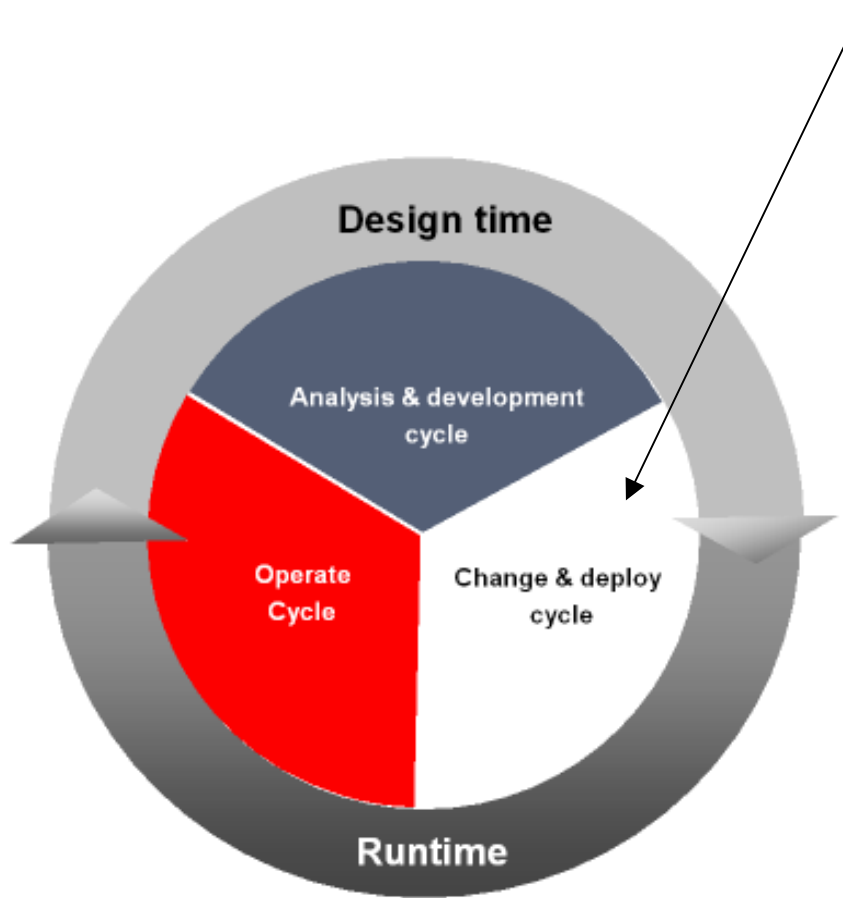
- ✓ Up-to-date visibility to process integrations whenever and wherever
- ✓ 360-degree SOA ecosystem:
  - SOA Content
  - SOA Execution
  - SOA Governance

# SOA Governance in action

--- Change & Deployment



# Challenges



- **Heterogeneous Environments**

- Multiple applications (eBiz, Sebl, PSFT, ...)
- Different technology stacks
- Multitude of artifact types

- **Potential disruptions to IT and business due to SOA changes**

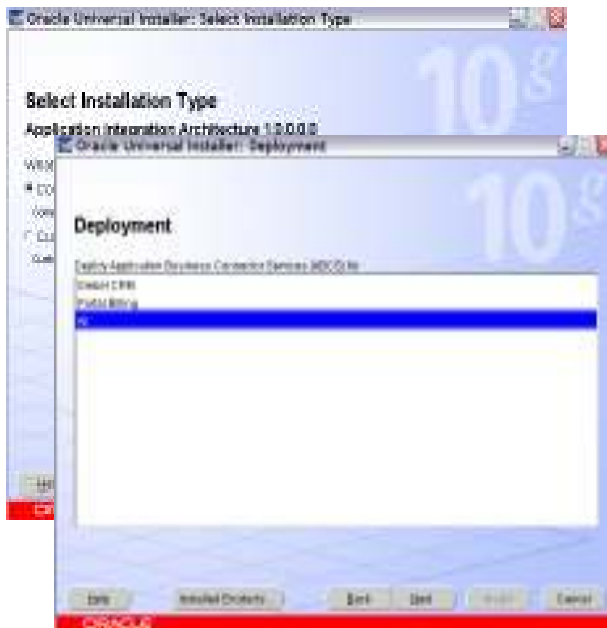
- Mitigate risks (e.g., downtime) caused by upgrades
- Preserve customers' extensions

# Installation Framework

## *Extension to the Oracle Universal Installer*

### AIA Installer

- Optional deploying discrete processes
  - Deployment of completed PIP's
  - Industry vs. Horizontal co-existences
  - Inventory: all pre-built SOA contents
  - Improved validations and checkpoints
- AIA Best-practices
    - AIA\_HOME
    - Versioning



### Benefits

- ✓ Productivity
- ✓ Consistency deployment experiences as DB and Fusion Middleware

### Visibility to Changes

- BSR: Dependency analysis
  - Proactive
- Content Sync. : BSR & Installer

### Predictability to Changes

- CAVS tests
  - Sanity Checks
  - Installation Integrity

### Configurability to Changes

- EM Configuration Mgmt

### SOA Gov. Benefits

- ✓ Proactively mitigate risks due to changes

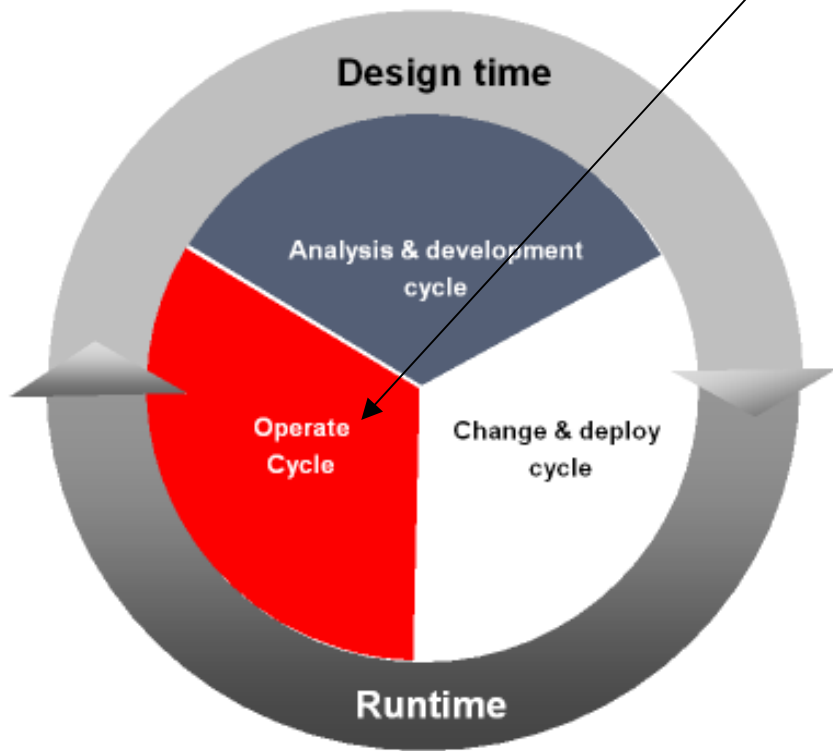
# SOA Governance in action

--- Operate Cycle



# Challenges

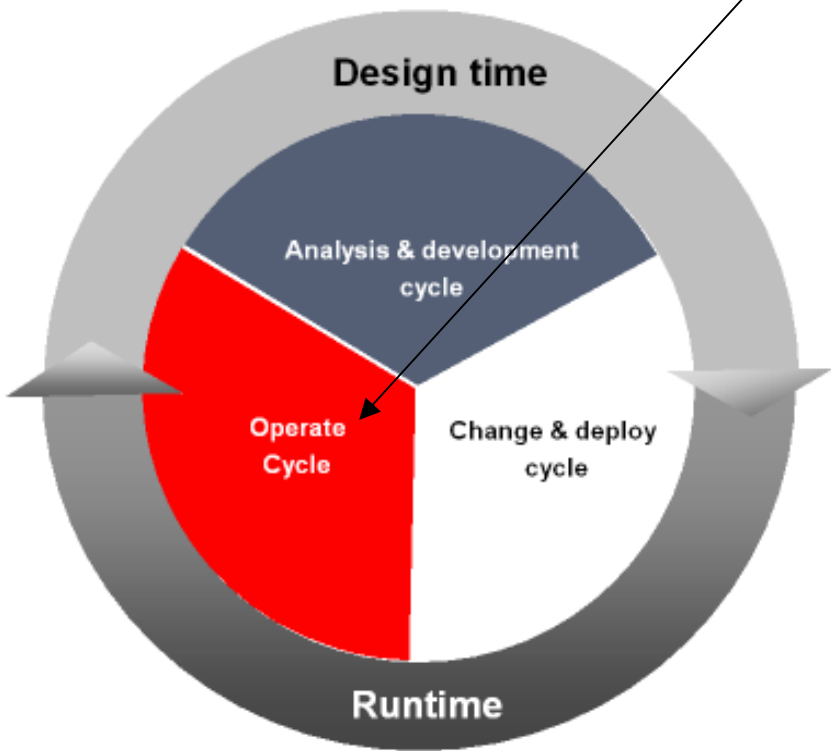
- **Support Business results with IT availability and performance**
  - Service level management
  - Performance management
  - Security







# Tasks



## Run ..... SOA engines, BSR

Execute business processes and realize SOA integrations

## Administration ..... EM, AIA error resolution

- Monitoring, auditing, logging, and reporting
- Service level management
- Resolve errors
- Isolate and diagnose problems

## Security ..... OWSM

- Message-level security in integration layer
- Pluggable Identity Management

# Fusion Middleware

## SOA Governance Supports

### SOA Execution

#### BPEL & ESB

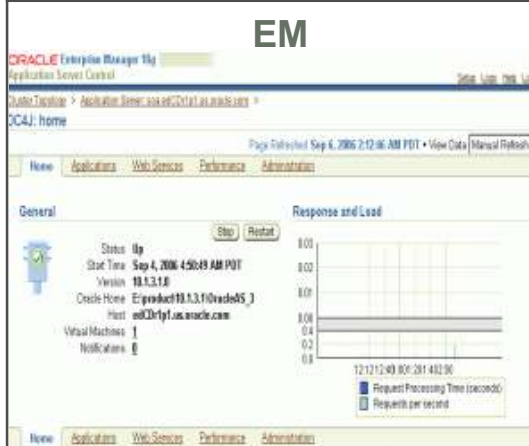


The screenshot displays the Oracle BPEL Console interface. It features a navigation bar with 'Dashboard', 'BPEL Processes', 'Instances', and 'Activities'. The main content area shows a table of process instances with columns for Title, Instance ID, BPEL Process, Status, and Priority. Below the table, there are sections for 'Status', 'Log', and 'Messages'. A specific instance is highlighted, showing its details and a list of messages.

- Visibility to runtime state
- Comprehensiveness
  - Execution instance
  - Execution flows & activities
  - Messages, variables, & faults

### SOA Runtime Mgmt

#### EM



The screenshot shows the Oracle Enterprise Manager (EM) console. The top navigation bar includes 'Home', 'Applications', 'Web Services', 'Performance', and 'Administration'. The main area displays the 'General' tab for a specific SOA component, showing its status (Up), start time, version, and host. A 'Response and Lead' graph is visible on the right side of the page.

- Manageability
  - Provision & Configuration
  - Monitoring via logging, reports, trends, and alerts
- Maximizing business results with IT operational excellence

### SOA Security

#### OWSM



The screenshot displays the Oracle Web Services Manager (OWSM) console. It features a navigation bar with 'Policy Management', 'Externalization', and 'Help'. The main content area shows a 'General Statistics' section with several gauges and charts representing various security metrics such as 'Overall Statistics', 'Security Statistics', and 'Service Statistics'.

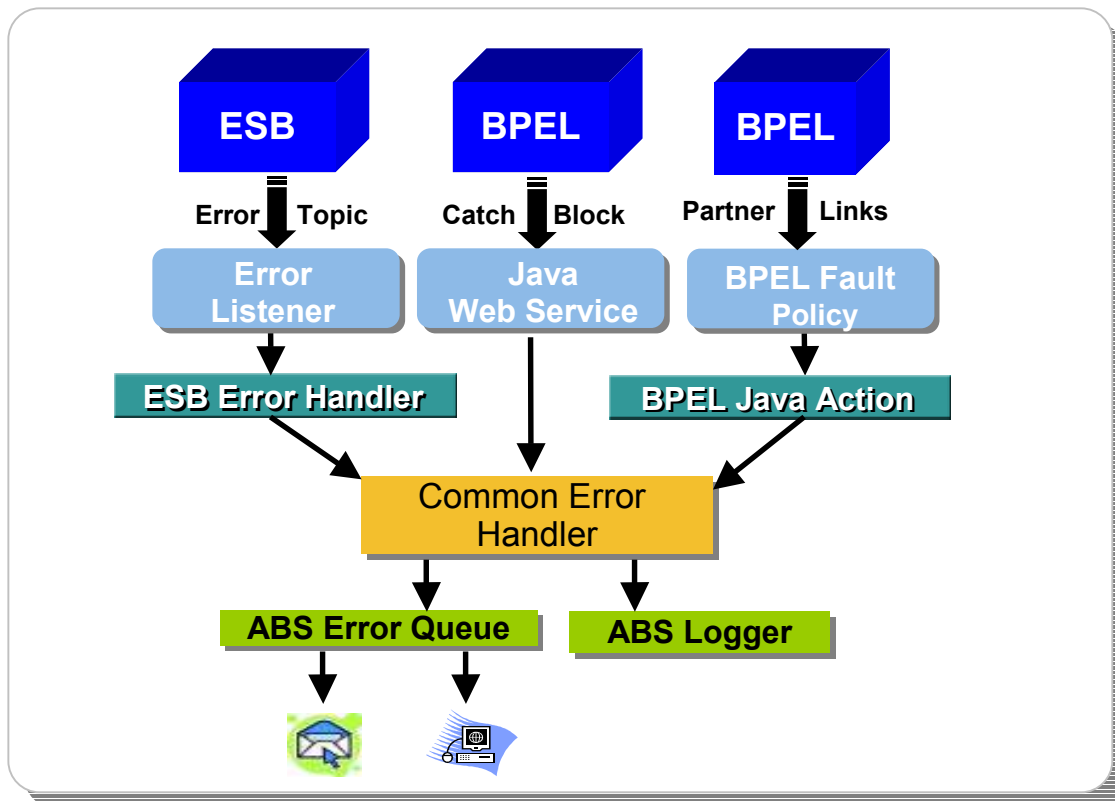
- Policy lifecycle mgmt
- Monitor WS traffic for SLA
- Externalize security
  - Best-practice policy library
- Lower admin cost via flexible deployments
  - Gateway vs. Agents (end-to-end)

# Error Resolution

## Composite Apps. Error Resolution

### Challenges

Business processes are distributive and heterogeneous in nature



### Unified approach

- Across technologies (BPEL, ESB)
- Across integration patterns

### Categorize all errors

- Business errors
- Technical errors

### End-to-end error resolution

- Integration components
- Participating applications

### Benefits

- ✓ Generic and extensible error handling framework



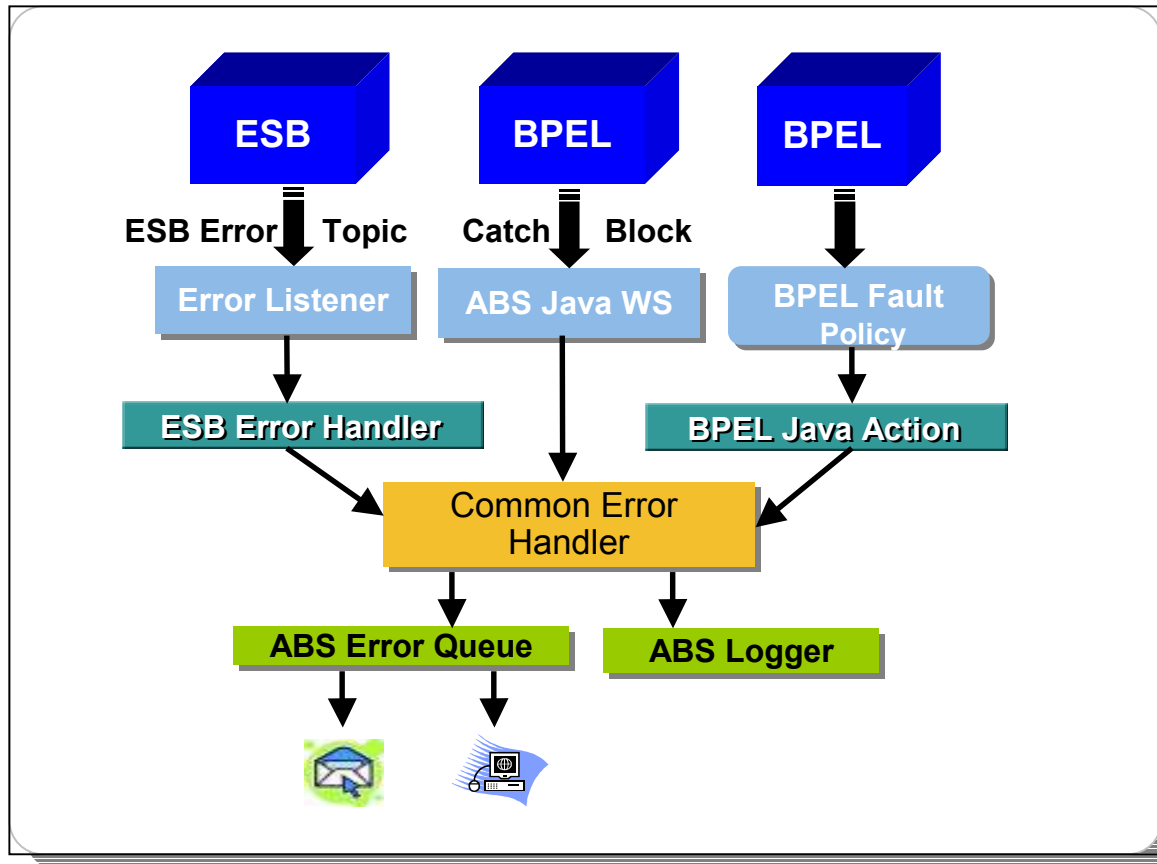
# Error Resolution

## *Challenges*

- Business processes are highly distributive
  - Across applications
  - Across components
- Business processes are highly heterogeneous
  - Across technologies
  - Across integration patterns

# Error Resolution

## Composite Apps. Error Resolution



### Unified approach

- Across technologies (BPEL, ESB)
- Across integration patterns

### Categorize all errors

- Business errors
- Technical errors

### End-to-end error resolution

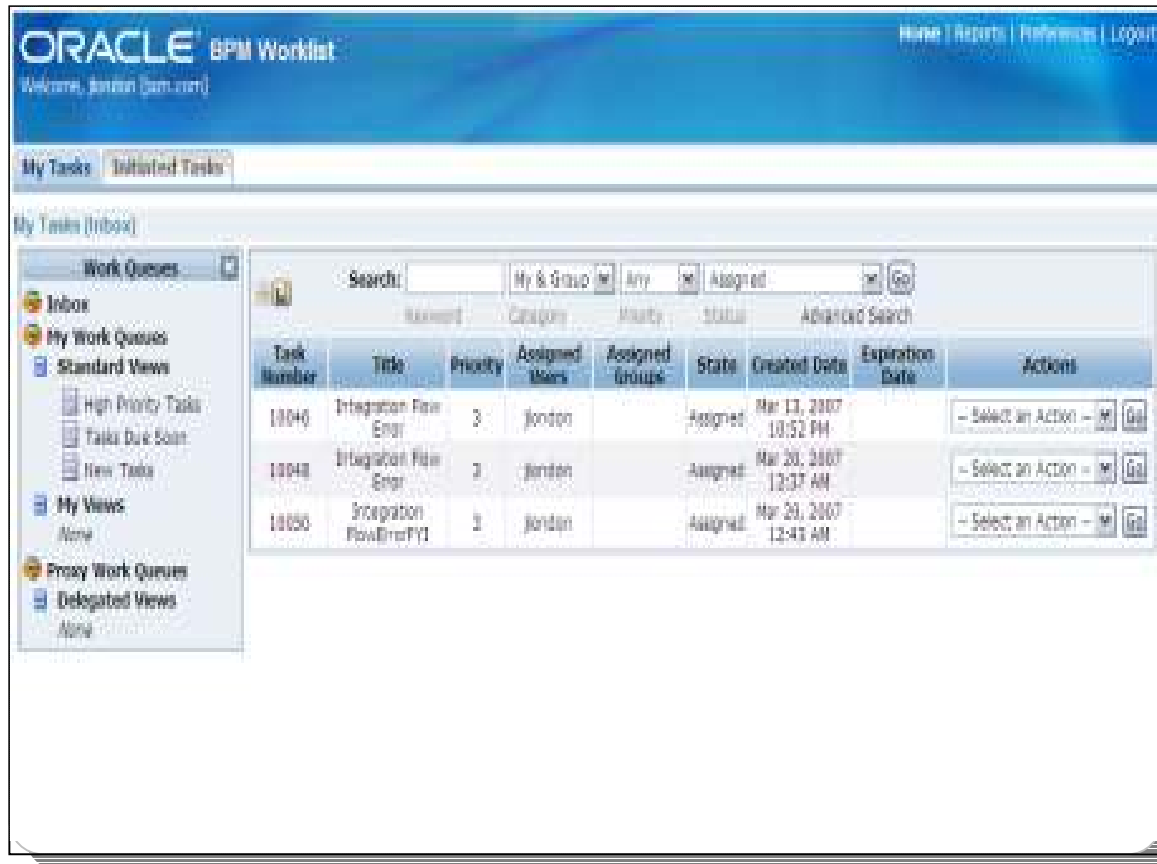
- Integration components
- Participating applications

### Benefits

- ✓ Generic and extensible error handling framework

# Error Resolutions, Logging, Diagnostics

## SOA Manageability



The screenshot displays the Oracle BPM Worklist interface. The header includes the Oracle logo and 'BPM Worklist' with navigation links for Home, Reports, Preferences, and Logout. Below the header, there are tabs for 'My Tasks' and 'Initiated Tasks'. A sidebar on the left shows 'Work Queues' with options like 'Inbox', 'My Work Queues', 'Standard Views' (High Priority Tasks, Tasks Due Soon, New Tasks), 'My Views' (None), 'Proxy Work Queues', and 'Delegated Views' (None). The main area features a search bar and a table of tasks.

Task Number	Title	Priority	Assigned Users	Assigned Groups	State	Created Date	Expiration Date	Actions
10040	Integration Flow Error	3	Jordan		Assigned	Mar 13, 2007 10:52 PM		- Select an Action - M Go
10048	Integration Flow Error	3	Jordan		Assigned	Mar 20, 2007 12:37 AM		- Select an Action - M Go
10050	Integration FlowError1	3	Jordan		Assigned	Mar 20, 2007 12:42 AM		- Select an Action - M Go

### User friendly

- Search, drill-down, and auto alerts
- Logging
- Diagnostic scripts

### Auto alerts

- Preference based notifications

### Integration with EM

- Leverage Oracle Diagnostic Logging
- Search, filter and display via EM

### Benefits

- ✓ Rapid error resolution
- ✓ Minimize business impacts

# Summary





# AIA SOA Governance

- Business imperatives for SOA Governance
  - Risks without SOA Governance
- AIA SOA Governance Offering
  - Methodologies
  - Tools
    - AIA Value-added Infrastructures
    - Fusion Middleware





# Q & A



## For More Information

- Visit oracle.com:  
<http://www.oracle.com/applications/aia.html>





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