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Managing Oracle E-Business Suite Using Enterprise Manager Pack

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Agenda

- Life Cycle Management – Overview
- Application Management Pack
- Key Capabilities
- Roadmap
- Case Study
- Benefits
- Demo



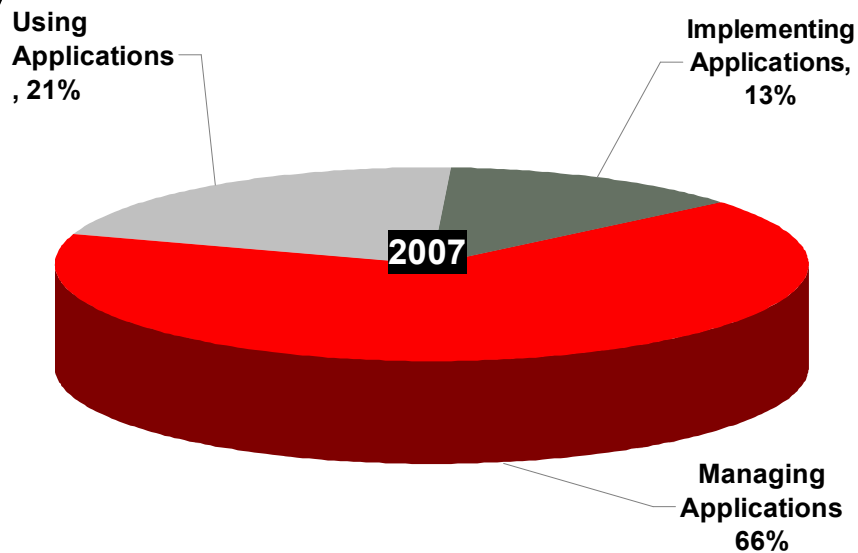
Oracle E-Business Suite Ownership



Ownership Experience

Challenges

Superior Ownership Experience (SOE) survey



Ownership Survey Areas

Ownership Survey Areas	2006 Rank	2007 Rank
Maintenance, Updates & Minor Upgrades	1	1
User Experience	2	4
Major Upgrades	3	3
Application Integration	4	6
Application Administration & Management	5	2
Implementation / Deployment	6	7
Planning & Installation of a New Release	7	5

79%

**IMPLEMENTING AND MANAGING APPLICATIONS
TOP PRIORITIES FOR CUSTOMERS**

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Oracle E-Business Suite Lifecycle Management (LCM)

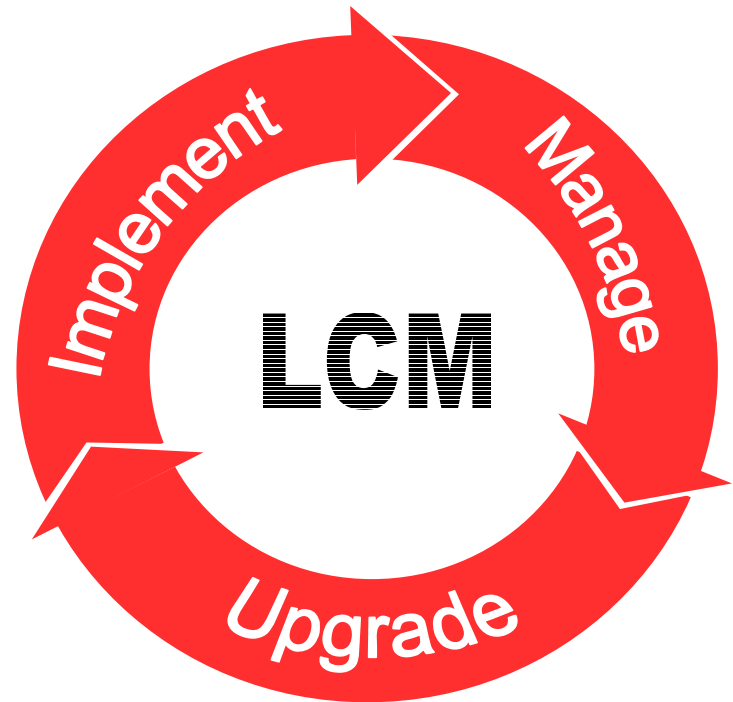


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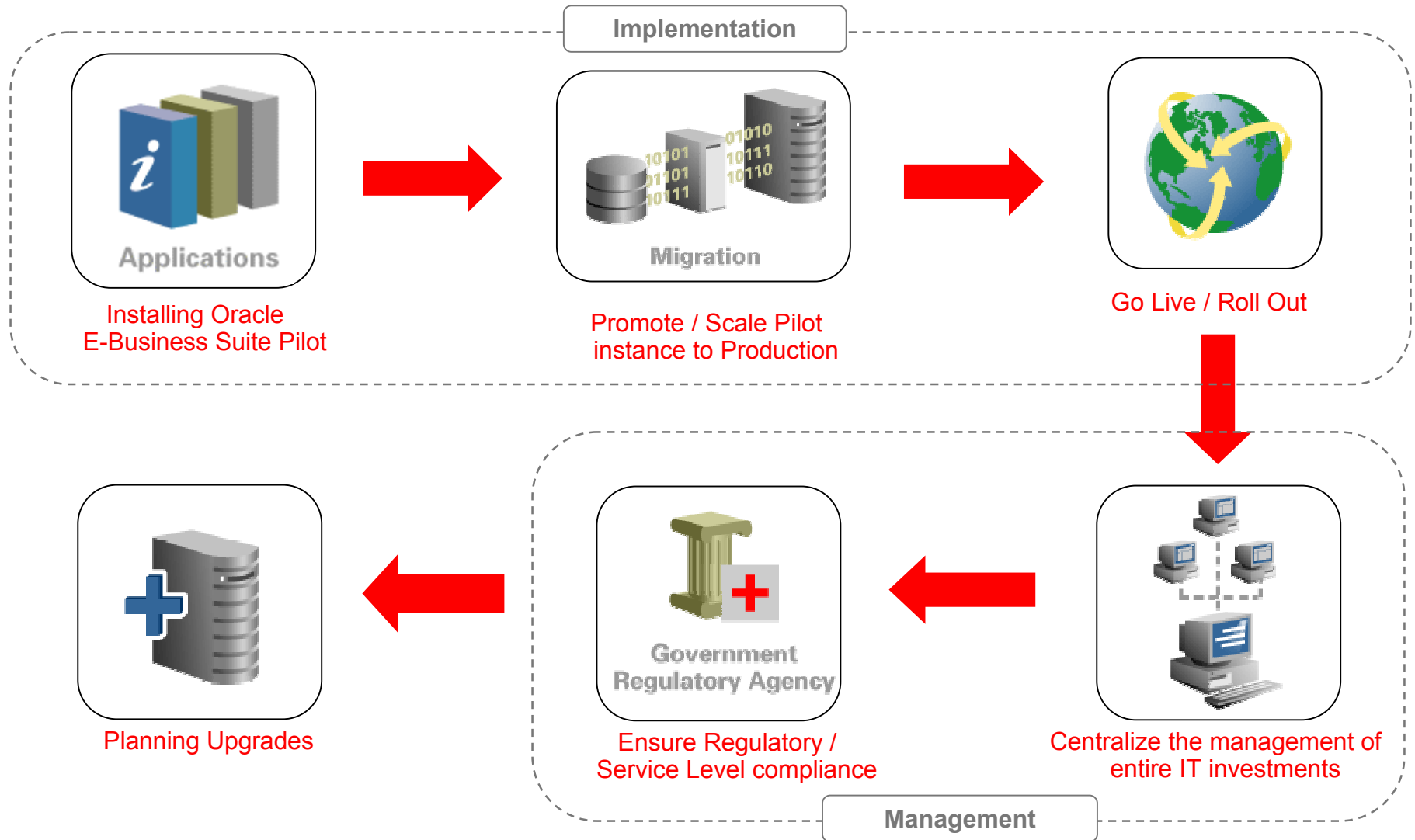
Lifecycle Management

Overview

- End-to-end application ownership experience for IT
- Managing the Oracle E-Business Suite through its lifecycle
- **Implement** to deliver business functions and flows
- **Manage** and maintain to ensure business service levels
- **Upgrade** to meet evolving business needs



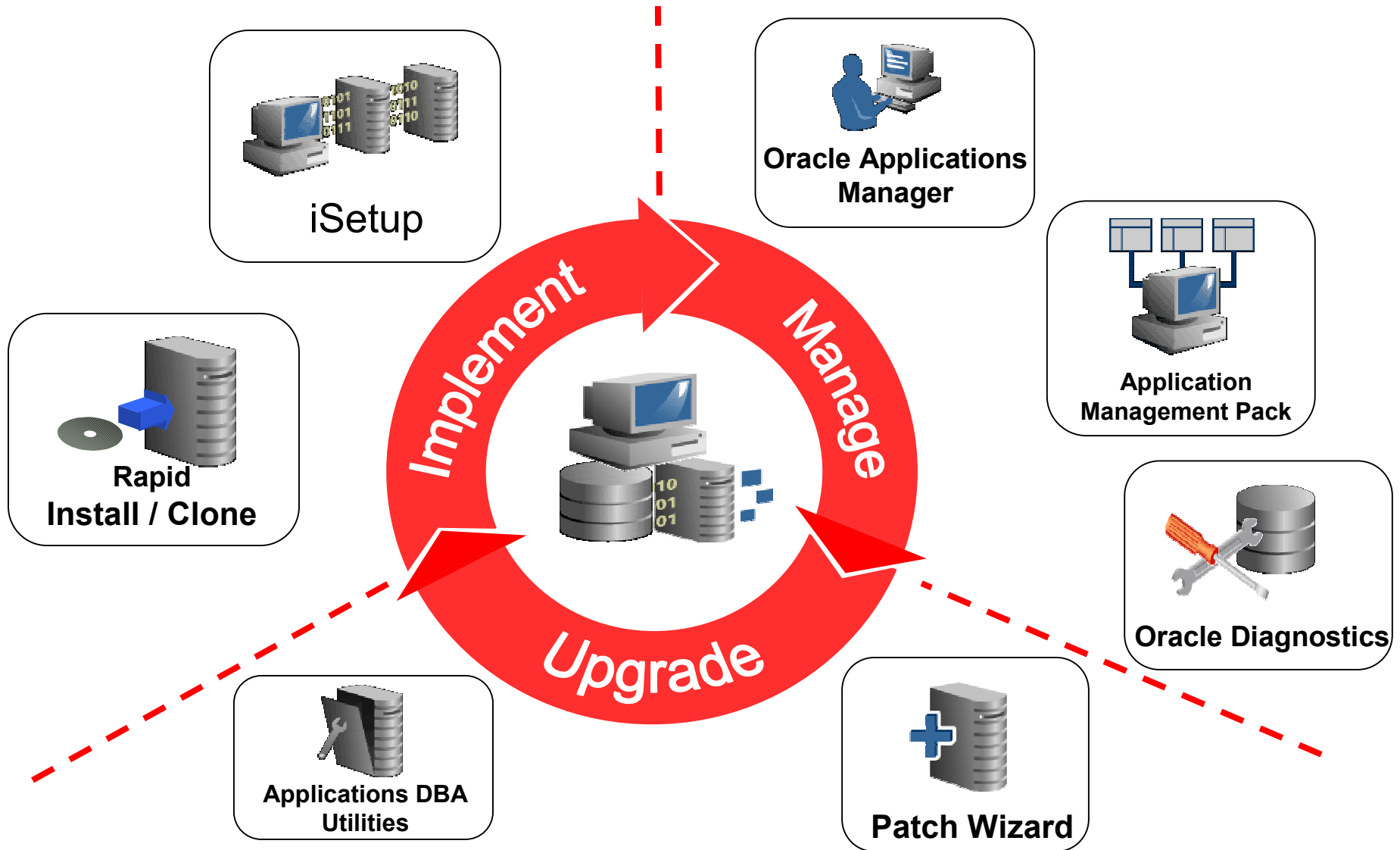
LCM: Use Case



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LCM: Products



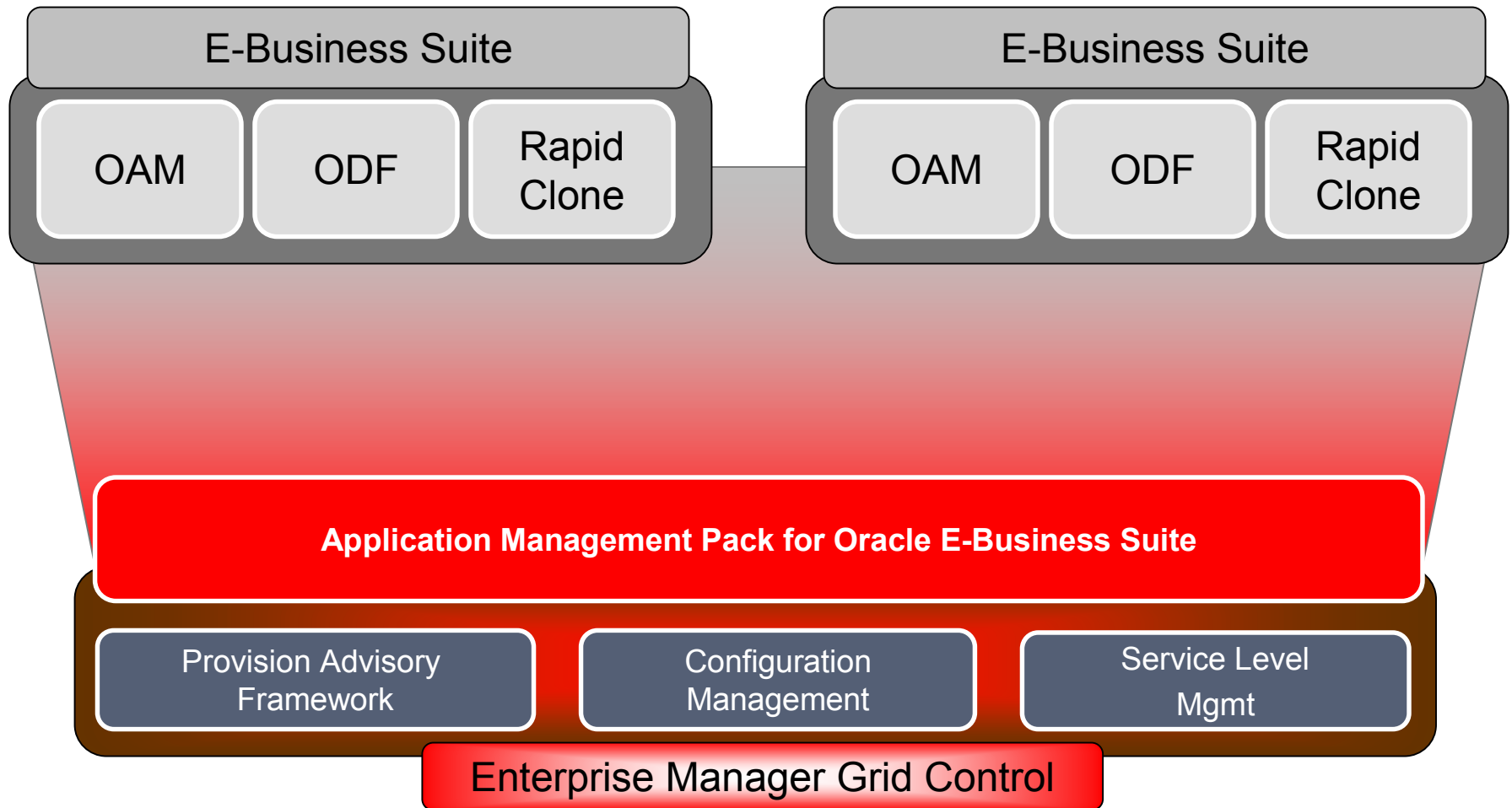
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Application Management Pack for Oracle E-Business Suite



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Application Management Pack for EBS (AMP)



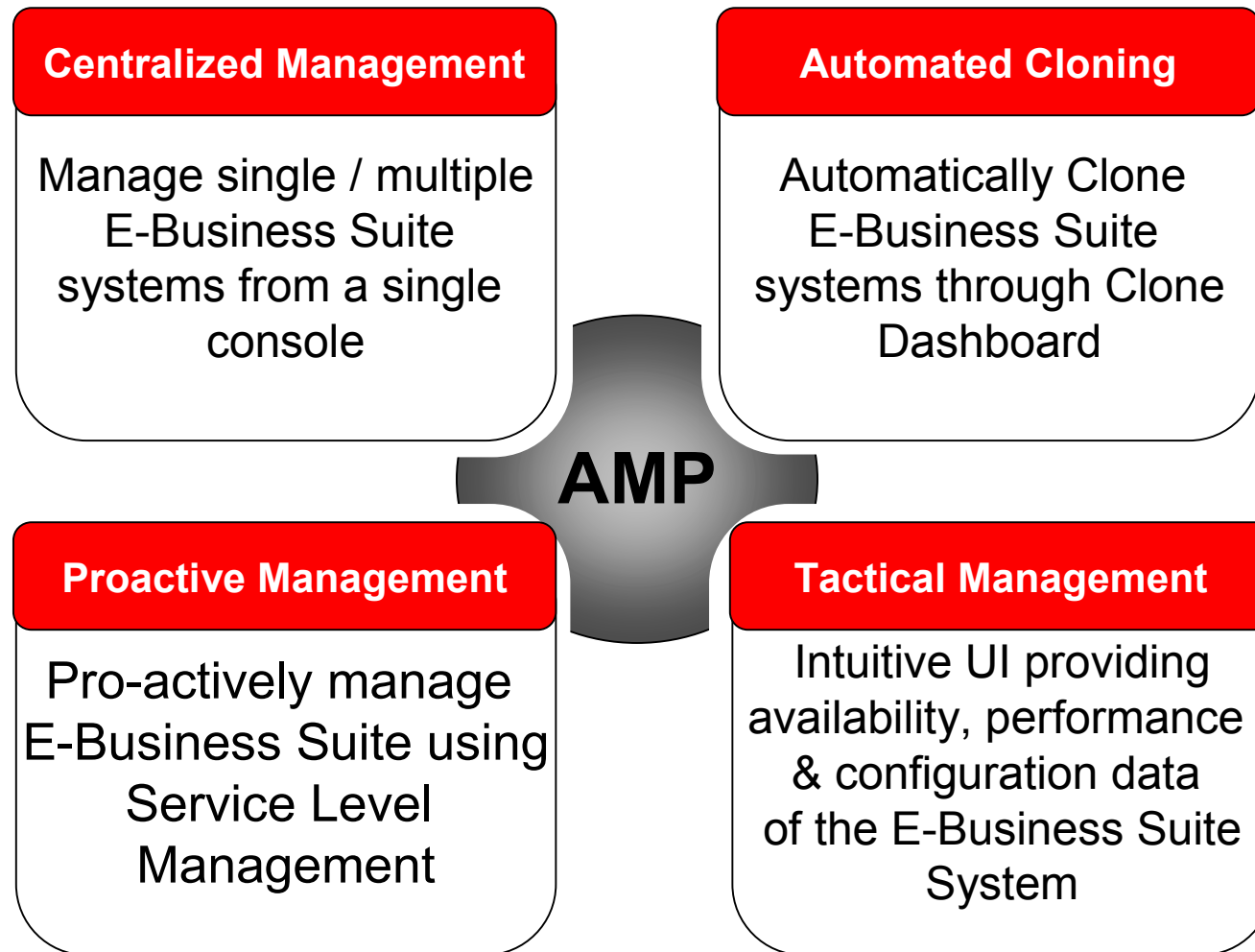
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AMP: Introduction

- Extends Enterprise Manager Grid Control (EMGC)
 - Monitor and manage E-Business Suite systems
 - Integrate with Oracle Applications Manager
 - Provide end-to-end management solution
- Version: 2.0 (released on Feb 2007)
- Supports
 - E-Business Suite releases
 - EBS 11i10 (ATG PF RUP4.H)
 - R12
 - EM Grid Control
 - 10gR3
 - Platforms
 - Linux, Solaris, AIX
 - Pending: HP-UX & Windows

AMP: Key Capabilities



AMP: Key Capabilities

Centralized Management

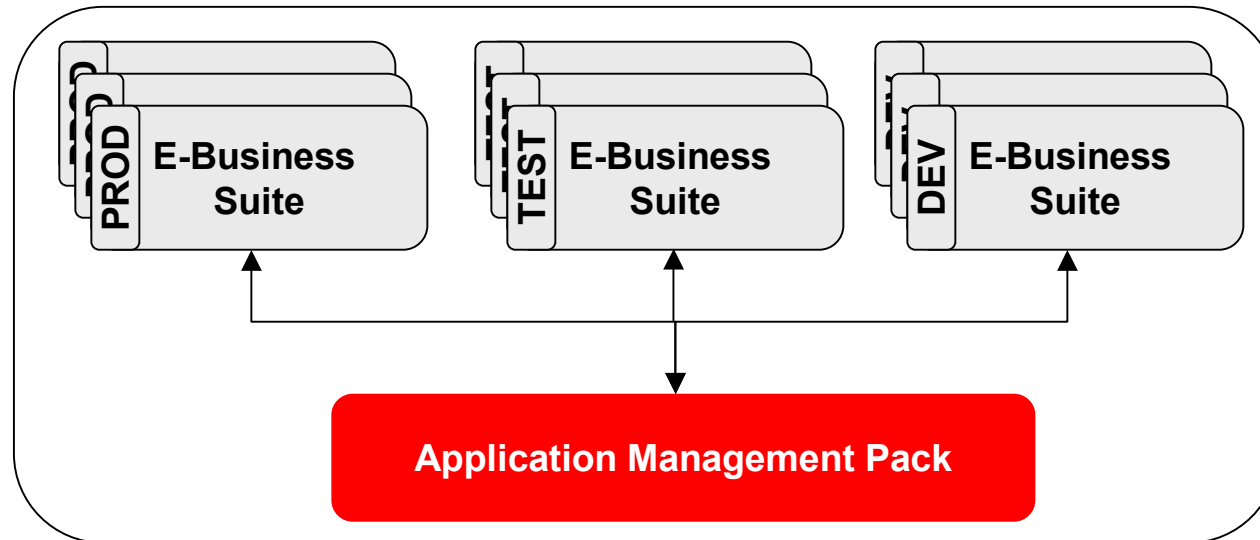
Automated Cloning

Proactive Management

Tactical Management

Single Console

- To manage multiple E-Business Suite systems and its components
- Centralizes efforts in management



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AMP: Key Capabilities

Centralized Management

Automated Cloning

Proactive Management

Tactical Management

•Automated

- Pre-packaged Templates: Source to Target / Image; Image to Target
- Step-by-step Interview Process guides first time users
- In-built Notification & Error handling options
- Dashboard to monitor all clone routines

•Customizable

- Incorporate custom steps
- Options to enable / disable steps

•Secure

- Data Scrambling: Obfuscating or Removes sensitive
- Creates scrambled system or scrambled image

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AMP: Key Capabilities

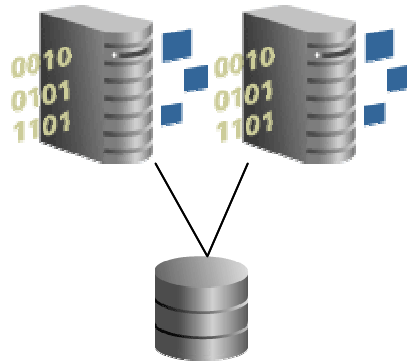
Centralized Management

Automated Cloning

Proactive Management

Tactical Management

illustration: Source to Target



Development Environment



Production Environment

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AMP: Key Capabilities

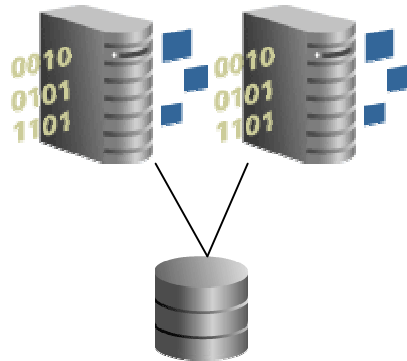
Centralized Management

Automated Cloning

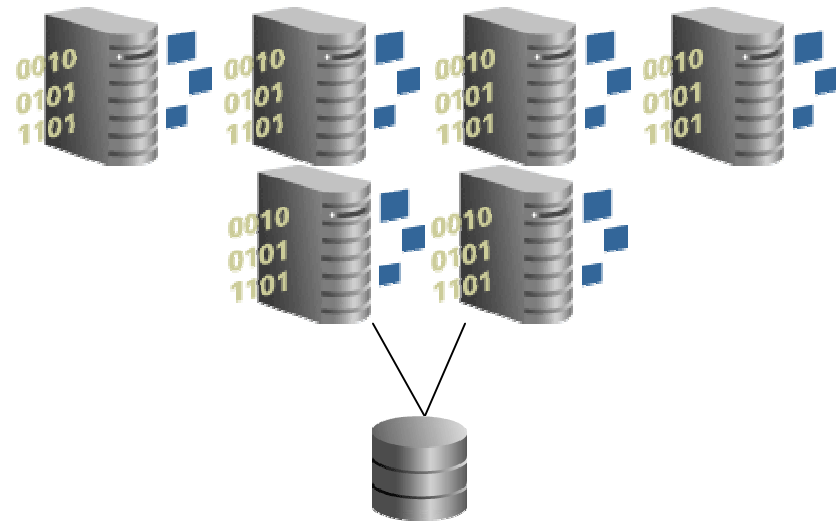
Proactive Management

Tactical Management

illustration: Source to Target



Development Environment



Production Environment

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AMP: Key Capabilities

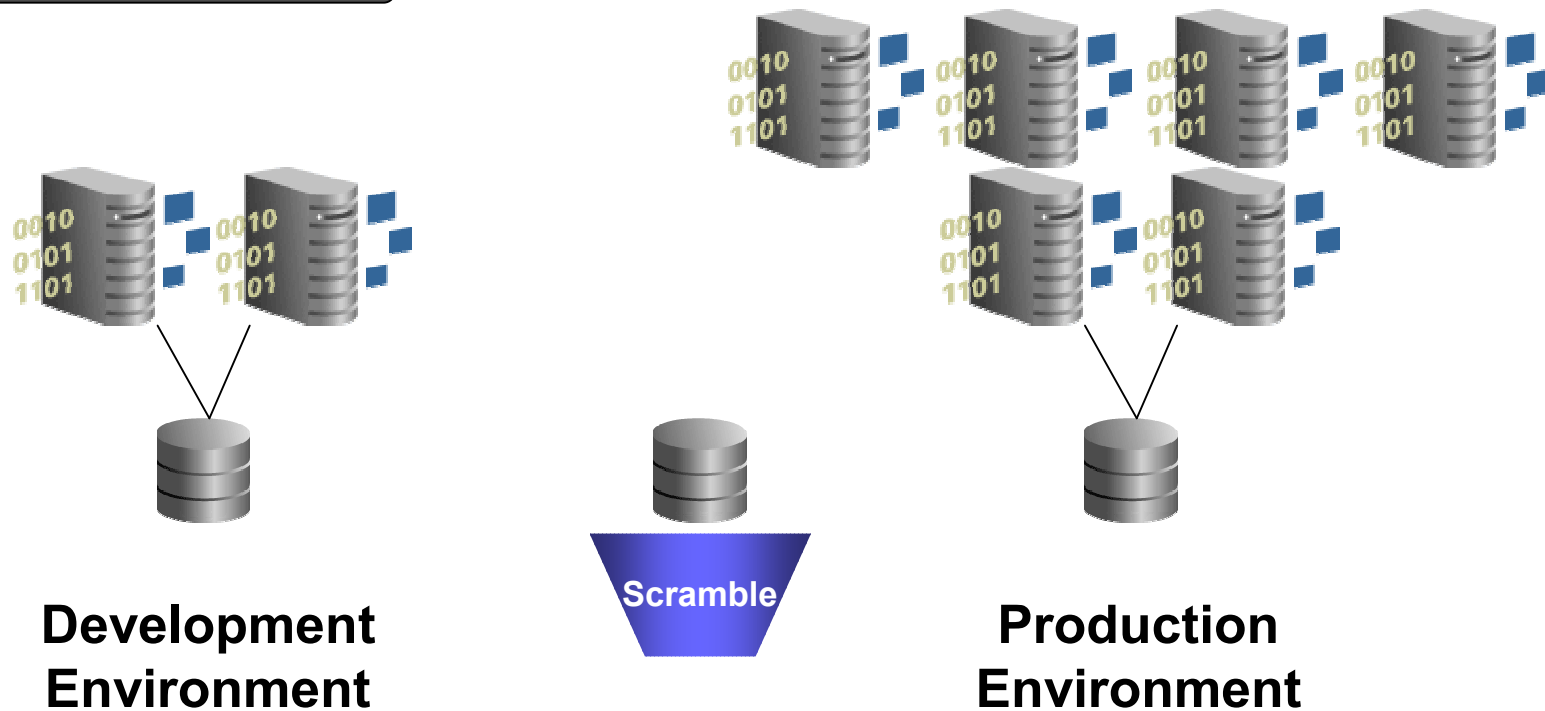
Centralized Management

Automated Cloning

Proactive Management

Tactical Management

illustration: Source to Target



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AMP: Key Capabilities

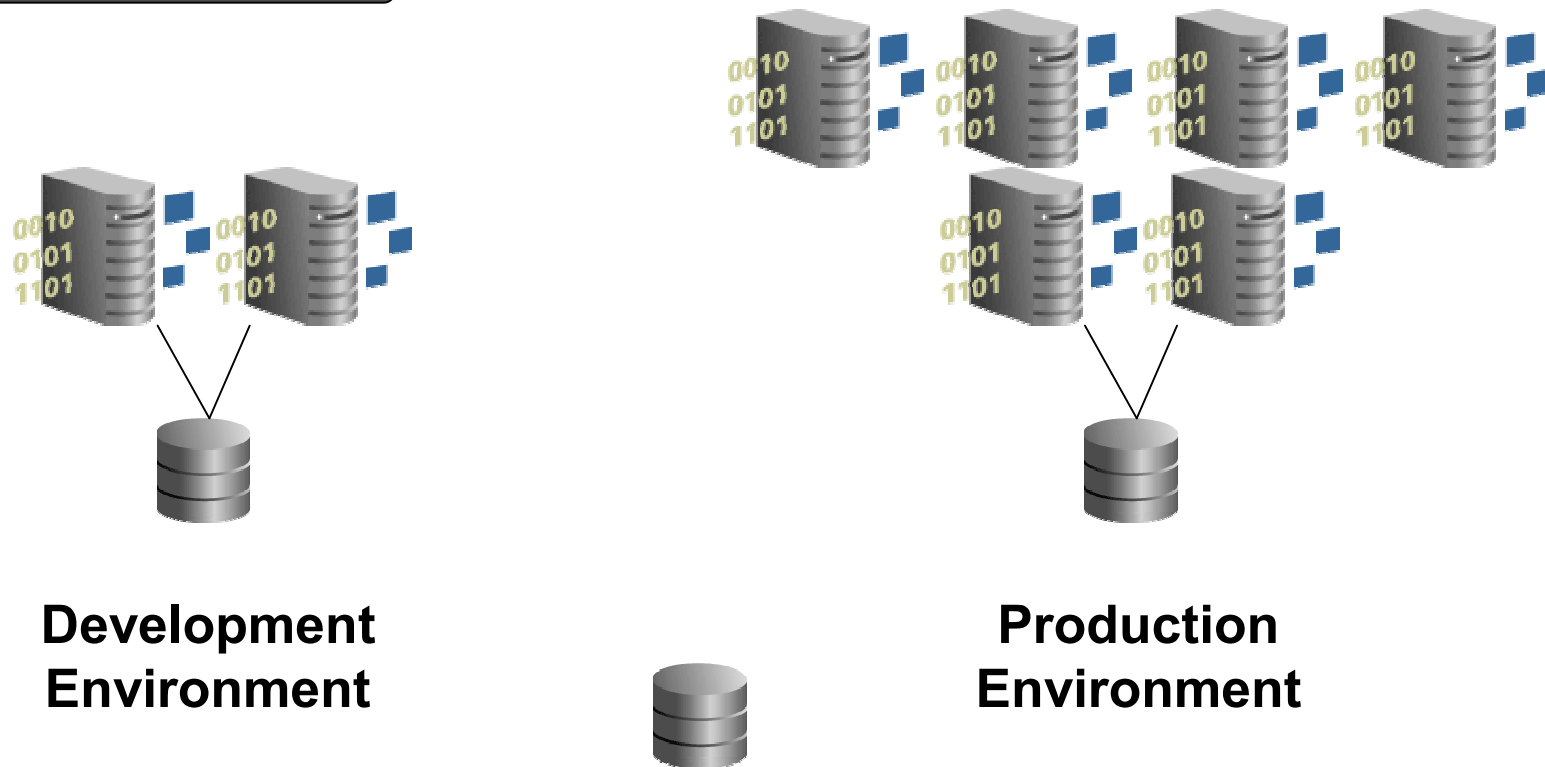
Centralized Management

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Proactive Management

Tactical Management

illustration: Source to Target



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AMP: Key Capabilities

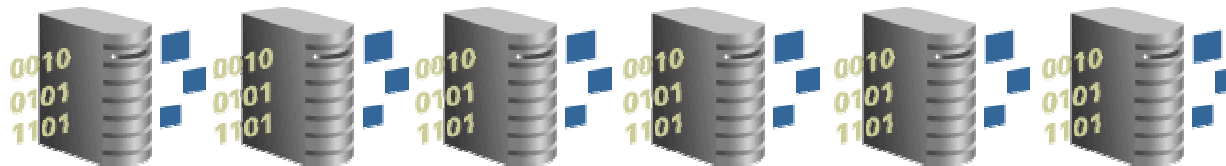
Centralized Management

Automated Cloning

Proactive Management

Tactical Management

illustration: Image to Target (Provisioning)



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AMP: Key Capabilities

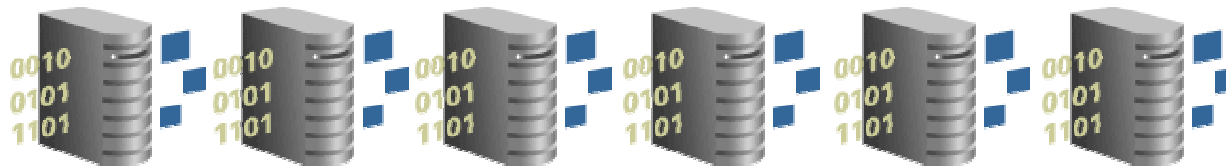
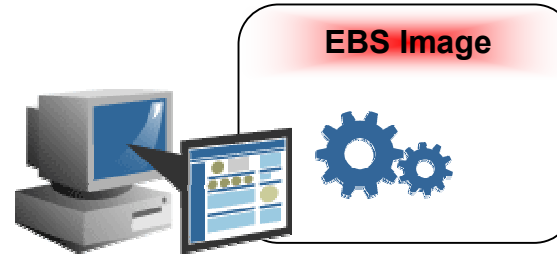
Centralized Management

Automated Cloning

Proactive Management

Tactical Management

illustration: Image to Target (Provisioning)



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AMP: Key Capabilities

Centralized Management

Automated Cloning

Proactive Management

Tactical Management

- **Pro-actively Monitor: System & Service**
 - Availability
 - Performance
 - Usage
- **Service Levels (Availability & Performance)**
 - Measured against goals set
 - Alerts / Notification raised when thresholds breached
- **Quick Diagnosis**
 - Built in Root Cause Analysis Scripts
 - Topology View: Captures scripts result
- **Generates Reports**
 - Service Level Compliance: 24hrs / 7 days / 31 days

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AMP: Key Capabilities

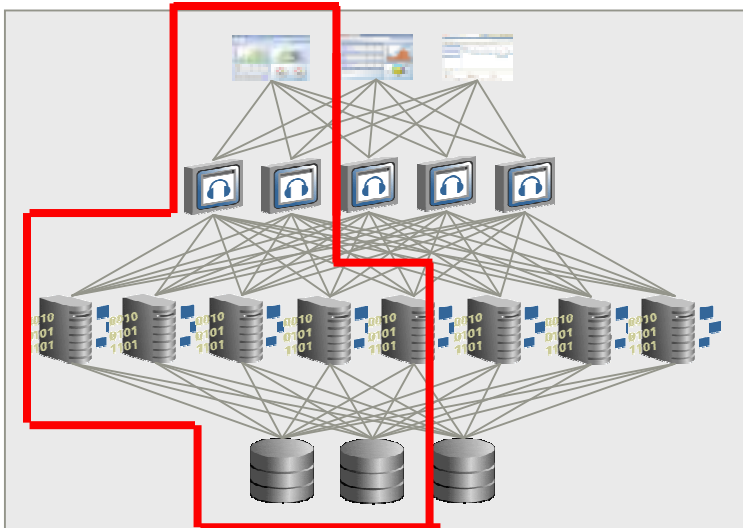
Centralized Management

Automated Cloning

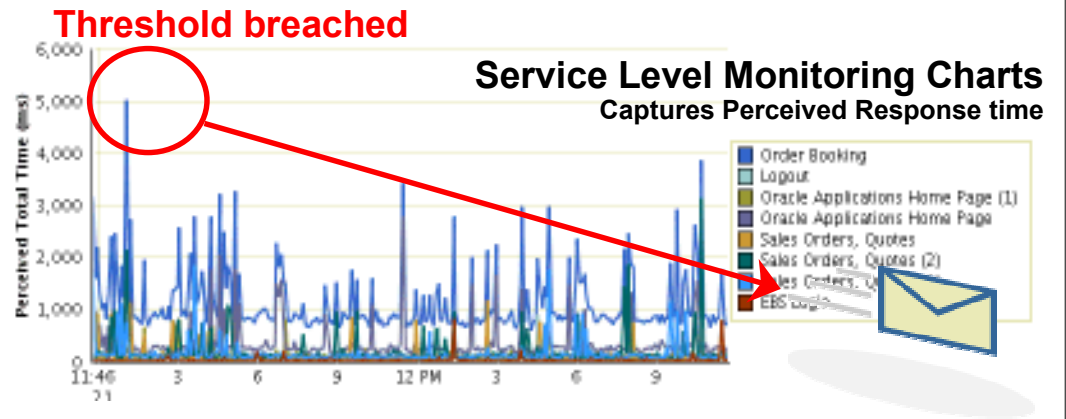
Proactive Management

Tactical Management

illustration



Model: Order Booking
Business Hours: 9.00 a.m – 5.00 p.m



7.45 a.m Critical
Order Booking
Transaction Failing



Administrator Logs into
Enterprise Manager Grid Console

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AMP: Key Capabilities

Centralized Management

Automated Cloning

Proactive Management

Tactical Management

illustration



Topology View

Possible Causes of Service Failure

Grid Control has performed Root Cause Analysis for this service failure and has identified the following possible causes. Click Root Cause Analysis Details to view details related to this analysis.

Confidence: **Medium**

Last Analysis: Oct 23, 2007 7:59:27 AM

Timestamp (GMT)	Target Name	Target Type	Message
Oct 20, 2007 12:59:36 AM	LA2036-Concurrent Processing Service	Concurrent Processing Service	Service is down: 2 key components are down: ls2036.LA2036-App Listener LA2036.ls2036.APPL_TOP.Context.
Oct 20, 2007 12:59:36 AM	LA2036-Workflow Service	Workflow Service	Service is down: 2 key components are down: ls2036.LA2036-App Listener LA2036.ls2036.APPL_TOP.Context.

Root Cause Analysis Details

Key Test Summary

Test	Test Type	Status	Alerts
No Test Defined.			

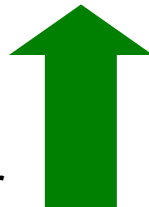
Root Cause Analysis Scripts



Workflow Listener Down



Restart Listener and all services



Its Business as usual

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AMP: Key Capabilities

Centralized Management

Automated Cloning

Proactive Management

Tactical Management

- **Availability: Up / Down**
 - E-Business Suite infrastructure components
- **Performance Dashboard: provides metrics for**
 - Infrastructure
 - Concurrent Processing
 - Workflow
 - Forms / Self Service Usage
 - JVM Usage across nodes
- **Configuration Reports**
 - Non-functional E-Business Suite configuration
 - System Overview
 - Patch / Patchset Level
 - Concurrent Processing / Workflow Configuration
 - Autoconfig

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AMP: Key Capabilities

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Screenshot: Performance Dashboard

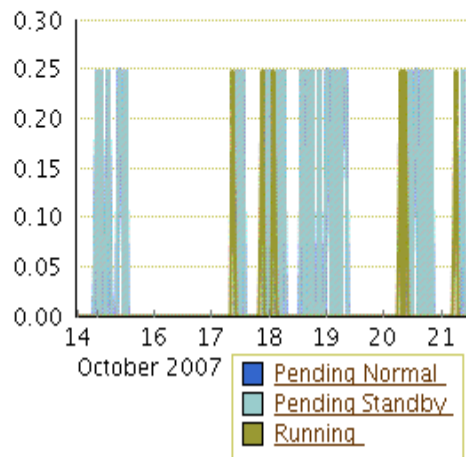
Page Refreshed Oct 21, 2007 3:13:47 PM 

View Charts Activity

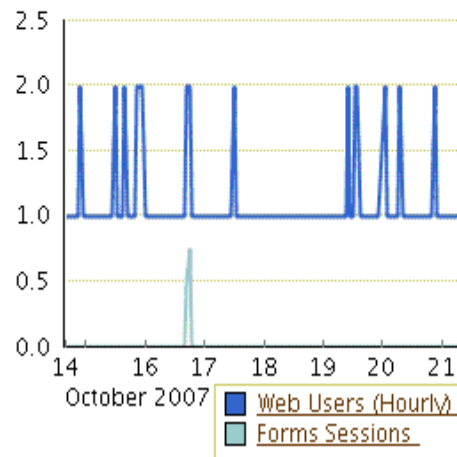
View Data Last 7 days

Activity

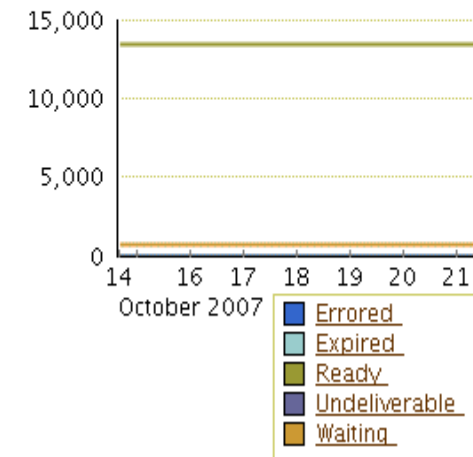
Concurrent Requests



User Sessions



Workflow Items



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AMP: Key Capabilities

Centralized Management

Automated Cloning

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Tactical Management

Screenshot: Patch Information

Patchset Information

Previous 1-10 of 195 Next 10

Application Short Name	Application Name	Patch Level	Creation Date	Product Version	Status
LNS	Loans	R12.LNS.A	Jun 29, 2004 1:06:40 AM	12.0.0	I
MFG	Manufacturing	R12.MFG.A	Sep 7, 1995 11:09:02 AM	12.0.0	S
WPS	Manufacturing Scheduling	R12.WPS.A	Dec 16, 1999 6:12:27 AM	12.0.0	I
AMS	Marketing	R12.AMS.A	Dec 16, 1999 6:12:27 AM	12.0.0	I
AMV	Marketing Encyclopedia System	R12.AMV.A	Dec 16, 1999 6:12:27 AM	12.0.0	S
BIM	Marketing Intelligence	R12.BIM.A	Dec 16, 1999 6:12:27 AM	12.0.0	I
MRP	Master Scheduling/MRP	R12.MRP.A	Sep 7, 1995 11:09:02 AM	12.0.0	I
JTM	Mobile Application Foundation	R12.JTM.A	Dec 13, 2001 5:12:29 AM	12.0.0	I
MWA	Mobile Applications	R12.MWA.A	Jan 6, 2000 11:01:27 AM	12.0.0	I
CUS	Network Logistics		Dec 16, 1999 6:12:27 AM	12.0.0	I

Previous 1-10 of 195 Next 10

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AMP: 2.0.1



AMP: 2.0.1

- Released On: 08th February 2008
- Rollup over V2.0
 - Containing key bug fixes
- Key Capabilities / Fixes
 - More options to register E-Business Suite
 - Stabilize advance clone options
 - Support EBS Advances topologies



AMP: Roadmap



AMP: Future Release

- Hot Cloning
 - Support for Hot Cloning using Recovery Manager
- EBS Patching
- Certification
 - Enterprise Manager Grid Control
 - 10gR4
 - Adopting advanced SLM capabilities
 - 11g
 - Advanced Topologies



AMP Customer Case Study

On Demand



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What is Oracle On Demand?

Oracle Software Managed by Experts

ORACLE MANAGED APPLICATIONS

- E-Business Suite On Demand
- PeopleSoft Enterprise On Demand
- On Demand for Siebel CRM
- JDE EnterpriseOne On Demand
- JDE World On Demand
- Collaboration Suite On Demand
- Transportation Management
- Retail.com
- Retail Price Optimization
- Future Applications

ADDITIONAL SERVICES

LIFE CYCLE
SERVICES

VALUE
ADDED
SERVICES

SCALABLE
CAPACITY

ENGINEERED
UPGRADES

Third Party
Applications
Built On
Oracle
Technology

Oracle Application Strategy

Oracle Database Technology and Fusion Middleware

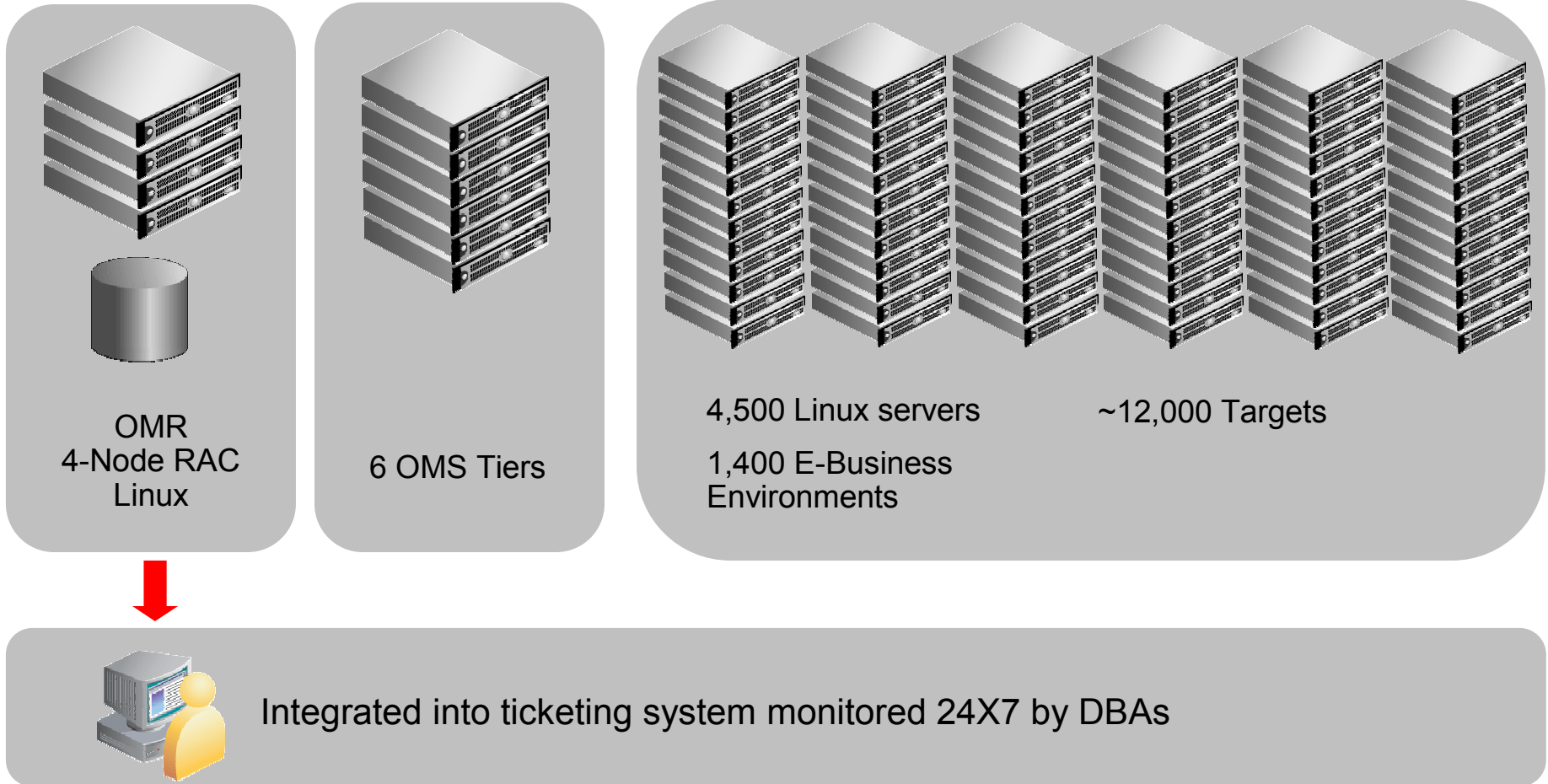
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E-Business Suite On Demand Quick Facts

- 1400 E-Business Suite Environments
 - ~24,000 Targets
 - Production environments run ~39 million concurrent jobs per month
 - ~6250 E-Business patches applied per month
 - ~600 clones per month
- 4500 Linux based systems
 - Commodity servers
 - 2X8 & 4X32
 - AMD and Intel
- 550 TB of NAS storage
 - Network Appliance
- Hosted in the Austin, TX Data Center
 - Tier IV
 - DR provided by Oracle's Data Center in Colorado Springs, CO

On Demand EMGC/AMP Solution





On Demand Goals with AMP

Reduce Management Costs

- Deployment
 - Automatic discovery of E-Business Suite environments
- Monitoring
 - Increased target coverage
- Capacity Management
 - Performance Dashboard
- Change Management
 - Patch Analysis
 - Cloning and data scrambling capabilities



Benefits

- Centralized control: “data center view”
- Removal of bespoke monitoring solution
- Improved performance monitoring
- 50% efficiency increase in cloning activities
 - Customizable framework
 - Move to an exception based model
- 35% efficiency increase in pre-patching activities
 - Impact Analysis
 - Downloading
 - Merging (multiple and NLS)

Summarize..

**LOWER
TCO**

Centralized Mgmt

- Monitor multiple EBS Instances
- Centralized mgmt of Concurrent processing, Workflow, Forms and Self Service

**High
Agility**

Automated Cloning

- Automatically Clone EBS for scale up / down
- Data Scrambling
- Customizable Clone Procedures

**High
Availability**

Pro-active Monitoring

- Pre-packaged business flows monitored for Service Level
- Root Cause Analysis
- Alert with corrective actions

**High
Performance**

Tactical Management

- Up/Down time for components
- Technology Configuration reports
- Patch level info
- Diagnostics Reports

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AMP: Demo





Q & A

QUESTIONS
ANSWERS

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