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# CON9480: Simplify and Enhance Siebel Management Technologies with Oracle Enterprise Manager

Kenneth Baxter, Oracle

Ashwin Kumar Karkala, Oracle

Paul Beresford, ANZ Bank



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# Program Agenda

- Oracle's Application Management Strategy with Enterprise Manager
- Solution Overview: Application Management Suite for Siebel
- Customer Co-Presentation: Australia and New Zealand Banking Group (ANZ): Siebel End-User Management with RUEI

# Oracle's Application Management Strategy with Enterprise Manager



# Siebel Management Challenges

- Highly distributed multi-target environment
- No centralized repository or management point
- No historical data
- No Application performance data (i.e., actual or synthetic)



## Consequences

High IT Complexity  
--  
High IT Cost  
--  
Poor Customer Satisfaction

# Oracle Enterprise Manager 12c

*The Complete Management Solution*

**Complete Cloud  
Lifecycle Management**

**Integrated Cloud  
Stack Management**

**Business-Driven  
Application Management**

- Business Service Alignment
- Maximum Visibility
- Complete Governance
- Flexible Automation



# End to End Management for Siebel Applications

## Application Management Suite for Siebel

- Advanced Siebel Application Management
- Downward integration with Middleware, Database, and infrastructure management tools

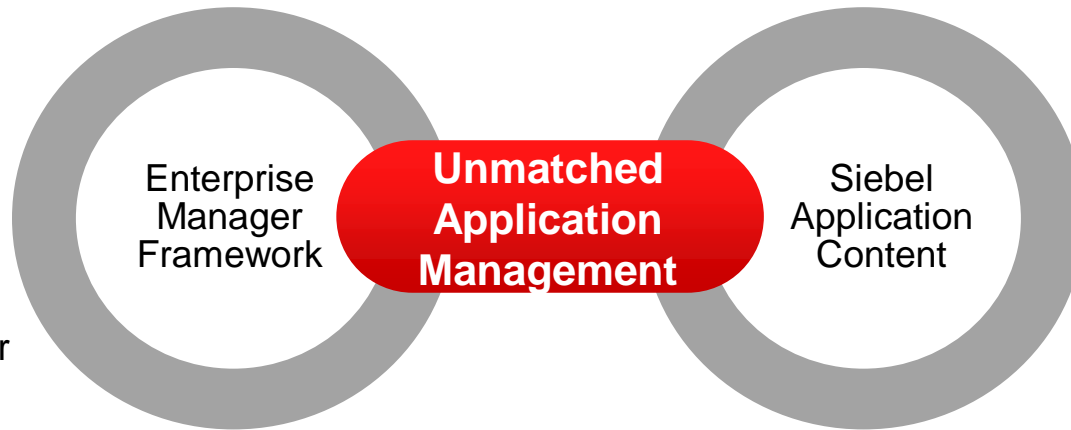




# Application Management Strategy

## *Enterprise Manager Framework and Siebel Content*

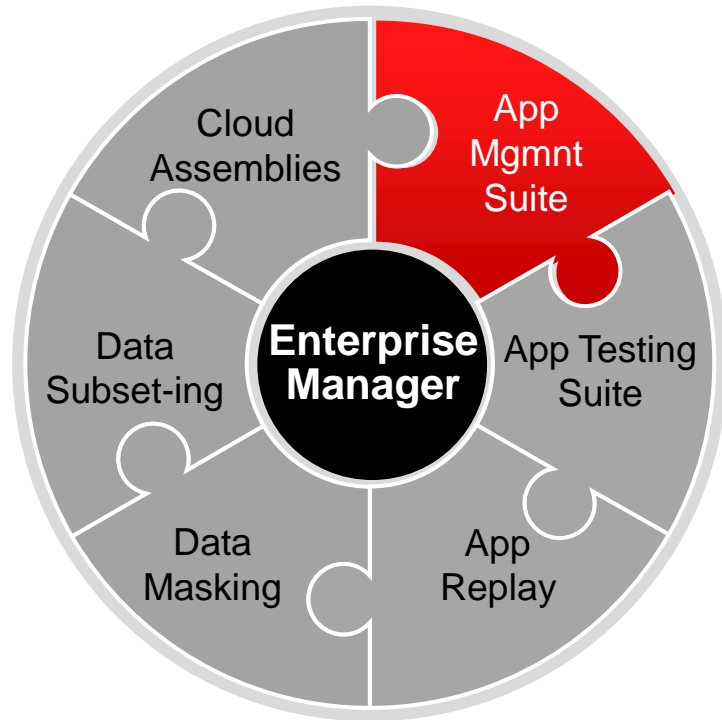
- Agents
- Systems and Services
- End-User Monitoring
- Alerts
- Notifications
- Incident Manager
- Dashboards
- SLM Management
- BI Reports
- ...and more



- Siebel Metrics
- Target Organization
- Siebel Application Services
- Siebel Compliance Rules and Standards
- Siebel configuration and topology
- Siebel Patch inventory recommendations
- ...and more

# Application Management Strategy

## *Solution Portfolio for Oracle Applications*



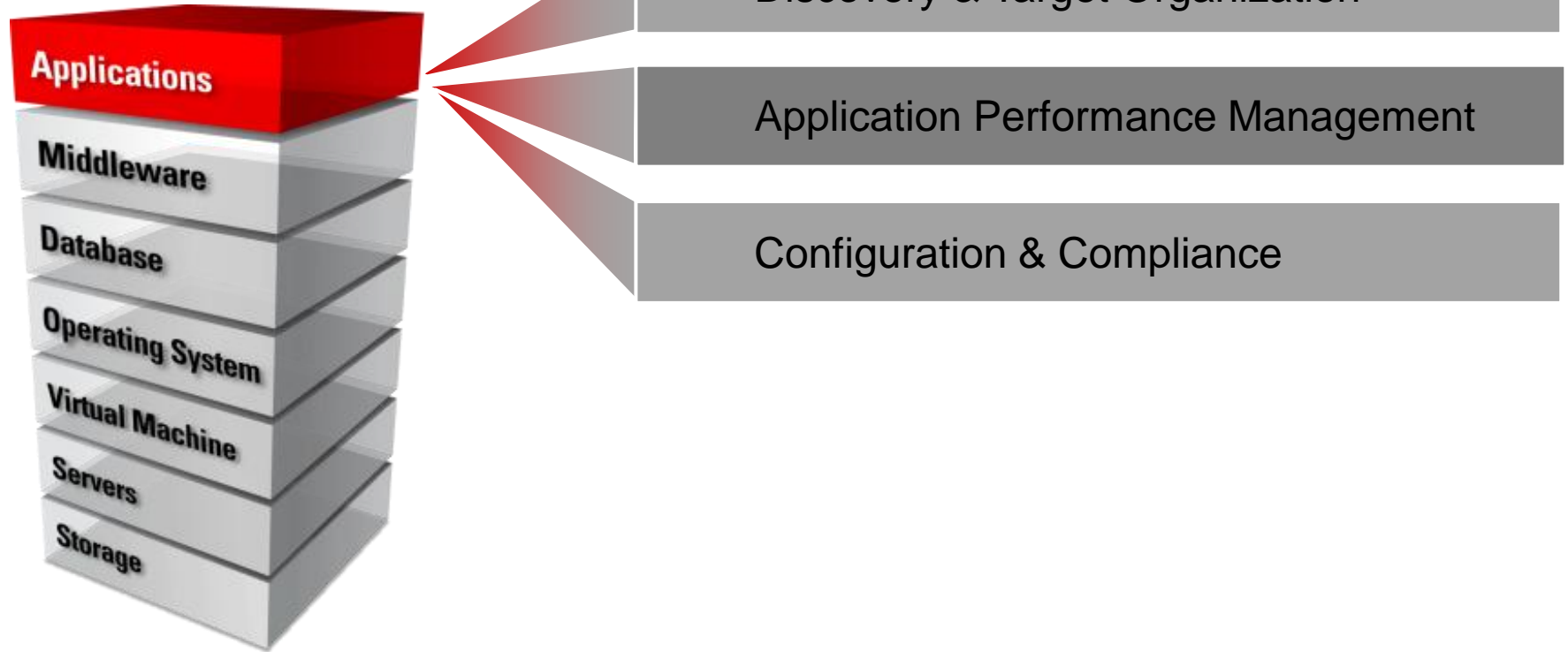
- Siebel
- Fusion Applications
- E-Business Suite
- PeopleSoft
- JD Edwards
- Other Oracle Applications

Built-in integrations

# Solution Overview: Application Management Suite for Siebel

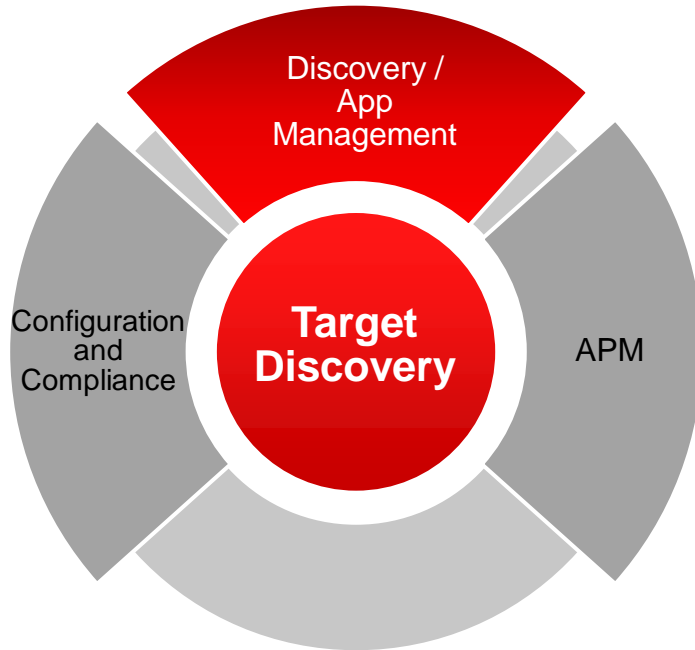


# Enterprise Manager for Siebel



# Application Management Suite

## Discovery / App Management



- Target recognition & organization
- Centralization and consolidation
- Multi-Enterprise/Server visibility
- Ad-hoc & historical reporting
- Upstream/downstream integration

# Managing Siebel with Enterprise Manager

## Manage by Dashboards and Reports: Siebel Infrastructure

Consolidated view of the Siebel tech stack, including Extended Targets (e.g., DB)

**ORACLE Enterprise Manager Cloud Control 12c**

Siebel Enterprise: siebel\_slc01nqr.us.oracle.com > Siebel Component Targets

Target	Status	Type	Incidents	Compliance Violations
eServiceObjMgr_enu_CallCenter_serv...	↓	Siebel Component	1 0 0	0 0 0
TxnRoute_Remote_server1_siebel_slc0...	↓	Siebel Component	1 0 0	0 0 0
TxnProc_Remote_server1_siebel_slc0...	↓	Siebel Component	1 0 0	0 0 0
TxnMerge_Remote_server1_siebel_slc...	↓	Siebel Component	1 0 0	0 0 0
TxnProc_Remote_server2_siebel_slc0...	↓	Siebel Component	1 0 0	0 0 0
TxnRoute_Remote_server2_siebel_slc...	↓	Siebel Component	1 0 0	0 0 0
TxnMerge_Remote_server2_siebel_slc...	↓	Siebel Component	1 0 0	0 0 0

Severity	Target	Type	Last Updated	Status	Summary	Escalated
🚫	TxnMerge_Remote_server1_siebel_slc01nqr.us.oracle.com	Siebel Component	Sep 16, 2013 9:14:59 PM PDT	New	The current status of the target is V2 #sDown;	No
🚫	eServiceObjMgr_enu_CallCenter_server1_siebel_slc01nqr.us.oracle.com	Siebel Component	Sep 16, 2013 9:14:59 PM PDT	New	The current status of the target is V2 #sDown;	No
🚫	TxnRoute_Remote_server1_siebel_slc01nqr.us.oracle.com	Siebel Component	Sep 16, 2013 9:14:59 PM PDT	New	The current status of the target is V2 #sDown;	No
🚫	TxnProc_Remote_server1_siebel_slc01nqr.us.oracle.com	Siebel Component	Sep 16, 2013 9:14:59 PM PDT	New	The current status of the target is V2 #sDown;	No
🚫	TxnProc_Remote_server2_siebel_slc01nqr.us.oracle.com	Siebel Component	Sep 17, 2013 8:16:41 AM PDT	New	The current status of the target is V2 #sDown;	No
🚫	TxnMerge_Remote_server2_siebel_slc01nqr.us.oracle.com	Siebel Component	Sep 17, 2013 8:16:41 AM PDT	New	The current status of the target is V2 #sDown;	No
🚫	TxnRoute_Remote_server2_siebel_slc01nqr.us.oracle.com	Siebel Component	Sep 17, 2013 8:16:41 AM PDT	New	The current status of the target is V2 #sDown;	No

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View Siebel Targets and access their Homepages for analysis

# Target Discovery and Organization

## Cornerstone of Proactive Management of Siebel

**Consolidation of all Siebel Enterprises**

**Multi-Enterprise and Server visibility and access**

Name	Type	Status	Most Utilized Siebel File System (%)	CPU Utilization (%)	Memory Utilization (%)
▼ All Siebel Enterprises					
▼ siebel_slc01nqr.us.oracle.com	Siebel Enterprise	n/a			
server_1_siebel_slc01nqr.us.oracle.com	Siebel Server	↑	39.0%	0.0%	17.1%
server_2_siebel_slc01nqr.us.oracle.com	Siebel Server	↑	30.0%	0.0%	18.1%
▼ siebel_stuzx46.us.oracle.com	Siebel Enterprise	n/a			
aixserver_1_siebel_stuzx46.us.oracle.com	Siebel Server	↑	85.0%	0.0%	0.0%
solserver_2_siebel_stuzx46.us.oracle.com	Siebel Server	↑	25.0%	0.0%	0.0%



# Target Discovery and Organization

**Tailor, Extend, and Analyze the Siebel Enterprise**

**Personalize Siebel Homepages**

**Easy access to related Siebel Targets (Siebel Server, ORACLE\_HOME, Siebel Components)**

**General**

Gateway: slc01nqr.us.oracle.com ↑  
Workflow: Workflow\_siebel\_slc01nqr.us.oracle.com ↑  
Last Updated: September 06 2013 02:58:36 PM PDT [Update Enterprise]

Server Components: 82 (↑ 75 ↓ 7) [Update Enterprise]

Application Services: 8 (↑ 7 ↓ 1) [Update Enterprise]

Extended Infrastructure Targets: 1 (↑ 1 ↓ 0) [Update Enterprise]

Oracle Home of the Associated Siebel Gateway: SES\_HOME\_2155\_slc01nqr

**Incidents**

View: Category: Capacity [Severity: 0, Status: 1, Type: 0]

Summary	Target	Severity	Status	Escalation level	Type	Time since last update
Task Utilization is 100%, crossed warning (80) or critical (90) threshold.	[Target Icon]	[Severity Icon]	New	-	Incident	0 days 13 hours

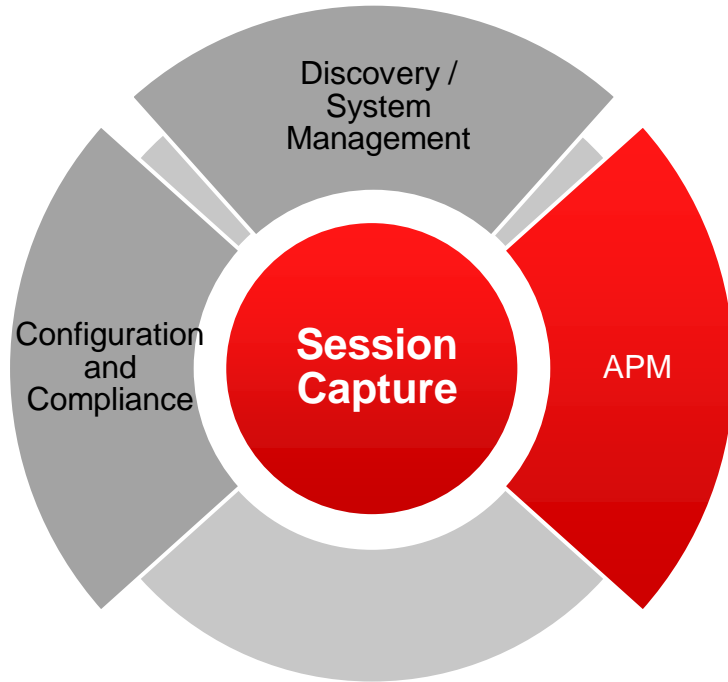
Columns Hidden: 14 Updated in the last 31 days

**Siebel Servers**

Name	Health	Associated Oracle Home	Most Utilized Siebel File System (%)	CPU Utilization (%)	Memory Utilization (%)	Top Server Components By Tasks		
						Name	Running Tasks	Max. Allowed Tasks
server1_siebel_slc01nqr.us.oracle.com	↑	SES_HOME_2155_slc01nqr	39.0%	0.0%	17.1%	SCBroker_System_se	1	1
						SvrTblCleanup_System	1	1
						SvrTaskPersist_System	1	1
						SCBroker_System_se	1	1
						SvrTblCleanup_System	1	1
						SvrTaskPersist_System	1	1
server2_siebel_slc01nqr.us.oracle.com	↑	siebel_0_slc01qhn	30.0%	0.0%	18.1%	SCBroker_System_se	1	1
						SvrTblCleanup_System	1	1
						SvrTaskPersist_System	1	1

# Application Management Suite

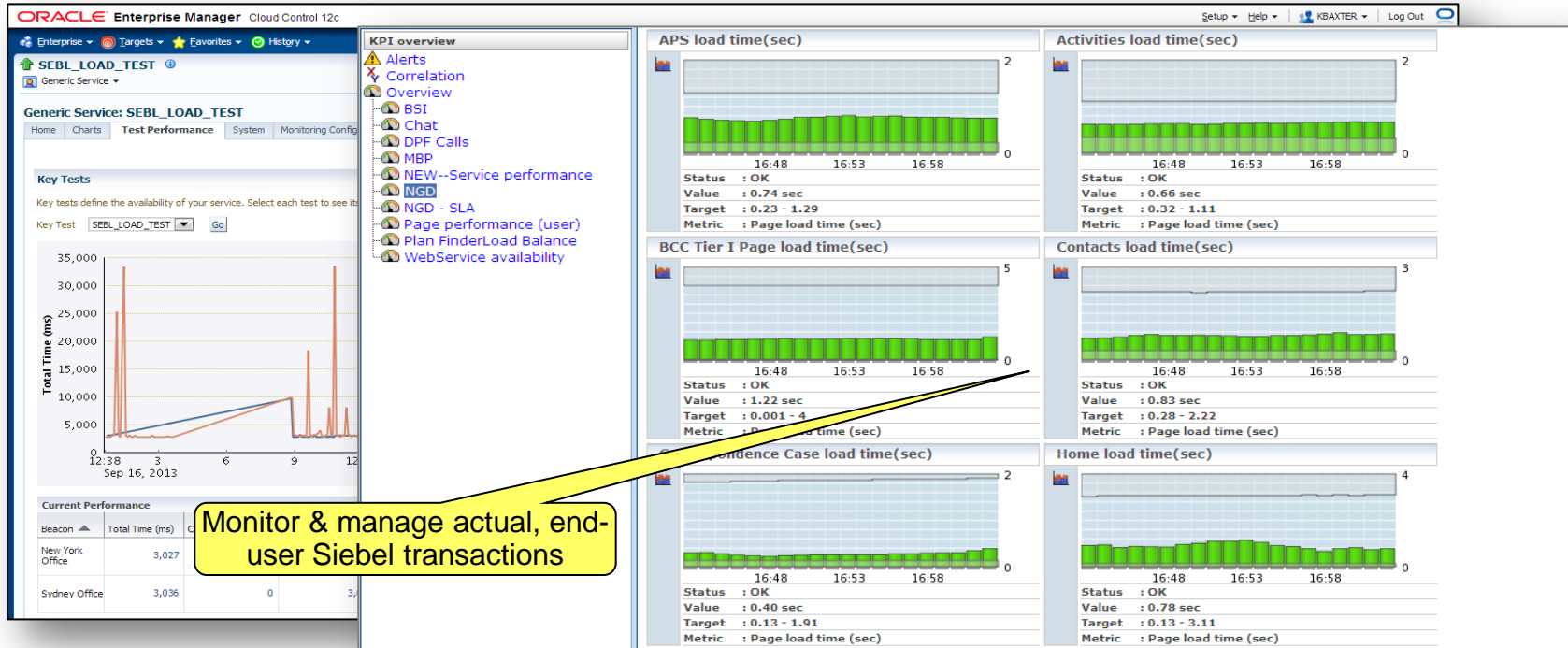
## Application Performance Management (APM)



- End-user monitoring, featuring RUEI
- End-to-End integration with User and System Performance Reports
- Objective end-user performance metrics
- Synthetic transactions
- Siebel Apps aware

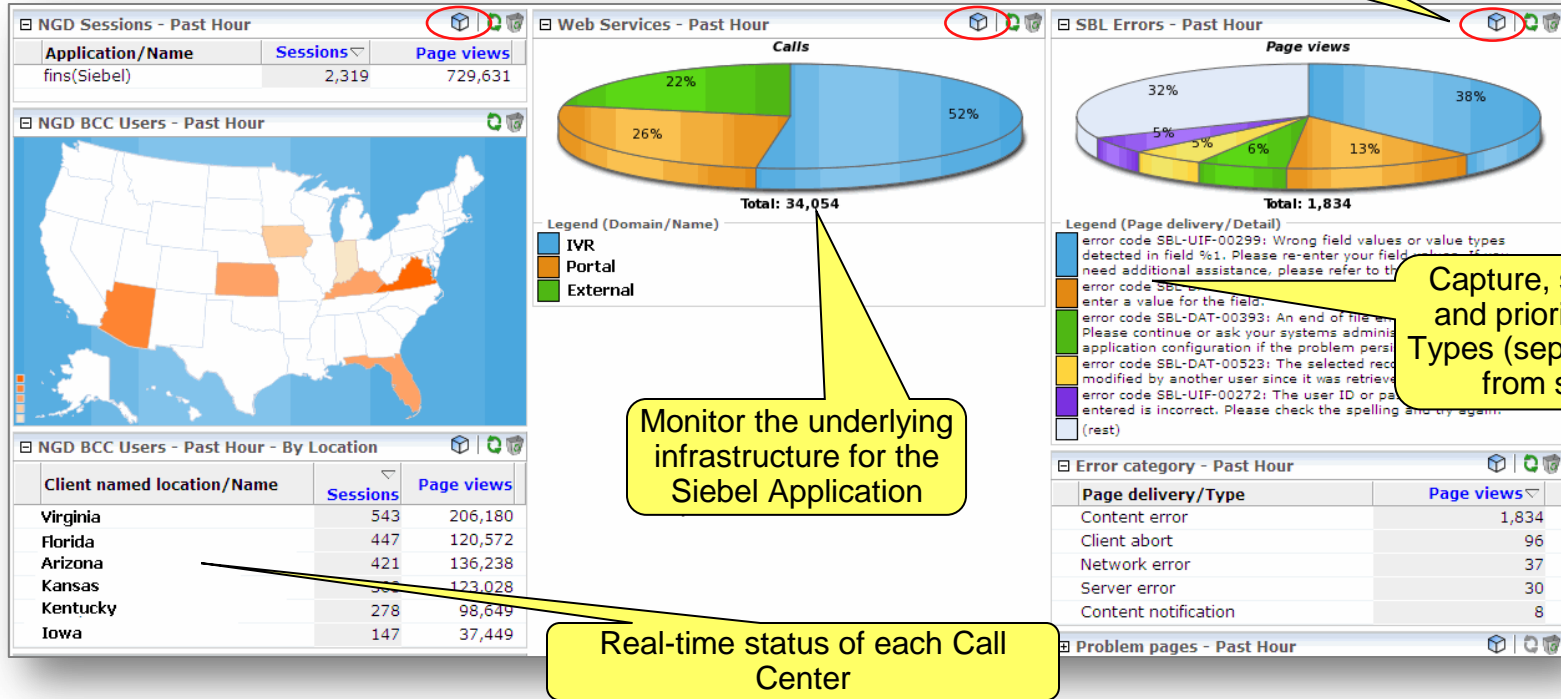
# Managing Siebel with Enterprise Manager

## Exploit End-User and Service Test Capabilities



# Managing Siebel with Enterprise Manager

## Manage by Dashboards and Reports: RUEI



# Managing Siebel with Enterprise Manager

## Manage by Dashboards and Reports: Service Tests

**ORACLE Enterprise Manager** Cloud Control 12c

Services and SLAs Dashboard > SEBL\_LOAD\_TEST : Service Status

### SEBL\_LOAD\_TEST : Service Status

View: Services and SLAs Dashboard

Page Refreshed On Sep 19, 2013 12:22:26 PM PDT Refresh

**General**

Current Status **Up**  
 Since **Sep 16, 2013 8:44:25 PM**  
 Availability (%) **100.00**  
 Down Time (minutes) **0.00**  
 Unmonitored Time (minutes) **0.00**

**Availability**

Name	Current Status
SEBL_LOAD_TEST	Up
SEBL_LOAD_TEST	Up
Sydney Office	Up
New York Office	Up

**Availability History**

3:48PM 7:13PM 10:39PM 2:05AM 5:31AM 8:56AM  
 Sep 18, 2013 12:22:26 PM Sep 19, 2013 12:22:26 PM

**Alerts**

Alert Type	Start Date	End Date	Duration	Remarks
Usage - Total CPU time for com...	Sep 18, 2013 10:47:08 AM	Ongoing	Ongoing	
Performance - First Byte Time ...	Sep 18, 2013 12:45:22 AM	Ongoing	Ongoing	
Usage - Average connect time f...	Sep 18, 2013 2:47:03 AM	Ongoing	Ongoing	
Performance - Total Time (ms)	Sep 18, 2013 8:25:40 PM	Sep 18, 2013 8:30:25 PM	00h:04m:45s	
Performance - Total Time (ms)	Sep 18, 2013 12:36:56 AM	Sep 19, 2013 12:40:25 AM	00h:04m:29s	
Performance - Total Time (ms)	Sep 19, 2013 5:05:57 AM	Sep 19, 2013 5:10:26 AM	00h:04m:29s	
Performance - Total Time (ms)	Sep 19, 2013 8:15:39 AM	Sep 19, 2013 8:20:26 AM	00h:04m:47s	

**System Status**

System Components: siebel\_sic1npr.us.oracle.com (Up)

**Legend**

- Up Time(100%)
- Down Time(0%)
- Unknown(0%)

# Application Performance Management

## Business Applications: Consolidated RUEI+EM+Siebel Data

New!

**Oracle Enterprise Manager Cloud Control 12c**

Enterprise > Targets > Favorites > History

Search Target Name

Setup Help KBAXTER Log Out

Enterprise > Siebel > Business Application

**General**  
Up Since Sep 18, 2013 11:57:54 PM  
RUEI - Key Performance Indicators (KPI) ✔  
Availability (%) 100

**System Status**  
System siebel\_slc01nqr.us.oracle.com  
106 Members Down 9 Up 97

**Most Affected Members (Last 24 Hours)**

Name	Type	Key Member	Status	Availability (%)
TxnMerge_Remote_server1_siebel_slc...			↓	
TxnProc_Remote_server1_siebel_slc...			↓	
TxnRoute_Remote_server1_siebel_sl...			↓	
Remote_server1_siebel_slc01nqr.us...			↓	
eServiceObjMgr_enu_CallCenter_ser...			↓	
TxnProc_Remote_server2_siebel_slc...			↓	
TxnRoute_Remote_server2_siebel_sl...			↓	
Remote_server2_siebel_slc01nqr.us...			↓	

**Business Transactions**  
RUEI - Key Performance Indicators (KPI)

Metric	Status	Measured Values		Defined Thresholds	
		Trend	Current	Min	Max
Application Hits per Min	✔		32	5	-
End to End Time per Hit (ms)	?		-	53 ms	711 ms

**Service Test Status**  
 Show Only Key Tests

Name	Type	Status	History
▼ Siebel		↑	
▼ bgates		↑	
Beacon from RUEI Host		↑	
▼ lpage		↑	
Beacon from RUEI Host		↑	
▼ sjobs		↑	
Beacon from RUEI Host		↑	
▼ Siebel_load		↑	
Beacon from RUEI Host		↑	
▼ ping siebel		↑	

**Incidents and Problems Overview**

Incidents  
Updated in last 24 hours 1

Breakdown of incidents updated in the last 24 hours

Category	🚫	⚠️	🚩
Availability	-	-	1
Performance	-	-	1
Security	-	-	-
Others	-	-	1

Problems  
Total Open 0

**Callouts:**

- New Target Type with all of the associated capabilities
- Siebel RUEI visibility and access
- Siebel "System" visibility and access
- Siebel Service Test visibility and access

# Application Performance Management

## Business Applications: Consolidated RUEI+EM+Siebel Data

New!

The screenshot shows the Siebel RUEI Session Diagnostics interface. A yellow callout box points to the 'Find the End-user' search field. Another yellow callout box points to the 'Page Load Time (s)' column in the 'Session Activity' table, highlighting a value of 1.319 for the 'ExecuteLogin' step.

**Find the End-user**

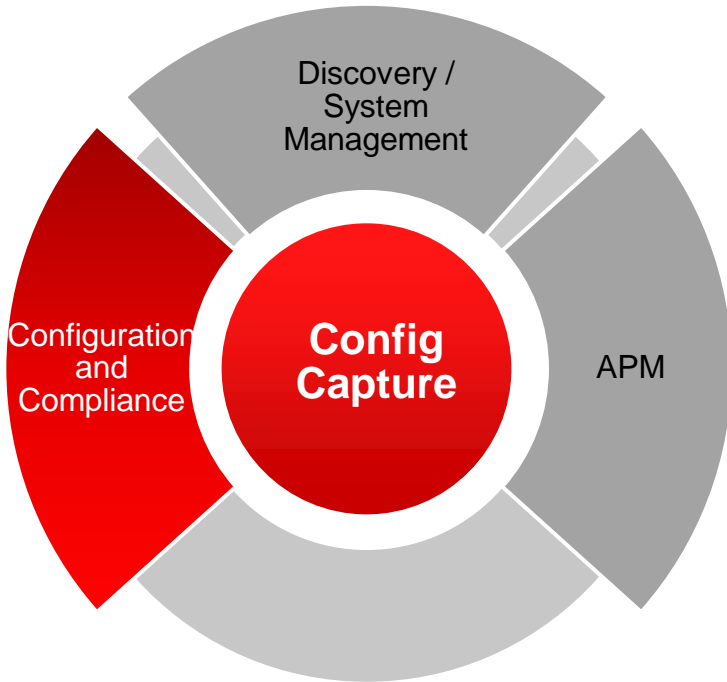
**Easily identify poorly performing steps in the session**

Session Activity		Page Load Time (s)	Info	Object End-to-end Time (ms)	Time
ExecuteLogin	Execute Login	1.319			09/19 09:29
GotoView	Sales Home Page	0.103			09/19 09:29
GetViewLayout	Sales Home Page	0.203			09/19 09:29
GotoPageTab	sales	0.107			09/19 09:29
GetViewLayout	Opportunity Screen Homepage	0.142			09/19 09:29
InvokeMethod	Opportunity Screen Homepage	0.136			09/19 09:29
GetViewLayout	Opportunity Home Public and Private View Link List				



# Application Management Suite

## Configuration and Compliance



- Enforce Siebel “Best Implementation Practices” with Compliance Rules and Standards
- Cornerstone for Topology, Scale-out, Patch Analysis, Drift Analysis, and Health Checks
- Compare configurations between instances or over time
- Detect unauthorized changes

# Configuration and Compliance

## Enabling Compliance and Comparisons with Named Value Pairs

The screenshot displays the Oracle Enterprise Manager interface for a Siebel Component Configuration. A red box highlights the configuration name in the 'Latest Configuration' section. A yellow callout points to the breadcrumb navigation path, indicating the ability to drill down on individual components. Another yellow callout points to the search and configuration properties area, highlighting complex analytical capabilities. A red oval highlights the 'MaxTasks' property in the configuration table, with an arrow pointing to a red box containing the text 'MaxTasks=20'.

**Drill down on individual components**

**Complex analytical capabilities made possible by name-value pairs**

**Forms the basis for Compliance Scores and comparison reporting**

Property Name	Property Value
MaxAcceptedConnections	300
MaxLogFiles	5
MaxMTServers	1
MaxPingTime	10
MaxPoolThreads	0
MaxSharedDbConnections	-1
MaxTaskHistory	20
MaxTasks	20
MaximumPageSize	100
MemoryBasedRecycle	True
MemoryLimit	1500
MemoryLimitPercent	20
MemoryProfileArgs	False
MemoryProfileFlag	False
MinMTServers	1

**MaxTasks=20**

# Configuration and Compliance

## Separating Signal from Noise with Comparison Templates

- Comparison Templates
  - Control How and What is Compared
  - Ability to Ignore Certain Differences
  - Oracle Pre-Configured Templates
  - Customize Templates to Match Needs

ORACLE Enterprise Manager Cloud Control 12c

First Configuration Comparison Configurations Comparison Template Mapping Schedule and Notify Review and Submit

Compare Configurations : Comparison Template

Target Type: Siebel Server

Select the comparison template to be used for this comparison.

Comparison Template: Siebel Server Comparison Template

Template Owner: KBAXTER

Template Settings Member Settings

Exclude from Comparison

Property Settings Rules for Matching Instances Rules for Ignoring Instances

Property Name	Ignore Differences	Notify on Differences
Property Name	<input type="checkbox"/>	<input type="checkbox"/>
Property Value	<input type="checkbox"/>	<input type="checkbox"/>

- Ad-hoc as Well as Scheduled Comparisons
- Automatic Notification on Drift Detection

# Siebel Configuration & Compliance

## Siebel Patch Analysis



**Latest Configuration**

- SES\_HOME\_2155\_slc01nqr
  - Home Info
  - Oracle Homes with Dependents
  - CRS Nodes
  - Oracle Home Clone Properties
  - Components installed in Oracle Home
    - Install Types of Components
    - Component Dependencies
    - Patchsets installed in Oracle Home
    - Versioned Patches installed in Oracle Home**
    - Patches installed in Oracle Home
      - Components affected by Patch
      - Bugs fixed by Patch
      - Files affected by Patch

**Versioned Patches installed in Oracle Home**

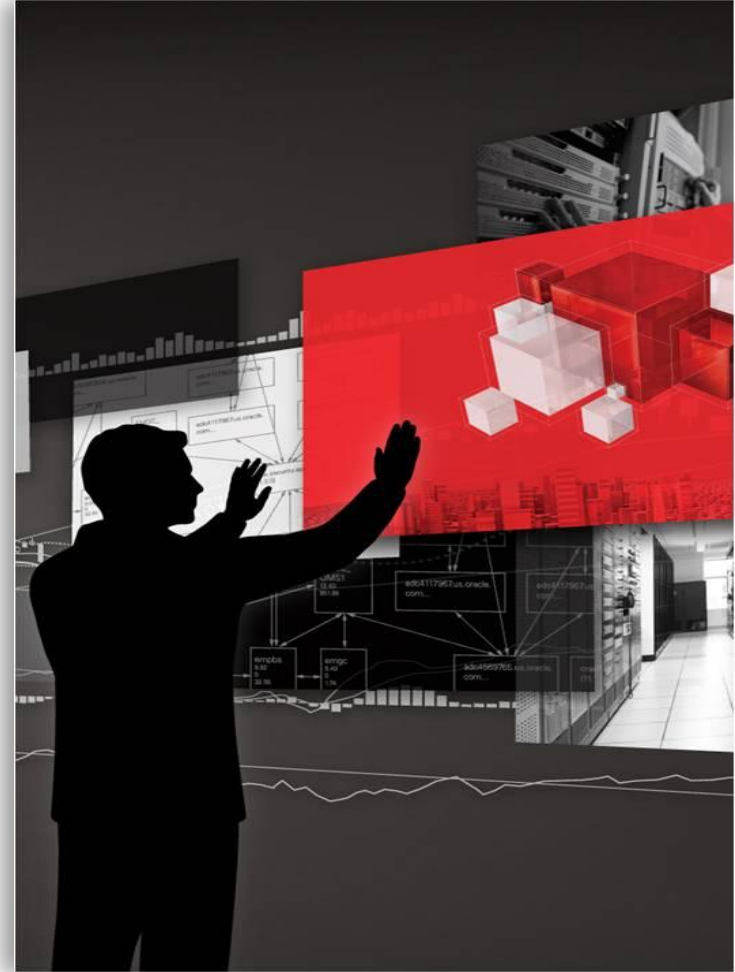
Search: Versioned Patch Name [ ] [Search] [Reset] [Add]

Configuration Properties: Collected Sep 16, 2013 8:07:05 PM [View] [Export] [Detach]

Versioned Patch Name	Versioned Patch Version	Base Component Version	Patchset Name	Patchset Version	Install Time	External name	Description	Languages	Installed Location	Installer Version	Minimum Version
ses.siebel.fieldsvc	8.1.1.10.0	8.1.1.0.0	oracle.siebel.ses.p...	8.1.1.10.0	2013-04-01	Patch of ses.siebel.fieldsvc		en	/scratch/aime/wor...	11.1.0.9.0	11.1.0.0.
ses.gateway.third...	8.1.1.10.0	8.1.1.0.0	oracle.siebel.ses.p...	8.1.1.10.0	2013-04-01	Patch of ses.gateway.third...	Thirdparty Files	en	/scratch/aime/wor...	11.1.0.9.0	11.1.0.0.
ses.db.thirdparty	8.1.1.10.0	8.1.1.0.0	oracle.siebel.ses.p...	8.1.1.10.0	2013-04-01	Patch of ses.db.thirdparty	Database Thirdparty Component	en	/scratch/aime/wor...	11.1.0.9.0	11.1.0.0.
ses.gateway.conf...	8.1.1.10.0	8.1.1.0.0	oracle.siebel.ses.p...	8.1.1.10.0	2013-04-01	Patch of ses.gateway.conf...		en	/scratch/aime/wor...	11.1.0.9.0	11.1.0.0.
ses.siebel.sisnapi.en	8.1.1.10.0	8.1.1.0.0	oracle.siebel.ses.p...	8.1.1.10.0	2013-04-01	Patch of ses.siebel.sisnapi.en		en	/scratch/aime/wor...	11.1.0.9.0	11.1.0.0.
ses.siebel.classes...	8.1.1.10.0	8.1.1.0.0	oracle.siebel.ses.p...	8.1.1.10.0	2013-04-01	Patch of ses.siebel.classes...		en	/scratch/aime/wor...	11.1.0.9.0	11.1.0.0.

- Auto-Discovery of Oracle Home
- Siebel Patches, Patchsets, etc.
- Historical and inter-instance comparisons

# Customer Co-Presentation: Australia and New Zealand Banking Group (ANZ): Siebel End-User Management with RUEI



# **Customer Co-Presentation: ANZ Bank Siebel End-User Management with Real User Experience Insight (RUEI)**

**Paul Beresford**  
**Head of Delivery Assisted Channels**  
**ANZ Banking Group**



# Agenda

- >About ANZ Bank (ANZ)
- >Siebel Environment: Key Facts
- >Investment Rationale for RUEI+Siebel Accelerator
- >Use Cases: How ANZ Leverages RUEI+Siebel Accelerator for Siebel Management
- >Benefits Achieved with RUEI+Siebel Accelerator
- >Lessons Learned and Next Steps with RUEI, Enterprise Manager, and Siebel



# About ANZ Bank



# About ANZ Bank

- > We provide a range of banking and financial products and services to around 8 million customers. We employ 48,000 people worldwide.
- > We are one of the five largest and most successful listed companies in Australia, and we are the number one bank in New Zealand.
- > We have assets of AU\$531.74 billion (as at 30 September 2010).
- > We operate in more than 32 countries across Australia, New Zealand, the Pacific, Europe, Dubai, USA and Asia including our technology and operations centre in Bangalore, India



\* Market Cap March 2013 – Top 12 US and AU Banks

# Siebel Environment at ANZ: Key Facts

# Siebel Environment: Key Facts

- > ANZ configured Siebel application is called iKnow.
- > Supports 16,000 users across 13 business units across 11 countries.
- > Sales and Service application used by Australia Branch Network, Private Bank, Commercial Bank, and Retail Call Centres
- > High availability requirements within country business hours, without Siebel the frontline can't sell!
- > Implemented modules:
  - Customer on-boarding including Know Your Customer (Siebel Finance)
  - Whole customer view (Siebel Finance)
  - Account origination (Siebel Finance & Siebel Credit Origination)
  - Needs Analysis (Siebel Finance)
  - Customer and Account Servicing (Siebel Finance)
  - Campaign, lead, opportunity, pipeline management (Siebel Finance & Siebel Campaigns)

The screenshot displays the Siebel iKnow application interface. At the top, it says "Welcome Paul Beresford" and "Queries: [dropdown]". The navigation bar includes "Home", "Find Customer", "Contacts", "Activities", "Correspondence", "Opportunities", "Service Requests", "Applications", and "Select Task". The main content area is titled "Address Update" and contains a sub-section "Update address" with a confirmation button. The primary form is titled "> Select or Enter new address AND apply changes to Customer and accounts". It features a "Select Address" dropdown menu with the value "NEW ENGLAND HWY ARMIDALE NSW 2350 Australia". Below this is an "OR" section with a "Country" dropdown set to "Australia" and a "Locate Address" button. The form includes fields for "Address Line 1" (NEW ENGLAND HWY), "Address Line 2", "Address Line 3", "Suburb/Town" (ARMIDALE), "State" (NSW), and "Postcode" (2350). At the bottom, there is a section "Apply to Customer Addresses" with a table:

Change Address	Type	Address
<input type="checkbox"/>	CustomerResidential	NEW ENGLAND HWY ARMIDALE NSW 2350 Australia

# Siebel Environment: Key Facts

Oracle Product Versions	Siebel	8.0.0.12 (moving to 8.1.9)
	Database	SQL Server 2008 (moving to Oracle 11g)
	Enterprise Manager	12c
	RUEI	12.1.0.3
Siebel Deployment	Geographic sites Siebel is used	~800
	Siebel App Servers	48
	Customization Level	15%
	Integrations	Over 50 external systems
Volume Metrics	Concurrent Users	7,000
	Customer Enquiries / day	110,000
	Database Size	2 TB

# Investment Rationale for RUEI+Siebel Accelerator





# Investment Rationale

## >Address pain points

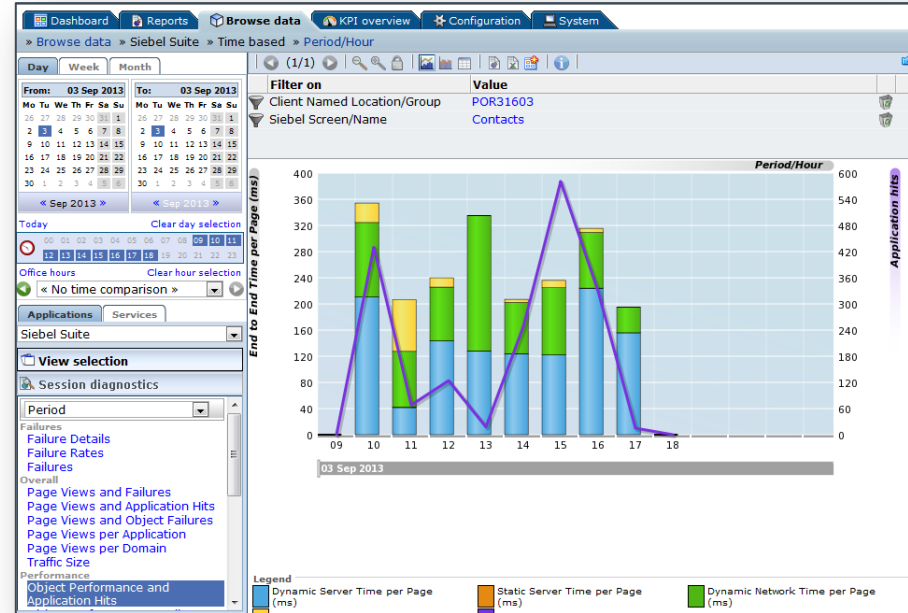
- Visibility into Siebel was difficult and laborious
- Principal method of troubleshooting was via log parsing
- User experience monitoring based on synthetic transactions
- Needed faster incident response and resolution times
- Many of our end users had stopped reporting issues, due to perceived inaction
- User-related metrics were limited or not being captured

# Use Cases: How ANZ Leverages RUEI+Siebel Accelerator for Better Siebel Management

# Use case 1 – Application Support

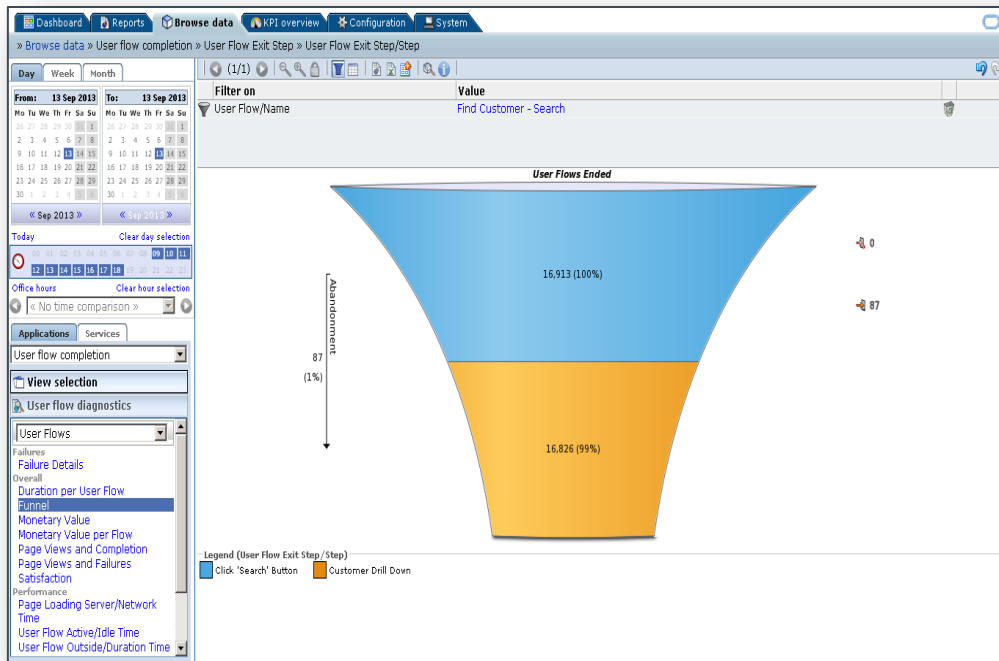
## > Incident Response and Resolution

- RUEI provides real-time visibility of SLA compliance
- KPIs on actual user transactions
- Alerts when limits breached
- Ability to drill-down from KPI to specific offending session
- Ability to drill-down to troubleshoot a user transaction
- Ability to find out where the transaction is slow
- Moved from synthetic “robot” monitoring and angry calls from end users





# Use case 3 – Business Analysis



> Understanding Sales and Service usage

— Siebel Application usage captured by RUEI

— Transactions (for example Account Origination) are setup in RUEI with transaction funnel (fall out rates)

— Allows business support to verify that new functions are being used successfully

– Supports training and business change planning

– Provides metrics for business case measure and manage

# Benefits Achieved from RUEI+Siebel Accelerator

# Benefits Achieved

## > More Efficient, Productive, Insightful, and Responsive

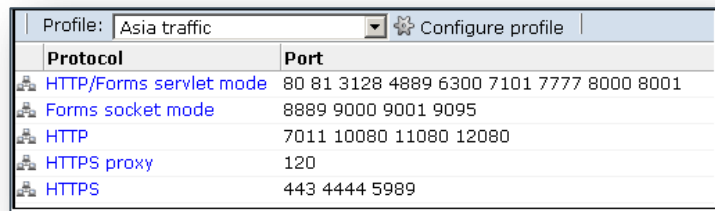
- Significant increase in Siebel transaction visibility and ease of troubleshooting
- With Siebel Accelerator didn't need to code the application to understand Siebel
- Eliminated numerous laborious manual processes
- Immediate identification of performance bottleneck (i.e., network, server, Siebel app)
- Provided insights to improve application performance
- Significant reduction in response times to customer issues

# Lessons Learned and Next Steps with RUEI, Enterprise Manager, and Siebel

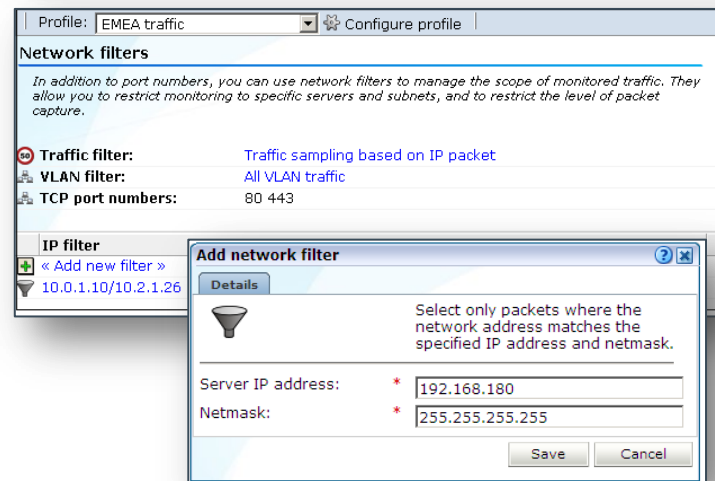


# Addressing Architectural Concerns

- > Intrusiveness of monitoring solutions
  - RUEI is passive and data collection is non-intrusive
  - No agents and no Siebel application configuration required
- > Managing scope of monitored traffic
  - Control with RUEI Collector port and network filters



Protocol	Port
HTTP/Forms servlet mode	80 81 3128 4889 6300 7101 7777 8000 8001
Forms socket mode	8889 9000 9001 9095
HTTP	7011 10080 11080 12080
HTTPS proxy	120
HTTPS	443 4444 5989



Profile: EMEA traffic

### Network filters

*In addition to port numbers, you can use network filters to manage the scope of monitored traffic. They allow you to restrict monitoring to specific servers and subnets, and to restrict the level of packet capture.*

Traffic filter: Traffic sampling based on IP packet  
VLAN filter: All VLAN traffic  
TCP port numbers: 80 443

IP filter  
10.0.1.10/10.2.1.26

#### Add network filter

Select only packets where the network address matches the specified IP address and netmask.

Server IP address: \* 192.168.180  
Netmask: \* 255.255.255.255

Save Cancel

# Addressing Security and Privacy Concerns

- > Segregation of duties
  - LDAP Authentication
  - Control user roles and permissions
- > Securing Sensitive Data
  - Data Blinding / Masking
  - Control Replay Policies and Content Logging

**URL POST argument masking**

Specify the URL POST arguments whose logging you want to control.

The default action specifies the masking action that should be taken for items not explicitly specified in the definitions listed below.

**Replay logging policy**

Specify the default replay action, and whether it should apply to all network traffic, or to only specified IP address ranges. Note that any defined URL prefix actions within the active IP range override the default replay action.

**Default replay action:** No replay

**Replay IP range:** Specified IP addresses

URL prefixes | **Replay IP ranges**

**Replay IP ranges**

If the replay IP range is restricted to specific IP addresses, specify the client IP address ranges to which it should apply. Note that you can also upload a list of IP address ranges.

IP address	Netmask	
« Upload list »		
« Add new IP range »		
128.128.0.0	255.240.0.0	
128.128.0.0	255.252.0.0	
128.129.0.0	255.255.255.0	
128.130.0.0	255.192.0.0	

userTrxnType Plain Unused  
1 location  
1 location

**Edit default replay action**

Specify the replay action that should be taken for items not explicitly specified in your URL prefix definitions.

Action: No replay

Save Cancel

## Other ANZ Lessons Learned

- > Value in performance testing
  - Have seen significant value of RUEI in QA test environments.
  - We use RUEI also used to highlight any performance issues early on in Siebel QA environment before production
- > Spend time understanding your network configuration
  - We didn't appreciate our complex network estate, load balancing, multiple web servers and data centres
  - Achieving correct capture of traffic took significant effort
  - Ask the right questions to your internal network team early
- > Review the RUEI application capability and benefits
  - We conducted a detailed review of RUEI technology, this aided the business case for RUEI and the Siebel accelerator versus other CEM products
  - By early analysis ANZ was able to call out enhancements we would like on the product, by the time we deployed they were developed and available

# Next Steps

- > Tune KPI's and integrate alerting
  - Tune KPI's and automatic alerting
  - Integrate with ticketing system
  - Build more business transactions
- > Broader adoption of Enterprise Manager 12c Cloud Control and Siebel Plug-in as part of Application Management Suite (AMS) for Siebel
  - Will provide greater diagnostics and management capabilities for Siebel
  - System Monitoring and Diagnostics
  - Lifecycle Management
  - Configuration and Compliance Management

# Questions?

Join the Enterprise Manager Community



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# Oracle Enterprise Manager Sessions - Monday

Session	Session Title	Day	Time	Location
CON3267	Managing Oracle WebLogic Server and Oracle Coherence with Oracle Enterprise Manager 12c	Monday	10:45 AM	Moscone North - 130
CON6287	Managing the Manager: Tips and Tricks for Maintaining Oracle Enterprise Manager 12c	Monday	10:45 AM	Moscone South - 102
CON9572	Make the Most of Your Oracle Exalytics and BI Investments with Oracle Enterprise Manager 12c	Monday	10:45 AM	Moscone North - 131
CON9576	Six Essential Features for Effective Cloud-Based Testing	Monday	10:45 AM	Moscone South - 103
CON2131	DBA Best Practices for Performance Tuning in a Pluggable World	Monday	12:15 PM	Moscone South - 308
CON9582	Oracle Exadata Management Deep Dive with Oracle Enterprise Manager 12c	Monday	12:15 PM	Westin San Francisco - Metropolitan I
CON9573	Managing the Oracle Identity Management Platform with Oracle Enterprise Manager	Monday	1:45 PM	Moscone North - 130
CON9590	Oracle Enterprise Manager 12c: Architecture, Concepts, and Best Practices	Monday	1:45 PM	Moscone South - 104
CON9578	Automatic Workload Repository Soup to Nuts: Fundamentals of Database Performance Analysis	Monday	3:15 PM	Moscone South - 104
CON9591	Oracle Enterprise Manager 12c Deployment and Tuning Best Practices	Monday	4:45 PM	Moscone South - 308

# Oracle Enterprise Manager Sessions - Tuesday

Session	Session Title	Day	Time	Location
CON8788	Maximizing Database Performance with Database Replay	Tuesday	10:30 AM	Moscone South - 308
CON9585	Zero to Cloud: Real Customers, Real-World Success Stories	Tuesday	10:30 AM	Moscone South - 305
GEN9592	General Session: Oracle Enterprise Manager 12c—Product Update and Customer Perspectives	Tuesday	12:00 PM	Moscone South - 103
CON9564	Optimize Oracle WebLogic Performance/Manageability: Oracle Enterprise Manager Cloud Control 12c	Tuesday	3:45 PM	Moscone North - 130
CON9580	Best Practices for Maximizing Oracle Enterprise Manager 12c Availability	Tuesday	3:45 PM	Moscone South - 308
CON9583	Harness the Power of Oracle Database 12c with Oracle Enterprise Manager Database as a Service	Tuesday	3:45 PM	Moscone South - 305
CON3991	Deploying Oracle Enterprise Manager 12c in a Complex Network Without Compromising Security	Tuesday	5:00 PM	Moscone South - 300
CON9586	DBA's New Favorite: Lifecycle Management with Oracle Enterprise Manager 12c	Tuesday	5:00 PM	Moscone South - 306
CON9574	Proactively Monitor Oracle WebLogic User Activity and Solve Issues Before End Users Complain	Tuesday	5:15 PM	Moscone North - 130

# Oracle Enterprise Manager Sessions - Wednesday

Session	Session Title	Day	Time	Location
CON11255	Real-World Operating Excellence with Oracle Enterprise Manager 12c	Wednesday	10:15 AM	Westin San Francisco - Metropolitan I
CON9480	Simplify and Enhance Siebel Management Technologies with Oracle Enterprise Manager	Wednesday	10:15 AM	Moscone West - 3001
CON9566	Get Up and Running with Oracle Enterprise Manager for SOA and Oracle Fusion Middleware	Wednesday	10:15 AM	Moscone North - 130
CON9584	Deploying Applications in a Private Cloud with Oracle Enterprise Manager	Wednesday	10:15 AM	Moscone South - 308
GEN8792	General Session: Database Management Innovations—Oracle Database 12c Manageability Highlights	Wednesday	10:15 AM	Moscone South - 103
CON4101	Take Your Oracle WebLogic Applications to the Next Level with Oracle Enterprise Manager 12c	Wednesday	11:45 AM	Moscone North - 130
CON9581	Optimize Oracle Enterprise Manager Monitoring for Your Global Data Center	Wednesday	11:45 AM	Moscone South - 308
CON9579	Step-by-Step Cookbook for Identifying and Tuning SQL Problems	Wednesday	1:15 PM	Moscone South - 103
CON9589	Building a SPARC Cloud with Oracle Enterprise Manager Ops Center 12c	Wednesday	1:15 PM	Westin San Francisco - Metropolitan I
CON4666	Oracle Enterprise Manager 12c Database Lifecycle Management Automatic Provisioning and Patching	Wednesday	3:30 PM	Moscone North - 131
CON8768	DBA Best Practices for Protecting Data Privacy with Oracle's Data Masking	Wednesday	3:30 PM	Moscone West - 2024
CON9577	Active Session History Deep Dive: Advanced Performance Analysis Tips	Wednesday	3:30 PM	Moscone South - 104
CON3255	Being Sure: Confident Consolidations with Oracle Real Application Testing 12c	Wednesday	5:00 PM	Moscone South - 306
CON6217	Using Oracle Enterprise Manager 12c to Manage Engineered Systems and Oracle Fusion Middleware	Wednesday	5:00 PM	Moscone North - 130
CON9588	Get Proactive: Best Practices for Upgrading to Oracle Enterprise Manager 12c	Wednesday	5:00 PM	Moscone South - 308



# Oracle Enterprise Manager Sessions - Thursday

Session	Session Title	Day	Time	Location
CON9605	Databases “On the Fly”: Unravel the Cloud Potential in Oracle Enterprise Manager 12c	Thursday	11:00 AM	Moscone South - 308
CON3103	Real Oracle Real Application Testing: What to Expect and Prepare For	Thursday	12:30 PM	Moscone South - 104
CON6129	Migrating Oracle Enterprise Manager to a New Data Center with Near-Zero Downtime	Thursday	12:30 PM	Moscone South - 308
CON9575	Keyword-Driven Testing with Oracle Application Testing Suite: Application Testing Reinvented	Thursday	12:30 PM	Moscone West - 3018
CON5677	Bank of America and Oracle Enterprise Manager 12c: Delivering Productivity and Efficiency	Thursday	2:00 PM	Moscone South - 308
CON9571	JVM Diagnostics: Java Profiling in Production Environments	Thursday	2:00 PM	Moscone North - 130
CON9587	Manage Beyond Limits: Oracle Enterprise Manager CLI and Other Extensibility Features	Thursday	3:30 PM	Moscone South - 308

# Oracle Enterprise Manager DEMOgrounds

Session Title	Location
Application and Infrastructure Testing	Moscone West - W-098
Automatic Application and SQL Tuning	Moscone South, Left - SL-001
Automatic Fault Diagnostics	Moscone South, Left - SL-005
Automatic Performance Diagnostics	Moscone South, Left - SL-006
Complete Data Center Monitoring	Moscone South, Left - SL-018
Complete Database Lifecycle Management	Moscone South, Left - SL-014
Data Masking and Data Subsetting	Moscone South, Left - SL-015
Delivering and Managing Database as a Service	Moscone South, Left - SL-017
End-User Diagnostics	Moscone South, Right - SR-222
End-to-End Management of Oracle E-Business Suite	Moscone West - W-014
Identity Management Monitoring with Oracle Enterprise Manager	Moscone South, Right - SR-250
Infrastructure as a Service	Moscone South, Center - SC-175
Oracle Applications Management	Moscone West - W-062
Oracle Enterprise Manager Cloud Control 12c Overview	Moscone South, Left - SL-013
Oracle Real Application Testing	Moscone South, Left - SL-002
Oracle WebLogic Server, Oracle Coherence, and Middleware Cloud Management	Moscone South, Right - SR-206
SOA Management	Moscone South, Right - SR-224
Zero to Cloud: Infrastructure to Testing as a Service	Moscone South, Left - SL-016

# Oracle Enterprise Manager Hands-on Labs

## Marriott Marquis - Salon 14/15

HOL Session	Hands-on Lab Title	Day	Time
HOL10158	Database as a Service with Oracle Enterprise Manager and Oracle Database 12c	Monday	10:45 AM
HOL10209	Oracle Database 12c Lifecycle Management with Oracle Enterprise Manager	Monday	12:15 PM
HOL10160	Maximizing Oracle Database 12c Performance with Oracle Enterprise Manager	Monday	01:45 PM
HOL10202	Oracle WebLogic and Oracle Fusion Middleware Diagnostics with Oracle Enterprise Manager 12c	Monday	03:15 PM
HOL10303	Middleware as a Service with Oracle Enterprise Manager 12c	Monday	04:45 PM
HOL11733	Oracle WebLogic Plus Oracle Fusion Middleware Diagnostics with Oracle Enterprise Manager 12c	Tuesday	03:45 PM
HOL11305	Oracle Database 12c Lifecycle Management with Oracle Enterprise Manager	Wednesday	10:15 AM
HOL11304	Maximizing Oracle Database 12c Performance with Oracle Enterprise Manager	Wednesday	11:45 AM
HOL11284	Database as a Service with Oracle Enterprise Manager and Oracle Database 12c	Wednesday	01:15 PM
HOL11734	Middleware as a Service using Oracle Enterprise Manager 12c	Wednesday	03:30 PM

# Enterprise Manager Resources

- Oracle.com: <http://www.oracle.com/enterprisemanager>
  - [Enterprise Manager Customer References](#)
- OTN: <http://www.oracle.com/technetwork/oem>
  - [Demos on Demand](#)
  - [Enterprise Manager Forums](#)
- Enterprise Manager Training from Oracle University
  - [Oracle Enterprise Manager 12c Learning Library](#)
  - [Oracle Enterprise Manager Cloud Control 12c: Install and Upgrade](#)
  - [Using Oracle Enterprise Manager Cloud Control 12c Ed 1](#)
  - [Oracle Enterprise Manager 12c: Overview Bundle Self-Study](#)
  - [Oracle Enterprise Manager 12c: Management Bundle Self-Study](#)
- Partners
  - [List of Enterprise Manager Specialized Partners](#)
  - [Oracle Enterprise Manager OPN Knowledge Zone](#)
  - [Oracle Enterprise Manager OPN Specialization](#)
  - [Oracle Enterprise Manager Application Quality Management OPN Specialization](#)
  - [IOUG Oracle Enterprise Manager Special Interest Group](#)
- Social Media
  - [Twitter](#), [Facebook](#), [YouTube](#), [Linkedin](#), [Blog](#)





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