Oracle® Enterprise Manager Ops Center

Monitor and Manage Incidents Workflow

12*c* Release 1 (12.1.2.0.0)

E37388-01

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This workflow provides an end-to-end example for how to use Oracle Enterprise Manager Ops Center.

Introduction

Workflows are divided into two categories: Deploy and Operate. Each workflow is a compilation of several examples.

This workflow is an example of how to use Oracle Enterprise Manager Ops Center to monitor and manage the deployed hardware and operating systems.

Oracle Enterprise Manager Ops Center can detect when a managed asset does not operate within the specified parameters. You can define the polices for monitoring the asset. An asset can be a hardware, operating system, group of servers or operating systems, network, or a storage resource managed by Oracle Enterprise Manager Ops Center.

You can define the monitoring rules and policies for an asset. The monitoring rules state the values and boundaries for an asset's activity. The set of rules is a monitoring policy. When you apply a monitoring policy to all the assets, it enforces consistency.

When the set thresholds are exceeded, that is the asset is not performing within the defined parameters in the monitoring rules and policies, Oracle Enterprise Manager Ops Center generates an alert and an incident.

When an incident appears, you can assign it to a user for resolution and use annotations to add comments and suggested actions. You can build an Incident Knowledge Base that contains your annotations from specific incidents, or add suggested fixes or automated fixes for a specific type of incident.

Required Permissions and Roles

The following permissions and roles the required to complete the tasks in the workflow:

- Asset Admin

  Discover hardware and operating systems

- Fault Admin

  Manage the incidents to assign and take action

- Plan/Profile Admin

  Create and manage the profiles and plans

- Ops Center Admin

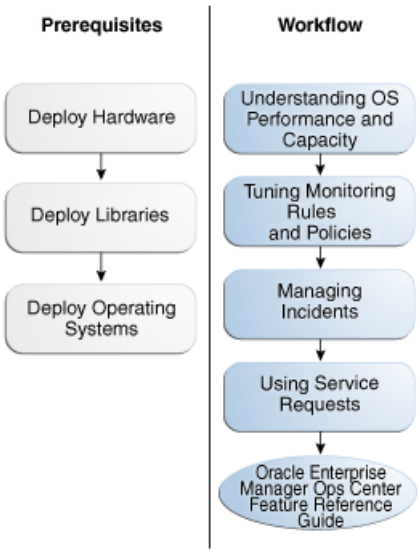
  Manage the service requests.

Workflow

To perform the operations in this workflow, Oracle Enterprise Manager Ops Center must manage the assets. The incident management is automatically enabled for an asset that is discovered and managed in Oracle Enterprise Manager Ops Center.

This workflow describes how to set your monitoring policies, manage incidents, and use Service Requests in Oracle Enterprise Manager Ops Center.

Figure 1 Monitor and Manage Incidents Workflow



What's Next?

You can either follow to update the operating system managed in the Oracle Enterprise Manager Ops Center. For more information about Oracle Enterprise Manager Ops Center, refer to *Oracle Enterprise Manager Ops Center Feature Reference Guide*.

Related Resources and Articles

The Oracle Enterprise Manager Ops Center 12c documentation is located at `http://www.oracle.com/pls/topic/lookup?ctx=oc121`.

See the following guides for more information:

- *Oracle Enterprise Manager Ops Center Feature Reference Guide* for information about logical domains and server pools.
- *Oracle Enterprise Manager Ops Center Administration Guide* for information about user roles and permissions.

Other examples are available at `http://docs.oracle.com/cd/E27363_01/nav/howto.htm`.

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