

Oracle® Pulse for the Managed Cloud

User's Guide

Release 5.0 for all platforms

E53292-01

June 2014

ORACLE CONFIDENTIAL.

For authorized use only.

Do not distribute to third parties.

Oracle Pulse for the Managed Cloud User's Guide, Release 5.0 for all platforms

E53292-01

Copyright © 2012,2014, Oracle and/or its affiliates. All rights reserved.

Primary Author:

Contributing Author:

Contributor:

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

The information contained in this document is for informational sharing purposes only and should be considered in your capacity as a customer advisory board member or pursuant to your beta trial agreement only. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described in this document remains at the sole discretion of Oracle.

This document in any form, software or printed matter, contains proprietary information that is the exclusive property of Oracle. Your access to and use of this confidential material is subject to the terms and conditions of your Oracle Software License and Service Agreement, which has been executed and with which you agree to comply. This document and information contained herein may not be disclosed, copied, reproduced, or distributed to anyone outside Oracle without prior written consent of Oracle. This document is not part of your license agreement nor can it be incorporated into any contractual agreement with Oracle or its subsidiaries or affiliates.

Contents

1 Introduction

What's New in Oracle Pulse Release 5.1.2?	1-1
Key Concepts	1-3
Requirements	1-6
Supported Web Browser Versions	1-6
Supported Apple iOS Versions	1-6
Getting Started with Oracle Pulse	1-6
Navigating Oracle Pulse	1-7
E-mailing Screens and Other Actions	1-13

2 Using the Landing Pad

About the Landing Pad	2-1
-----------------------	-----

3 Using the Customer Dashboard

About the Customer Dashboard	3-1
About the Customer Overview	3-3
Viewing Customer Storage	3-5
Viewing Customer Recommendations	3-7
Viewing Customer Transactions	3-7
Viewing Customer Incidents	3-9
Viewing Customer Changes	3-11
Viewing Customer Contacts	3-13
Viewing Customer Notifications	3-14
Viewing Service Catalog	3-15
Scheduling a Self Service Environment Refresh or Restart	3-16

4 Using the Service Dashboard

About the Service Dashboard	4-1
About the Service Overview	4-3
Viewing Service Refreshes	4-5
Viewing Service Backups	4-5
Viewing Service Recommendations	4-6
Viewing Service Transactions	4-7
Viewing Service Incidents	4-8
Viewing Service Changes	4-10
Scheduling a Self Service Environment Refresh or Restart	4-12
Requesting Other Service Information	4-12

5 Using the Environment Dashboard

About the Environment Dashboard	5-1
About the Environment Overview	5-2
Viewing Environment Recommendations	5-4
Viewing Environment Transactions	5-5
Viewing Environment Incidents	5-6
Viewing Environment Changes	5-8
Scheduling a Self Service Environment Refresh or Restart	5-9

Preface

Oracle® Pulse for the Managed Cloud is a ground breaking product, giving a single source of truth view of your Oracle Managed Cloud Services.

Audience

This document is intended for everyone using Oracle Pulse on an iPad, or in a Web browser on a mobile device or desktop.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Related Documents

For more information, see the *Oracle Pulse for the Managed Cloud Reference*, which provides experienced users with an index of all widgets, charts, and tables in Oracle Pulse Release 5.0.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Introduction

Oracle® Pulse for the Managed Cloud is a ground breaking product, giving you a single source of truth view of all your Oracle Managed Cloud Services. Use Oracle Pulse on your iPad, or (using most standard Web browsers) on your desktop or mobile device.

This chapter covers:

- [What's New in Oracle Pulse Release 5.1.2?](#)
- [Key Concepts](#)
- [Requirements](#)
- [Supported Web Browser Versions](#)
- [Supported Apple iOS Versions](#)
- [Getting Started with Oracle Pulse](#)
- [Navigating Oracle Pulse](#)
- [E-mailing Screens and Other Actions](#)

What's New in Oracle Pulse Release 5.1.2?

Release 5.1.2 introduces new infrastructure availability metrics and extends responsive design on Web browsers:

New Metrics for Infrastructure Availability

Previously, availability was presented as a single overall production measure. From Release 5.1.2, you can also view infrastructure availability separately at customer, service, and environment levels.

Infrastructure availability is the percentage of time that the underlying facility, network, and hardware components associated with your production environments are operating as expected. Availability metrics take account of unplanned outages but do not include planned maintenance or service interruptions.

The Overview sections of the Customer, Service, and Environment Dashboards now show infrastructure production availability along with overall production availability and, at service and environment level, a table of key infrastructure metrics.

The new *Infrastructure Availability* tile on the Landing Pad shows infrastructure availability across all your organization's Managed Cloud Services, replacing the *Complete Outage Time* tile. To view outage times, tap the *Overall Availability* or *Infrastructure Availability* tiles and review the respective data tables.

Self Service Capabilities Extended to Customer and Service Levels

Previously available only on the Environment Dashboard, self service capabilities are now included on the Customer and Service Dashboards. The self service icon (+) is available on the **Changes** screen in the Customer, Service, and Environment Dashboards.

If you have the corresponding privileges, you can request a refresh or system restart using the option on your Customer Dashboard or Service Dashboard, as well on the Environment Dashboard. If you do not have these privileges, you will see an error message and the process will not be initiated.

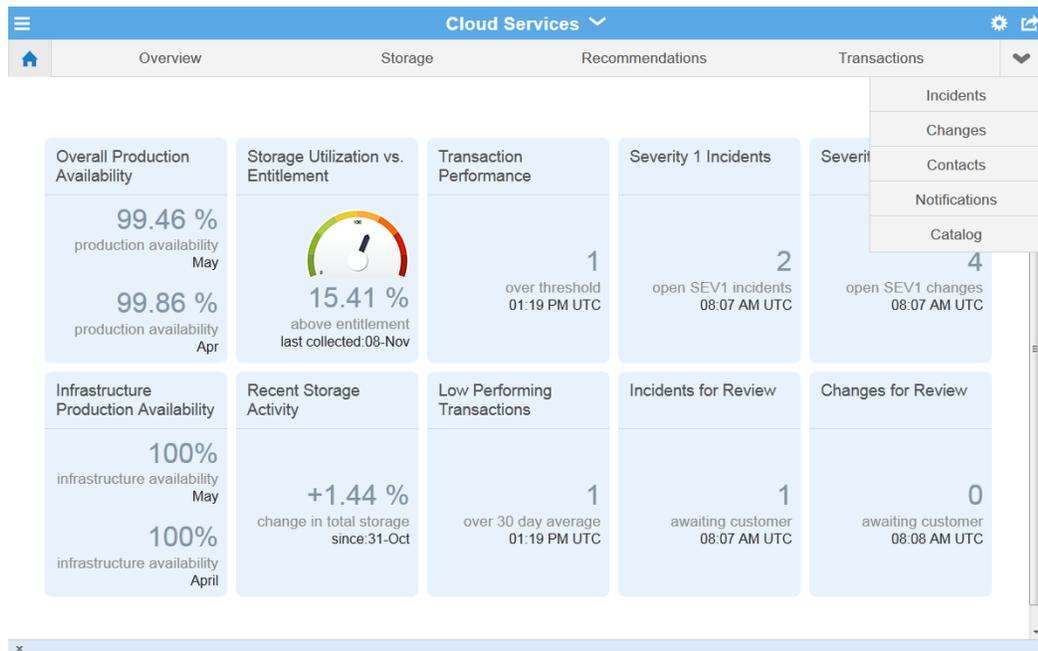
New Time Intervals in Availability Charts

Following ITIL principles, availability is measured over complete, rather than partial, time intervals. This is reflected in the revised time intervals for all availability chart and data views.

For example, if you select a time interval of 6 months on Monday May 6th, 2014, the Production Availability by Service chart and data views now display availability for six complete months: November, December, January, February, March, and April, as well as the availability from May 1st to 5th, 2014.

Responsive Design for Web Browsers

Release 5.1.2 improves the adaptive behavior of Oracle Pulse in Web browsers. On smaller screens, the Landing Pad and Dashboards elements stack vertically:



Additionally:

- Notifications adapt better to smaller screens.
- Charts are now separate from record tables on Dashboard pages, improving app efficiency particularly on the Changes screens, and responding quicker to the new time interval selectors.
- New time interval selections provide more meaningful measures and improve the efficiency of the Incidents and Recommendations pages and of charts on all Dashboards.

Key Concepts

The analytics reports and historical data in Oracle Pulse cover five important areas of service delivery: availability, storage, incidents, changes, and (where enabled) business transactions. This section explains the conceptual basis for Oracle Pulse metrics in each area.

Availability Metrics

Oracle Pulse presents the latest representation of overall and infrastructure availability for your organization's Managed Cloud Services at the time of calculation. This section defines how Oracle calculates these metrics and highlights any assumptions underlying the values presented in Oracle Pulse.

Availability is a defining principle of ITIL service delivery and Oracle Managed Cloud Services follows ITIL principles for calculating availability. Following these principles, availability is the percentage of time that a production service is operating as expected and accessible by end users. In practice, this means that end users can log in and perform all business transactions.

Availability calculations take into account only **unplanned complete outages** for which Oracle is responsible. Such outages mean that end users experience total loss of service - they cannot log in or perform any transactions. Users logged in when the outage starts cannot complete current actions. The overall and infrastructure availability metrics include only unplanned complete outages where Oracle is responsible for restoring the service. If the customer organization is responsible for restoring service - for example, carrying out necessary repairs - the outage is not included in availability calculations.

These calculations also exclude **planned outages**, where the outage occurs at an agreed date and time due to regular maintenance or a customer request for change (RFC). If isolated business transactions cannot be completed, but other service transactions can be performed, this is considered a **service interruption** and does not affect availability calculations.

From Release 5.1.2 on, Oracle Pulse presents separate availability measures for Oracle Managed Cloud Services and associated infrastructure.

Overall availability reflects the percentage of time that an organization's live, production Oracle Managed Cloud Services were operating as expected and accessible by end users. Following earlier definitions, this calculation takes into account only complete service outages where Oracle was responsible for service restoration and planned service outages.

Infrastructure availability shows the percentage of time that the underlying facility, network, and hardware components associated with an organization's production Managed Cloud Services environments were operating as expected. This calculation takes into account only complete outages where the underlying root cause is attributed to hardware, security, network or OS and Oracle was responsible for service restoration.

Limitations of Oracle Pulse Availability Metrics

WARNING: Owing to the manual nature of some systems and methodologies, availability data presented in Oracle Pulse represents the best estimate at the time of calculation and may be revised subsequently.

Availability data in Oracle Pulse represents the best estimate using current Oracle systems and methodologies. Data is calculated using outage information entered manually into Oracle Managed Cloud Services' internal tracking system. Outages are usually identified through automatic monitoring or when initiated by a customer or an Oracle employee in a service request (SR).

However, some outages are resolved directly without customer or Oracle involvement. Outages may also be attributed to the wrong fault category initially - for example, a technology stack outage may have actually been caused by a hardware failure. Therefore, availability data should always be considered to be the most accurate calculation at the time of calculation and may be revised subsequently.

Storage Metrics

Oracle Pulse provides storage metrics for all your organization's Managed Cloud Services. Storage usage metrics can be useful in detecting unusual storage consumption, pinpointing the source of each anomaly, and understanding when your storage usage is approaching current entitlement. For example, this can be useful in identifying services that consume a disproportionate amount of storage.

The Customer Dashboard covers storage usage across all your organization's Managed Cloud Services on the Storage page. This page displays the storage used by each service over the selected time interval and overall usage against your organization's storage entitlement, which is allocated as needed across all services. Additionally, you can check the storage by the Oracle Database and by non-Database services over the selected time intervals.

The Service Dashboard shows the storage consumed by the service compared to both current overall entitlement and overall usage across all services. Similarly, the Environment Dashboard shows similar metrics for the corresponding environment.

Finally, the Landing Pad summarizes storage usage against entitlement and shows any changes in recent storage activity. Significant changes in either measure warrant immediate investigation.

Incident Metrics

Oracle Pulse tracks all production service requests (SRs) - termed incidents - associated with your organization's Managed Cloud Services, using information drawn from My Oracle Support (MOS).

SR metrics are listed under **Incidents** on the Customer, Service, and Environment Dashboards. At the customer level, you can check the number of SRs created or closed, or the number of SRs created, over the selected time interval for all your organization's Managed Cloud Services. The Customer Dashboard also shows the SR backlogs for all services and the volume of SRs logged for each product line.

Similarly, you can see the SR resolution rates, SR backlogs, and SR incident volumes by product line over the time interval for an individual service under Incidents on the Service Dashboard and for an environment on the relevant Environment Dashboard.

However, customer level incident reports provide the most complete picture of your organization's SRs because many SRs are logged without reference to a service or environment. You can improve the accuracy of service level and environment level reports by ensuring that you associate each SR with a service or environment as appropriate.

You can also see a summary of open Severity 1 SRs and any SRs awaiting your review on the Landing Pad - a high number of Severity 1 SRs created on your production instances can merit further analysis.

Note: To see service request (SR) information in Oracle Pulse, you must have the requisite SR privileges in MOS. See [Requirements](#).

Change Metrics

Requests for change (RFCs) are tracked in Oracle Pulse using information drawn from the My Oracle Support (MOS) database. Available on the Customer, Service, and Environment Dashboards, these metrics show the types of changes that have been scheduled or applied to all your organization's Managed Cloud Services down to the level of changes scheduled for individual environments and hosts.

The Customer Dashboard provides the most complete picture of your organization's RFCs. Under **Changes** you can see RFC metrics across all services. It compares the RFCs created with those applied to all services over the selected time interval, showing the rate of resolution. Similarly measuring the production, non-production, and total number of RFCs applied in each month gives a sense of the rate of resolution for all services. The applied changes are further broken down by RFC type, which can indicate clusters of change types, and by environment, where high numbers of changes in a single environment may require investigation.

The Service Dashboard provides the same RFC metrics for each individual service. This dashboard shows historical resolution rates for the service as well as metrics for RFCs applied to all associated production and non-production environments. It also breaks down RFCs by type across the service, highlighting any type clusters, and shows the distribution of RFCs in each service environment, which again can indicate issues with a particular environment.

Finally, the Environment Dashboard shows the number of RFCs created against those applied and the types of RFC applied to the environment.

Note: To see service request (SR) information in Oracle Pulse, you must have the requisite SR privileges in MOS. See [Requirements](#).

Business Transaction Metrics

Transaction response times give a sense of the performance of your services and environments and can indicate potential or actual issues. Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up Business Transaction Monitoring (BTM).

Note: The **Transactions** option is displayed on the navigation bar only for services where business transaction monitoring (BTM) has been implemented.

If BTM has not been implemented, the Transactions screen is hidden on the Customer, Service, and Environment Dashboards.

Your Oracle Service Delivery Manager (SDM) can work with you to set up and identify your key business transactions for monitoring.

Requirements

The minimum requirement to use Oracle Pulse is:

- A valid My Oracle Support (MOS) account.
- At least one customer support identifier (SI) associated with this MOS account.
- (Self Service only) At least one active Oracle E-Business Suite (EBSO) service associated with this MOS account.

Additionally, you must have the following MOS privileges to perform specific tasks:

Task	Required Privilege(s)
See Incidents on the Customer, Service, or Environment Dashboard	Your MOS account has the ViewSR privilege for your organization.
See Changes on the Customer, Service, or Environment Dashboard	Your MOS account has the ViewRFC privilege for your organization.
See Transactions on the Customer, Service, or Environment Dashboard	BTM has been enabled for your organization.
Request Additional Backup	No additional privileges.
Request Additional Refresh	
Request Additional Information Services	
Request Additional Storage	
Schedule a Refresh or Restart	<ul style="list-style-type: none"> ■ This is an eligible Oracle E-Business Suite (EBSO) Database environment - that is, self-service enabled. ■ You are authorized to create requests for change (RFCs). ■ You are an authorized approver for this environment, for the associated service, or for your organization.

Supported Web Browser Versions

Oracle Pulse supports the following browsers:

- Microsoft Internet Explorer Versions 9 and 10
- Firefox Version 10 ESR and later
- Chrome Version 19 and later
- Safari (Desktop or Mobile) Version 5 and later

Supported Apple iOS Versions

Oracle Pulse for iPad now requires Apple iOS7, enabling a richer and more intuitive interface aligned with Apple standards.

If you are using a first generation iPad, you can access Oracle Pulse using a supported Web Browser.

Getting Started with Oracle Pulse

You can access Oracle Pulse on your iPad, or on your desktop or mobile device using any Web browser. See [Supported Web Browser Versions](#) and [Supported Apple iOS Versions](#) for more information about supported releases.

Accessing Oracle Pulse on Your iPad

To access Oracle Pulse on your iPad:

1. Search for **Oracle Pulse** in the Apple iStore then tap **Install**.
2. Tap the **Oracle Pulse** icon to start the app.
3. When the sign-on screen appears, enter your single sign-on (SSO) username and password.

If you would like to use Oracle Pulse with demo data, check the **Sample Data** check box.

4. Click **Sign In**.

(If your username is associated with more than one customer organization, select the organization you would like to review from the list presented.)

This populates Oracle Pulse with service information for all your organization's Managed Cloud Services, or with sample data if you selected the **Sample Data** check box.

Accessing Oracle Pulse on Your Mobile Device or Desktop

To access Oracle Pulse on your mobile device or desktop:

1. Open the following Web page in any Web browser:

<https://cloudservices.oracle.com/pulse>

2. Click **Sign In**.

If you would like to populate Oracle Pulse with sample data, check the **Sample Data** check box.

The single sign-on page appears.

3. Enter your single sign on (SSO) username and password.

Note: If this is your first time to sign on to Oracle Pulse, the End User License Agreement for Oracle Pulse is displayed before the single sign on screen.

Read the agreement then select **Accept** if you accept the terms and conditions for using the application.

If your username is associated with more than one customer organization, select the organization you would like to review from the list presented.

This populates Oracle Pulse with service information for all your organization's Managed Cloud Services, or with sample data if you selected the **Sample Data** check box.

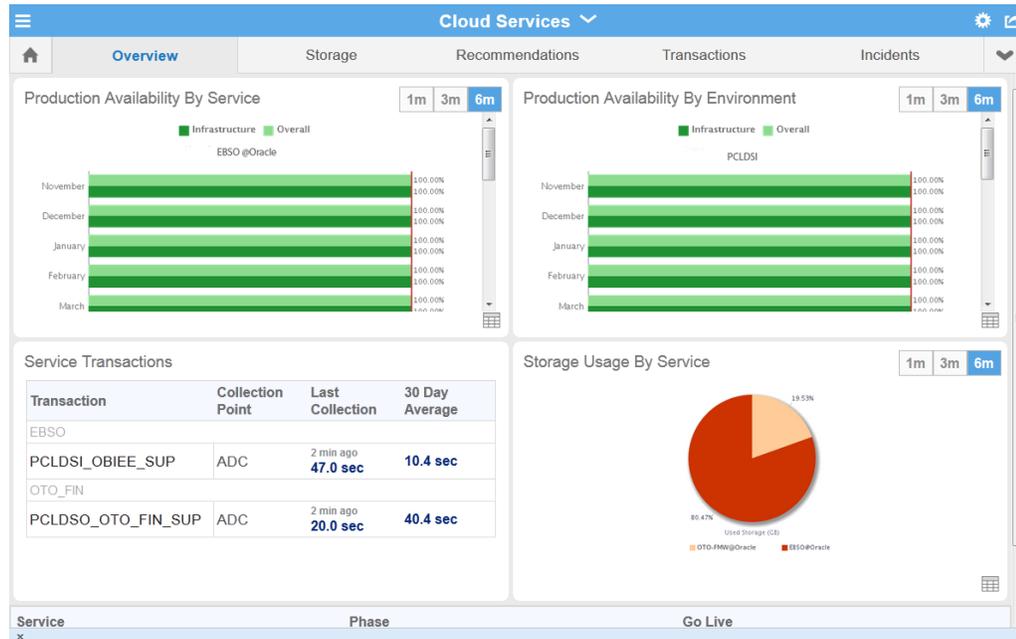
Navigating Oracle Pulse

This section describes how to navigate Oracle Pulse. It explains how to move from the Landing Pad through three levels of information - Customer Dashboard, Service Dashboard, and Environment Dashboard - and how to use the user interface (UI) features common to all screens.

Understanding the Oracle Pulse Landing Pad and Dashboards

Oracle Pulse presents a comprehensive view of all your organization’s Managed Cloud Services using organization, service, and environment level dashboards. This section describes how to use these dashboards and related lists to navigate Oracle Pulse.

Landing Pad - The Landing Pad, which is the Oracle Pulse home screen, analyzes the recent performance of all your organization’s Managed Cloud Services. Tap any tile to see the data view:

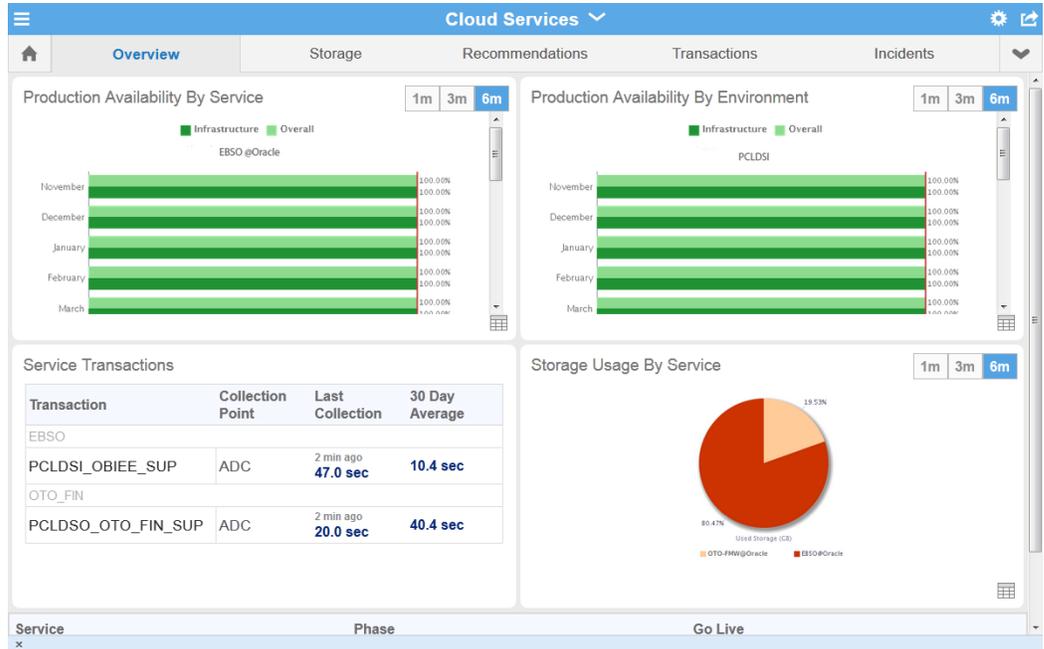


For example, tapping the **Storage Utilization vs. Entitlement** tile displays the Storage Usage vs. Entitlement table, listing with the storage used in GB and the percentage of total storage consumed by each of your organization’s Managed Cloud Services. Then tap any service/row to open the Service Dashboard populated with metrics for that service or tap the Total row to open the Storage page on the Customer Dashboard.

(Web browsers only) To improve your Oracle Pulse experience on smaller screens, such as iPhones or other smartphones, Landing Pad tiles and the Dashboard widgets stack vertically.

Customer Dashboard - The Customer Dashboard shows the health of all your organization’s Managed Cloud Services. Select any of the options on the Customer Dashboard navigation bar to see corresponding information for all your organization’s Managed Cloud Services in that area. For example, tap **Storage** to view storage metrics for all your organization’s Managed Cloud Services.

Service records are listed at the bottom of the Customer Dashboard. Tap any service record to open the corresponding Service Dashboard.

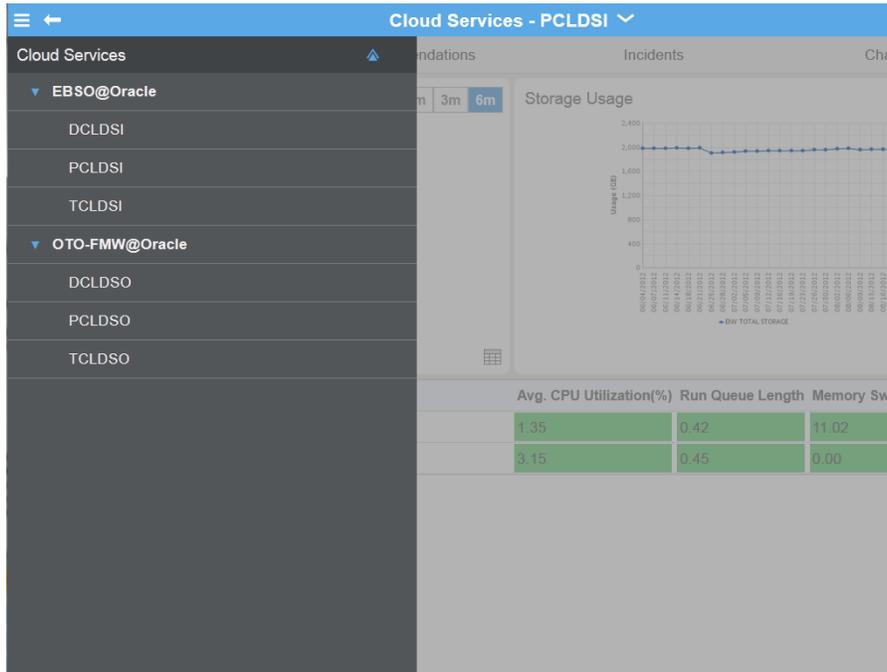


Service Dashboard - The Service Dashboard presents key information for the selected service. Similar to the Customer and Environment Dashboards, the Service Dashboard provides a range of navigation bar options that open a Dashboard page with related metrics. For example, the Incidents page displays incident metrics - that is, service request (SR) metrics - for the selected service.

Environment records are listed at the bottom of the Customer Dashboard. Tap any environment record in the bottom part of the screen to open the Environment Dashboard.



You can also switch to the Service Dashboard for another service - tap the Services and Environments menu icon on the upper left of the screen, then select the service you want to view.



Environment Dashboard - Similar to the Customer and Service Dashboards, the Environment Dashboard shows key performance indicators for the selected environment.

Host records are listed at the bottom of the screen. Tap any host record to see host metrics.

You can also switch to the Environment Dashboard for another service - tap the Services and Environments menu icon on the upper left of the screen, then select the environment you want to view.

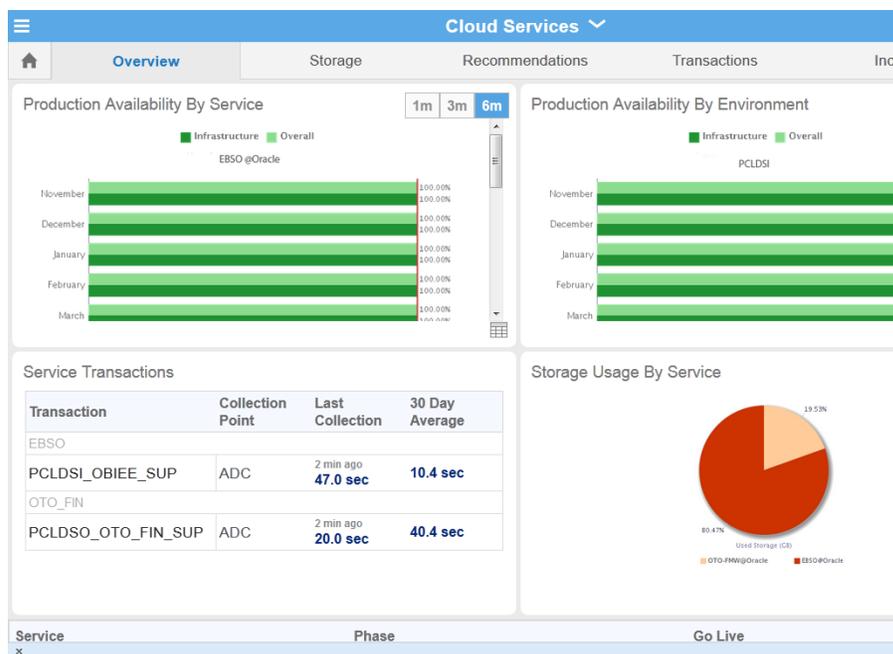
Services and Environments Menu - The Services and Environments menu lists all your organization’s Managed Cloud Services and associated environments. You can access this menu on any screen in the Service or Environment Dashboards using the menu icon in the top left of the screen. At environment level, the menu lists all other environments for the associated service, while all services and corresponding environments are listed at service level.

Understanding the User Interface

This section describes the layout of the Oracle Pulse user interface (UI).

Dashboard Layout

The Customer, Service, and Environment Dashboards use a common layout, displaying pairs of related widgets side by side and a table of records at the bottom of the screen. **Widgets** show both chart and data views key performance indicators, while the table lists all related records.



Double tap any of the widgets to expand to full screen mode. Toggle between the widget chart view and data view using the symbols in the bottom right corner of the widget. Tap any record to open the lower level Dashboard.

Where charts or tables are longer than the widget, tap the widget to open expanded or full screen mode. Availability widgets also include horizontal and vertical scroll bars.

On Web browsers, dashboard design also responds to device size. Widgets stack vertically and you can scroll up to see more widgets or the table of records.

In the example above, the Customer Dashboard displays charts for production availability of all the organization’s Managed Cloud Services ordered by service and by environment.

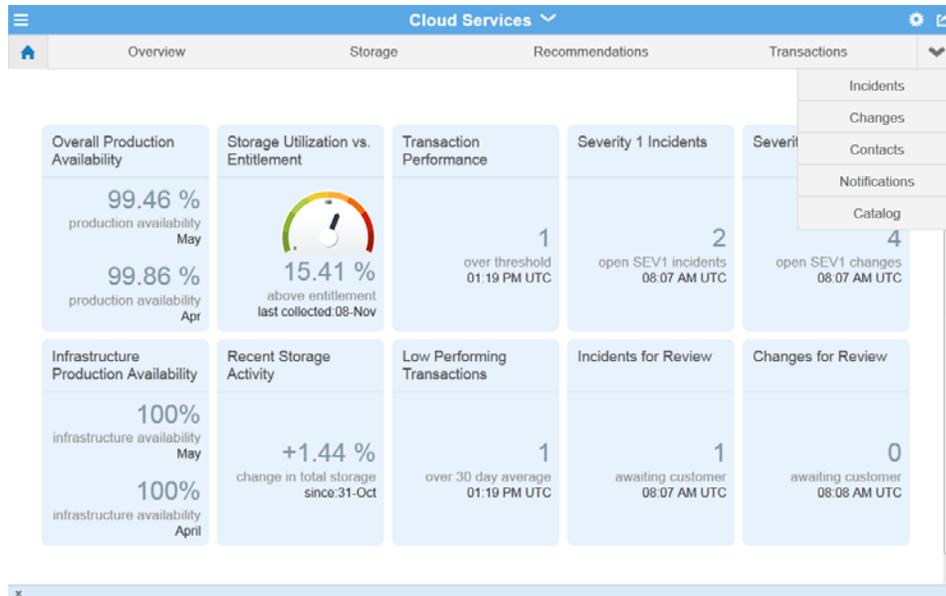
Scroll up to see the hidden Storage Usage and Key Transaction widgets. The records show the name, phase, and go live date of all Managed Cloud Services, both live production services and those still in implementation. If key performance indicators for a service are not listed in the widgets in the swim lanes, the service is likely to be in implementation - you can confirm this in the table at the bottom of the screen. Tap any service record to open the Service Dashboard for that service.

Services and Environments Menu

You can access a list of all your organization’s Managed Cloud Services and associated from any screen in Oracle Pulse using the menu icon in the top left corner. All services are listed with their associated environments. Tap any service or environment to the corresponding Dashboard populated with the latest metrics.

Navigation Bars

Navigation Bars at the top of each screen show options for the Landing Pad and the Customer, Service, and Environment Dashboards. By default, all dashboards display the **Overview** view when opened. Navigation bar options respond to the width of the screen, with options stacked to the right:



For example, use the navigation bar on the Customer Dashboard, shown above, to move between the overview, storage, recommendations, incident reports, and change reports.

The Customer Dashboard navigation bar also has several global options not available on the Service or Environment Dashboards. Contacts displays records for all those involved in providing and managing your organization’s Managed Cloud Services. Recommendations shows all proposed changes and actions across all your organization’s Managed Cloud Services. Finally, Notifications shows all active and historical messages from Oracle about your organization’s Managed Cloud Services.

By default, options on the right of the navigation bar are displayed in a vertical list. This improves the rendering of dashboards on smaller screens. Use the arrow at the right end of the navigation bar to show options in the vertical list and to return to the default navigation bar display.

Icons

The following table shows the icons with descriptions:

Icon	Name	Description
	Home	Click the Home icon to return to the Landing Pad, which is the Oracle Pulse home screen.
	Menu	Click the Menu icon to open a list of all your organization’s Managed Cloud Services and associated environments
	Settings	Click the Settings icon to sign on or out of Oracle Pulse, or to view help.

Icon	Name	Description
	Other Actions	<p>Click the Other Actions icon to perform the following actions:</p> <ul style="list-style-type: none"> ▪ E-mail Screen Send the screen contents by e-mail ▪ E-mail Report Send the contents of a widget data view by e-mail. <p>(iPad only):</p> <ul style="list-style-type: none"> ▪ Annotate Screen Add notes to the current screen. ▪ Print Screen Add notes to the current screen. <p>(Web Browser only):</p> <ul style="list-style-type: none"> ▪ Request Refresh Request a refresh by e-mail. ▪ Request Additional Backups Request an additional backups by e-mail. ▪ Request Additional Storage Request an additional storage by e-mail. ▪ Request Additional Services Request additions to your services by e-mail.
	Data View	Click the Data View icon in any widget to flip to the data used to create the chart.

E-mailing Screens and Other Actions

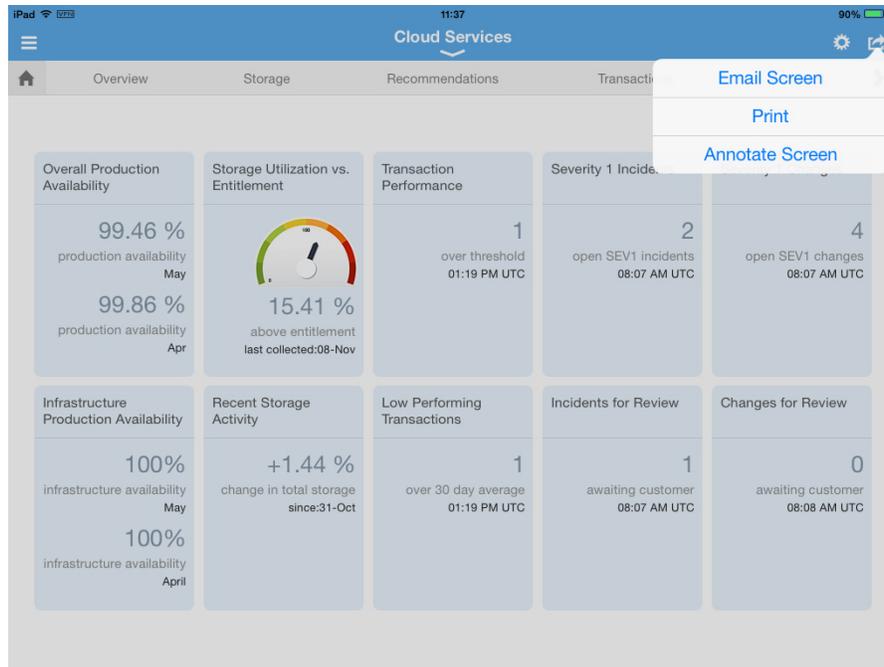
The **Other Actions** list in the top right of Oracle Pulse provides a number of options depending on where it is accessed.

iPad Only

iPad provides additional options under **Other Actions** to help streamline communication of Oracle Pulse information and to request additional storage, backups, and refreshes.

In any screen, tap **Email Screen** in the **Other Actions** list on the top right to e-mail the contents of the screen. You can save or delete the draft created. In the data view of any widget, an additional **Email Report** option provides the ability to e-mail the data used to create the view.

Use **Annotate Screen** to attach notes to the current screen before e-mailing or select **Print** to send the current screen to one of the printers set up on your device. Setting up printers is specific to a device, and you should refer to the local settings or help to enable printing.



Web Browsers Only

On supported Web browsers, you can request further services by e-mail using the **Other Actions** icon on the Service Dashboard.

In any screen, tap **Email** in the Other Actions list on the top right to e-mail the contents of the screen. You can save or delete the draft created. In the data view of any widget, an additional **Email Report** option provides the ability to e-mail the data used to create the view.

Under the **Refresh** option, **Other Actions** select **Request Refresh** to submit a request for a refresh by e-mail. Similarly, you can send an e-mail requesting additional backups using **Request Additional Backups** on the **Backup** screen or ask for additional storage using the **Request Additional Storage** on the **Storage** screen.

Finally, select **Request Additional Services** option to submit a request to extend your current offering.

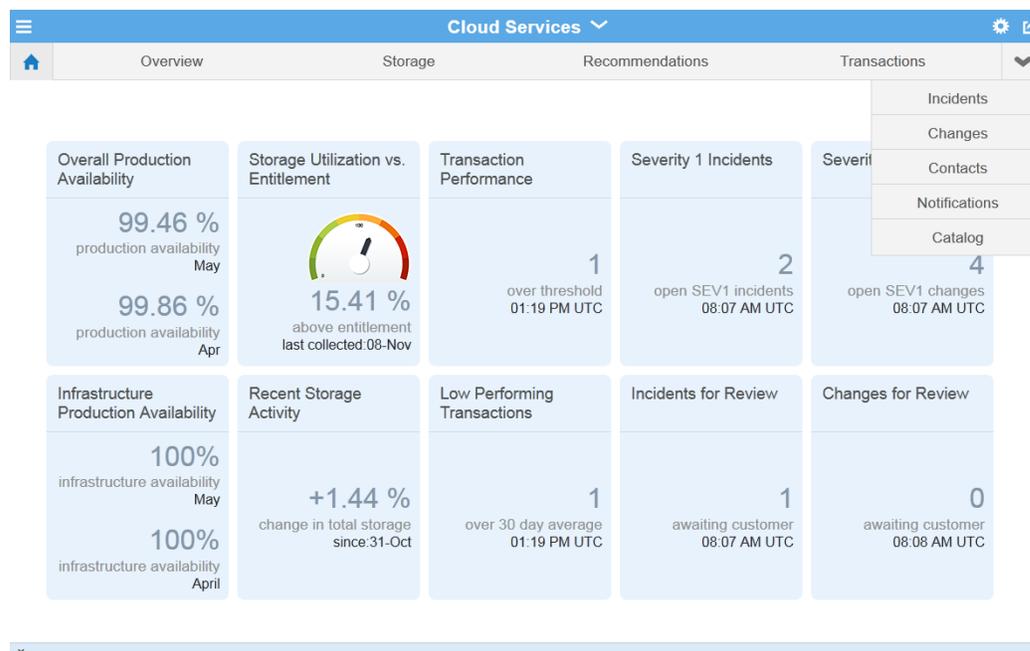
Using the Landing Pad

Use the Oracle Pulse Landing Pad to quickly check the performance of all your Oracle Managed Cloud Services in five key areas then, with a tap, review the supporting data in any area requiring attention.

From Oracle Pulse Release 5.1.2, you can move directly from any row in the supporting data to see the selected metrics in their overall context on the Customer, Service, or Environment Dashboard.

About the Landing Pad

The Landing Pad displays the recent performance of all your organization's Oracle Managed Cloud Services in the areas of service and environment availability, storage usage, service requests and changes logged, and (if enabled) business transactions. The Landing Pad also serves as a home page for Oracle Pulse and is easily accessible from anywhere in the app by tapping the home icon in the top left corner.



The Landing Pad consists five pairs of tiles, corresponding to these key areas:

Availability

The **Overall Production Availability** tile shows the percentage of time that all your organization's live, production Oracle Managed Cloud Services were operating as expected and accessible by end users for the last two months. Availability is calculated based on complete unplanned outages and does not include service interruptions or planned maintenance. To understand more about how availability is calculated, see the [Availability Metrics](#) section in [Chapter 1, "Introduction"](#).

Tap the tile to open the Overall Production Availability table, showing the percentage availability and complete outage time (if any) of each environment for all services over the previous and current month to date.

Select any environment/row to open the Environment Dashboard populated with metrics for that environment.

Note: If the overall production availability is between 0% and 100%, tap this tile to open the data view.

If the overall production availability is 0%, 100%, or N/A (not available), tapping the tile does not open the data view.

Environments are labeled 'instances' in this view and are listed along with their environment alias, 'instance ID'.

The **Infrastructure Production Availability** tile displays the percentage of time that the underlying facility, network, and hardware components associated with production Managed Cloud Services environments were operating as expected. Availability is calculated based on complete unplanned outages where the root cause is identified in the security, network, OS, or hardware category. To understand more about how availability is calculated, see the [Availability Metrics](#) section in [Chapter 1, "Introduction"](#).

Tap the tile to open the Infrastructure Production Availability table, showing the percentage of time that the underlying facility, network, and hardware components of each service were operating as expected over the previous and current month to date. You can also view the complete outage time, if any, for these components in the previous and current month.

Select any environment/row to open the Environment Dashboard populated with metrics for that environment.

Storage

The **Storage Utilization versus Entitlement** tile compares the amount of storage used by all your Managed Cloud Services with your purchased entitlement, on the last collection date. Your storage entitlement is usually allocated as needed across all services. This tile can be useful in identifying services that are consuming a disproportionate amount of storage.

The **Recent Storage Activity** tile shows the percentage change in storage activity since the date displayed. An increase of **5% or more** in storage usage over one week is considered significant. If your storage usage increases by more than 5% in one week, Oracle recommends that you contact your Oracle service delivery manager (SDM) to discuss the increase.

Tap the tile to see the data view, listing by service the amount of storage used, in Gigabytes, and percentage of total storage used.

Select any service/row in the data view to open the Service Dashboard populate with metrics for that service. You can also tap **Grand Total** to open the Storage option for all services on the Customer Dashboard.

Transactions

The **Transaction Performance** tile shows the number of transactions exceeding the threshold at the latest collection date and time. A transaction is a sequence of operations that you want to monitor as a single unit. Comparing transaction response times with the threshold value gives a sense of the performance of your services. If one or more transactions exceeds the threshold, this can indicate potential or actual issues with the associated service.

The **Low Performing Transactions** tile displays the number of transactions that have exceeded the 30 day average since the last collection date and time. A transaction is a sequence of operations that is monitored as a single unit. Comparing transaction response times with the threshold value gives a sense of your services' performance. A significant number of transactions exceeding the 30 day average can indicate potential or actual issues with the associated service(s).

Tap either tile to open the **Transactions** screen on the Customer Dashboard displaying data for all transactions.

Note: Where business transaction monitoring (BTM) has not been implemented, these tiles are hidden.

Incidents

The **Sev 1 Incidents** tile displays all open Severity 1 incidents - that is, service requests (SRs) - created on production instances up to the date and time listed. Severity 1 indicates a complete loss of service for mission critical operations where work cannot reasonably continue.

This **Incidents for Review** tile displays all Severity 1 incidents - that is, service requests (SRs) - created on production instances up to the date and time listed that are awaiting your input or approval.

Tap either tile to see the following figures for each environment and associated environment alias:

- **Sev 1 Incidents** - The number of open Severity 1 SRs for the instance.
- **EM Generated** - The number of SRs automatically generated by Oracle Enterprise Manager (EM).
- **BTM Failures** - Where business transaction monitoring (BTM) has been implemented, the number of monitored transactions that have exceeded the performance threshold.
- **Awaiting Customer** - The number of open SRs awaiting your input or approval to progress.

Select any incident/row in the data view to open the **Incidents** screen on the Environment Dashboard populated with metrics for the environment associated with the incident.

Note: If your My Oracle Support (MOS) user account does not have privileges to view SRs, these tiles are hidden.

Environments are labeled 'instances' in this view and are listed along with their environment alias, 'instance ID'.

Changes

The **Sev 1 Changes** tile displays all open Severity 1 changes - that is, requests for change (RFCs) - created on production instances up to the date and time listed. Severity 1 indicates a complete loss of service for mission critical operations where work cannot reasonably continue.

The **Changes for Review** tile displays all open Severity 1 changes - that is, requests for change (RFCs) - created on production instances up to the date and time listed that are awaiting your input or approval.

Tap the tile to see the following figures for each environment and associated environment alias:

- **Sev 1 RFCs** - The number of Severity 1 RFCs for the instance.
- **RFCs Awaiting Customer** - The number of RFCs awaiting your input or approval to progress.

Select any change/row in the data view to open the **Changes** screen on the related Environment Dashboard populated with metrics for the environment associated with the change.

Note: If your My Oracle Support (MOS) user account does not have privileges to view RFCs, this tile is hidden.

Environments are labeled 'instances' in this view and are listed along with their environment alias, 'instance ID'.

Using the Customer Dashboard

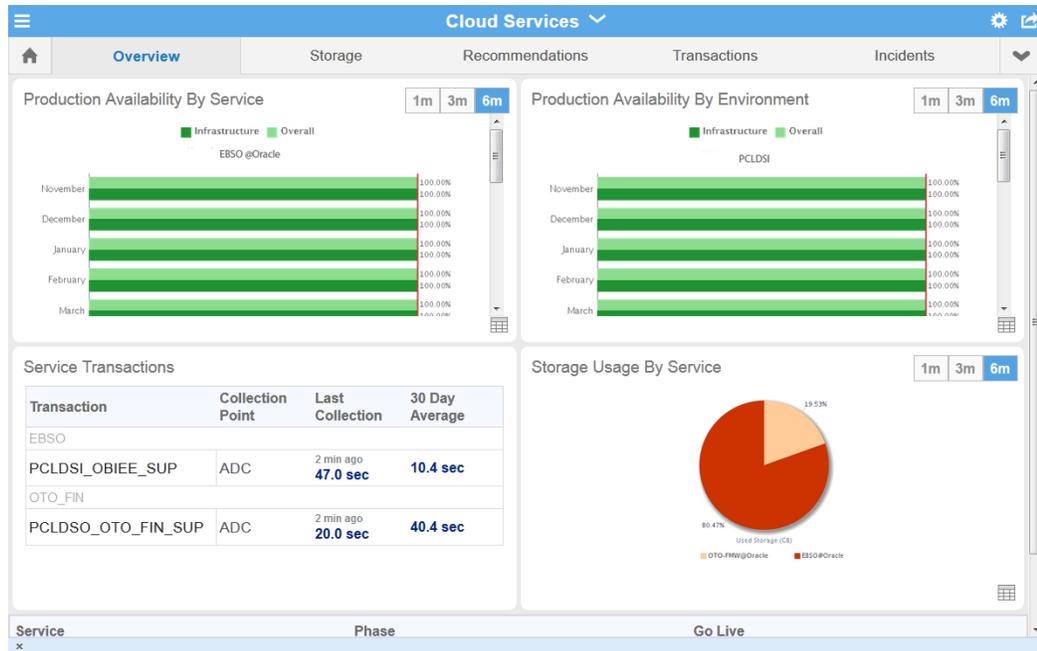
The Customer Dashboard shows key information across all your organization's Managed Cloud Services and associated environments.

This chapter covers:

- [About the Customer Dashboard](#)
- [About the Customer Overview](#)
- [Viewing Customer Storage](#)
- [Viewing Customer Recommendations](#)
- [Viewing Customer Transactions](#)
- [Viewing Customer Incidents](#)
- [Viewing Customer Changes](#)
- [Viewing Customer Contacts](#)
- [Viewing Customer Notifications](#)
- [Viewing Service Catalog](#)
- [Scheduling a Self Service Environment Refresh or Restart](#)

About the Customer Dashboard

Oracle Pulse opens on the Landing Pad. Click Overview on the navigation bar to open the Customer Dashboard, which shows overall service health for your organization's Oracle Managed Cloud Services. Service health is measured through the availability of services and environments and the response times for critical business transactions.



The Customer Dashboard **Overview** presents the most commonly used metrics in four widgets. Two widgets summarize availability by service and by environment, while the third widget shows historical storage usage. Where business transaction monitoring (BTM) has been set up, the fourth shows a performance summary for critical business transactions.

Track storage usage compared to your entitlement, as well the amount of database and non-database storage all services have used, under the **Storage** option in the navigation bar. The **Recommendations** option shows all pending, implemented, or rejected recommendations that have been made for any environment associated with your organization’s Managed Cloud Services, based on regular assessments. It also indicates why pending recommendations are necessary and the possible consequences if they are not implemented.

If Business Transaction Monitoring (BTM) has been set up, the **Transactions** option is displayed. You can see the average transaction performance over the last 24 hours, and compare this performance to the 30 day average and to the lower threshold value. You can also compare this value with the transaction performance 7 days ago. You can also view service requests (SRs) reports under **Incidents** and requests for change (RFCs) reports under **Changes**.

Note: As SRs are often logged without reference to the environment, these customer level reports provide the most complete picture of SRs for your organization.

Associating all SRs logged for your organization with the correct environment will result in more complete SR reports at environment levels.

Additionally, three global options are located on the Customer Dashboard. **Contacts** displays all contacts in your organization and in Oracle that are associated with your organization’s Managed Cloud Services. You can filter the list displayed to show different groups or search for individual contacts. All active and historical notifications for your organization’s Managed Cloud Services can be viewed on the

Notifications screen, including those that were dismissed at sign-on. Finally, the **Catalog** option provides a list of all Oracle Managed Cloud Services current service offerings, with released versions and modules.

About the Customer Overview

The **Overview** screen, shown by default, provides a summary of service availability (including any outages), performance and trending for critical business transactions, and historical storage usage for all your organization's Managed Cloud Services:

- [Production Availability by Service](#)
- [Production Availability by Environment](#)
- [Service Transactions](#)
- [Storage Usage by Service](#)

Where the chart is larger than the widget, scroll up within the widget to see the full contents. Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode.

View individual records for all services at the bottom of the screen. Each service record shows service phase and go live dates for all environments associated with this service. Tap **More** to open the Service Dashboard for that service.

Production Availability by Service

This widget shows the availability of all your organization's individual Managed Cloud Services and their underlying infrastructure over the selected time interval. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode.

Availability is measured over complete months, which is reflected in the time intervals for all availability chart and data views. For example, if you select a time interval of 6 months on Monday May 6th, 2014, the Production Availability by Service chart and data views display availability for six complete months: November, December, January, February, March, and April, as well as the availability to May 1st to 5th, 2014.

Chart View: The chart view shows both **overall availability** and **infrastructure availability** for this service over selected the time interval. Availability is displayed as a continuous horizontal green bar, where:

- **Overall availability** reflects the percentage of time that all your organization's live, production Oracle Managed Cloud Services were operating as expected and accessible by end users.
- **Infrastructure availability** shows the percentage of time that the underlying facility, network, and hardware components associated with your organization's production Managed Cloud Services environments were operating as expected.

Unplanned complete outages - that is, any unscheduled intervals when your organization's services were completely unavailable and Oracle was responsible for restoring service - are displayed as red bars.

To be classified as complete unplanned infrastructure outage, the root cause must be identified in the security, network, OS, or hardware category. Planned outages, such as for routine maintenance, and service interruptions, where the service was partially available, are not included in availability calculations.

Data View: The data view shows production outages, if any, for all your organization's live, production Managed Cloud Services over the selected time interval:

Field	Description
Infrastructure Outage Time	Total unplanned outage time (to the nearest hour and minute) for all your organization's Managed Cloud Services, when the infrastructure was completely unavailable owing to a facility, network, or hardware cause and Oracle was responsible for service restoration.
Total Unplanned Outage Time	Total unplanned outage time (to the nearest hour and minute) for all your organization's Managed Cloud Services, when the service or infrastructure was completely unavailable and Oracle was responsible for service restoration.
Customer Outage	Total unplanned outage time (to the nearest hour and minute) for all your organization's Managed Cloud Services, when the service or infrastructure was completely unavailable and when your organization was responsible for service restoration.
Oracle Outage	Total unplanned outage time (to the nearest hour and minute) for all your organization's Managed Cloud Services, when the service or infrastructure was completely unavailable and Oracle was responsible for service restoration.
Total Unplanned Outage Count	Number of times unplanned outages occurred in any of your organization's Managed Cloud Services, when the service or infrastructure was completely unavailable and Oracle was responsible for service restoration.
Average Time to Restore for Each Unplanned Outage	Average time, to the nearest hour and minute, to restore all services following an outage.
Infrastructure Outage Time	Total unplanned outage time (to the nearest hour and minute) for all your organization's Managed Cloud Services, when the infrastructure was completely unavailable owing to a facility, network, or hardware cause and Oracle was responsible for service restoration.

Production Availability by Environment

This widget shows the availability of this environment and its underlying infrastructure over the selected time interval. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode.

Availability is measured over complete months, which is reflected in the time intervals for all availability chart and data views. For example, if you select a time interval of 6 months on Monday May 6th, 2014, the Production Availability by Environment chart and data views display availability for six complete months: November, December, January, February, March, and April, as well as the availability to May 1st to 5th, 2014.

Chart View: The chart view shows both **overall availability** and **infrastructure availability** for this environment over selected the time interval. Availability is displayed as a continuous horizontal green bar, where:

- **Overall availability** reflects the percentage of time that the environment was operating as expected.
- **Infrastructure availability** shows the percentage of time that the underlying facility, network, and hardware components in the environment were operating as expected.

Unplanned complete outages - that is, any unscheduled intervals when the service was completely unavailable and Oracle was responsible for restoring service - are displayed as red bars.

To be classified as complete unplanned infrastructure outage, the root cause must be identified in the security, network, OS, or hardware category. Planned outages, such as for routine maintenance, and service interruptions, where the environment was partially available, are not included in availability calculations.

Data View: The data view shows production outages, if any, for this environment over the selected time interval:

Service Transactions

This widget shows a summary of all monitored transactions for all your organization's Managed Cloud Services, grouped by service. Tap the **Transactions** option on the navigation bar to see the full transactions table.

Transaction response times give a sense of the performance of your services and environments and can indicate potential or actual issues. Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up monitoring.

Note: Where Business Transaction Monitoring (BTM) has been implemented, the Service Transactions widget displays populated transactions reports.

If BTM has not been implemented, the **Transactions** option and widget are hidden.

You cannot flip the Service Transactions widget.

The response time of each transaction is monitored from one or more system(s). You can view the last time data was collected from the collection point location and compare the current value with the 30 day average.

Each transaction record shows:

Field	Description
Transaction Name	Name of the transaction being monitored
Collection Point	Hostname of the system from which data is collected as part of monitoring
Last Collection	Time of the last data collection from the collection point(s)
30 Day Average	Average transaction time over the last 30 days
Threshold	Minimum acceptable performance level for this transaction

Storage Usage by Service

This widget shows the percentage of storage used by each of your organization's Managed Cloud Services. Your storage entitlement is usually allocated as needed across all services. The Storage Usage chart can be useful in identifying services that are consuming a disproportionate amount of storage.

Chart View: The chart view shows a breakdown of storage usage by service, as a percentage of total storage usage, for all your organization's Managed Cloud Services.

Data View: The data view lists all your organization's Managed Cloud Services. It displays the number of environments for each service, the total storage used by the environment, and the percentage of total storage that the service uses.

Viewing Customer Storage

Tap the **Storage** option on the navigation bar to see storage usage across all your organization's Managed Cloud Services and associated environments.

View any of these widgets on the Customer Dashboard **Storage** screen:

- [Storage Usage by Service](#)
- [Storage Usage versus Entitlement](#)

- [Database Usage](#)
- [Non-Database Usage](#)

Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode.

At the bottom of the screen, service records show phases and go live dates for all your organization's Managed Cloud Services. Tap any service record to open the Service Dashboard.

Storage Usage by Service

This widget shows the percentage of storage used by each of your organization's Managed Cloud Services. Your storage entitlement is usually allocated as needed across all services. The Storage Usage chart can be useful in identifying services that are consuming a disproportionate amount of storage.

Chart View: The chart view shows a breakdown of storage usage by service, as a percentage of total storage usage, for all your organization's Managed Cloud Services.

Data View: The data view lists all your organization's Managed Cloud Services. It displays the number of environments for each service, the total storage used by the environment, and the percentage of total storage that the service uses.

Storage Usage versus Entitlement

This widget shows overall storage usage for all your organization's Managed Cloud Services compared with your current entitlement, over the selected time interval.

Chart View: The chart view shows overall storage usage for all your organization's Managed Cloud Services compared with your current entitlement, over the selected time interval.

Data View: The data view provides detailed information about the total storage usage for each service, showing storage used per associated environment, category, and subcategory, for all your organization's Managed Cloud Services.

Database Usage

This widget shows the storage used by databases for all your organization's Managed Cloud Services.

Chart View: The chart view shows the storage consumed by databases for all your organization's Managed Cloud Services.

Data View: The data view provides detailed information about the storage used by databases for all your organization's Managed Cloud Services, per associated environment, category, and subcategory.

Non-Database Usage

This widget shows the storage consumed by the application and database code trees and log files for all your organization's Managed Cloud Services.

Chart View: The chart view shows the storage consumed the storage consumed by the application and database code trees and by log files for all your organization's Managed Cloud Services.

Data View: The data view provides detailed information about the storage consumed by the application and database code trees and by log files for all your organization's Managed Cloud Services, per associated environment, category, and subcategory.

Requesting Additional Storage (iPad Only)

On iPad, you have the option to request additional storage by e-mail.

From the **Other Actions** in the top right select **Request Additional Storage** then submit your request.

Note: This option is available only on iPad.

If you require additional storage but this option is not available, log an SR. Your SDM can provide more information about the process.

Viewing Customer Recommendations

Tap the **Recommendations** option on the navigation bar to see recommended changes across all services and environments for all your organization's Managed Cloud Services.

Recommendations are actions that you can choose to take to improve performance, security, or other aspects of a service or environment. Drawn directly from a Managed Cloud Services repository of optimal configurations, recommendations are generated as part of periodic maintenance on environments.

You can filter the recommendations listed by time interval and by type. Tap the time interval, such as year to date (YTD), then select the recommendation type from the list:

- **Current** - These recommendations have been approved by a planner and presented to you in an RFC. If approved, the RFC will be applied to the named environment.
- **Implemented** - These recommendations have been applied to the named environment.
- **Rejected** - These recommendations have been presented in RFCs but have been rejected and therefore were not applied to the named environment.

The following information is displayed for each recommendation:

Name	Description
Recommended On	The date on which the recommendation was presented to you.
Category	One of the following recommendation categories: <ul style="list-style-type: none"> ■ Application ■ Database ■ Other ■ Performance & Capacity ■ Security ■ System Administration ■ Tech Stack ■ Upgrade
Environment	The named environment to which this recommendation applies
RFC	The request for change (RFC) related to this recommendation, if any.

Viewing Customer Transactions

Tap the **Transactions** option on the navigation bar to see the full transactions table for your Managed Cloud Services.

Transaction response times give a sense of the performance of your services and environments and can indicate potential or actual issues. Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up monitoring.

Note: The **Transactions** option is displayed on the navigation bar only for services where business transaction monitoring (BTM) has been implemented.

If BTM has not been implemented, the Transactions screen is hidden.

Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up monitoring.

Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode.

Chart View: To understand the historical performance of any transaction, tap the transaction record listed under the **Transaction** option on the Customer Dashboard. You can select the date from which transaction performance will be measured and choose a measurement interval.

Select the start date using the date picker. (This date must be at least 24 hours earlier than the current date.)

Then select one of the following time intervals:

- **24 hours:** Shows the average of all data collections over the past 24 hours, compared to the historical median and lower threshold of acceptable performance.
- **7 days:** Shows the average of all hourly collections over the past 7 days, compared to the historical median and lower threshold of acceptable performance.
- **30 days:** Shows the average of all daily collections over the past 30 days, compared to the historical median and lower threshold of acceptable performance.

Data View: In the chart view, tap the table symbol in the bottom right corner of the widget to flip to the data view. In this view, you can also select the date from which transaction performance will be measured and choose a measurement interval.

Select the start date using the date picker. (This date must be at least 24 hours earlier than the current date.)

Then select one of the following time intervals:

- **24 hours:** Shows the values for all data collections over the past 24 hours, compared to the historical median and lower threshold of acceptable performance.
- **7 days:** Shows the values of all hourly collections over the past 7 days, compared to the historical median and lower threshold of acceptable performance.
- **30 days:** Shows the values of all daily collections over the past 30 days, compared to the historical median and lower threshold of acceptable performance.

Each transaction record shows the last data collection date and the data collection point(s). You can compare the current value with the 30 day average and with the lower threshold value for this transaction.

Each record displays:

Field	Description
Transaction Name	Name of the transaction being monitored
Collection Point	Hostname of the system from which data is collected as part of monitoring
Last Collection	Time of the last data collection from the collection point(s)
30 Day Average	Average transaction time over the last 30 days
Threshold	Lowest acceptable performance threshold for this transaction

Viewing Customer Incidents

Tap the **Incidents** option on the navigation bar to see service request (SR) reports for all your organization's Managed Cloud Services.

Note: To view Incidents, your My Oracle Support (MOS) account must have view SR privileges.

SRs are created and maintained in My Oracle Support (MOS). All SR information in Oracle Pulse is drawn from the MOS database. Customer level incident reports provide the most complete picture of your organization's SRs because many SRs are logged without reference to a service or environment. You can improve the accuracy of service level and environment level reports by ensuring that you associate each SR with a service or environment as appropriate.

View any of these widgets on the Customer Dashboard **Incidents** screen:

- [Created versus Closed Incidents](#)
- [Incident Backlogs](#)
- [Incident Volume by Product](#)

Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode. You can also see incident/SR records for all your organization's Managed Cloud Services at the bottom of the screen. Tap any record to open the incident/SR summary.

Created versus Closed Incidents

This widget shows the rate of SR closure for all your organization's Managed Cloud Services.

Chart View: The chart view compares the number of SRs created with the number of SRs closed for each month over the selected time interval, indicating the rate of SR closure for all your organization's Managed Cloud Services.

Data View: The data view shows detailed records for all SRs, open and closed, for all your organization's Managed Cloud Services.

Incident Backlogs

This widget shows the number of SRs created for all your organization's Managed Cloud Services over the selected time interval, grouped by time elapsed since they were raised.

Chart View: The chart view shows the number of SRs created for all your organization's Managed Cloud Services in each month over the selected time interval. SR counts are presented in color coded bands that indicate the time elapsed since SR creation:

- 7 days or less
- 8 to 30 days
- 31 to 60 days
- 61 to 90 days
- 91 days or more

SRs that were open during the month, but have been closed since then, are included in the monthly count.

Data View: The data view shows detailed records for all SRs, open and closed, for all your organization's Managed Cloud Services.

Incident Volume by Product

This widget shows the number of incidents created for all your organization's Managed Cloud Services.

Chart View: The chart view shows the number of incidents created for each product associated with your organization's Managed Cloud Services, in each month of the selected time interval. Color coding indicates the SR priority, which is determined in MOS as critical, significant or standard.

Data View: The data view shows detailed records for all SRs, open and closed, for all your organization's Managed Cloud Services.

Viewing an Incident Record

In the lower part of the screen, each incident record displays the name, status, and associated product for the SR. Tap any incident record at the bottom of the screen to see the full incident record.

Each record shows the following information, which is drawn from the MOS database:

Field	Description
Name, including	Identifying information about this SR, including:
<ul style="list-style-type: none"> ■ SR Number ■ Summary ■ Contact 	<ul style="list-style-type: none"> ■ SR number listed in MOS. ■ A very brief description of the SR entered in MOS ■ Name of the contact person for this SR
Status	Status of this SR from MOS:
	<ul style="list-style-type: none"> ■ Open - The SR has been created but is not yet resolved, or has been resolved but is awaiting approval. ■ Closed - The SR has been closed, whether resolved or not.
Product	Name of the product associated with this SR in MOS.
Updates	All the latest actions related to this SR.
Summary	MOS summary information for this SR, such as the status and the severity.

Filtering Incident Records

To filter the incidents, select a filter from the list:

- **All Incidents** lists all incident records for all your Managed Cloud Services
- **All Open Incidents** lists all open SRs for all your Managed Cloud Services
- **Closed Requests** lists all SRs for all your Managed Cloud Services

Search for an Incident Record

To search for an incident, enter the search criteria in the Search field, located in the toolbar of the incident record table. Partial strings are auto-completed. Tap the search icon to see all incident records containing the string.

Tap any incident name to see the detailed record, showing the incident summary and any updates. Tap the arrow in the top left to return to the Incidents screen.

Viewing Customer Changes

Tap the **Changes** option on the navigation bar to see reports of requests for change (RFCs) across all services and environments for all your Managed Cloud Services.

Note: To view Changes, your My Oracle Support (MOS) account must have view RFC privileges.

View any of these widgets on the Customer Dashboard **Changes** screen:

- [Created versus Applied Changes](#)
- [Applied Changes by RFC Type](#)
- [Applied Changes: Production versus Non-Production](#)
- [Applied Changes by Environment](#)

Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode. You can also see change/RFC records for all your organization's Managed Cloud Services at the bottom of the screen. Tap any record to open the change/RFC summary.

Created versus Applied Changes

This widget shows the number of RFCs created for, and the number applied to all your organization's Managed Cloud Services, indicating the rate of change.

Chart View: The chart view shows the number of RFCs created for, and the number applied to, environments and services for all your organization's Managed Cloud Services during the selected time interval. If no RFCs were created for or applied to, the chart is empty.

Data View: The data view lists all RFCs that have been created for or applied to all your organization's Managed Cloud Services.

Applied Changes by RFC Type

This widget shows all RFCs, listed by RFC type, that have been applied to environments and services for all your organization's Managed Cloud Services.

Chart View: The chart view shows all RFCs, listed by RFC type, that have been applied to all your organization's Managed Cloud Services. RFC types are defined in My Oracle Support (MOS).

Data View: The data view lists all RFCs that have been applied to all your organization's Managed Cloud Services.

Applied Changes: Production versus Non-Production

This widget compares rates of change in production and non-production environments for all your organization's Managed Cloud Services.

Chart View: The chart view shows the number of RFCs applied to production environments, to non-production environments, and to all environments associated with all your organization's Managed Cloud Services, for each month in the selected time interval.

Data View: The data view lists all RFCs that have been created for or applied to all your organization's Managed Cloud Services.

Applied Changes by Environment

This widget shows the applied requests for change (RFC) count for each environment.

Chart View: The chart view shows the applied RFC count for every environment associated with all your organization's Managed Cloud Services, for the selected time interval.

Data View: The data view lists all RFCs that have been applied to all your organization's Managed Cloud Services.

Viewing a Change Record

Records for all RFCs created for your organization's Managed Cloud Services are listed at the bottom of the screen. Each record displays the following information.

Field	Description
Name, including	Identifying information about this RFC, including: <ul style="list-style-type: none"> ▪ RFC Number ▪ Summary ▪ Contact
Environment	Environment associated with this RFC.
Status	Status of this RFC from MOS: <ul style="list-style-type: none"> ▪ Open - RFC is in <i>New</i> or <i>Ready to Schedule</i> status in MOS. ▪ Closed - RFC is in <i>Completed</i>, <i>Cancelled</i>, <i>Rejected</i>, or other status in MOS.
Schedule	Time and date for which this RFC is scheduled, in the format YYYY-MM-DD HH:MiMi where YYYY is the year, MM is the month, DD is the day, HH is the hour, and MiMi is the minute.
Activities	All the latest activities related to this RFC.
Summary	MOS summary information for this RFC, such as the status and the severity.

Tap any record at the bottom of the screen to see the full RFC summary.

Filtering Change Records

To filter the change records displayed, select a filter from the list:

- **All Changes** lists all change records for all your organization's Managed Cloud Services
- **All Open** lists all open RFCs for all your organization's Managed Cloud Services
- **Ready for Scheduling/Approval** lists all RFCs for all your organization's Managed Cloud Services that are ready for scheduling or awaiting your approval.
- **Recently Updated** lists all RFCs for all your organization's Managed Cloud Services that have been updated recently.

Searching for a Change Record

To search for a change record, enter the search criteria in the Search field, located in the toolbar of the change record table. Partial strings are auto-completed. Tap the search icon to see all change records containing the string.

Viewing Customer Contacts

Tap **Contacts** to see all contacts associated with your organization's Managed Cloud Services.

Cloud Services - Contacts				
Changes	Contacts	Notifications	Catalog	
Search Contacts				
All Contacts	Phone	Email Address	Role	Approval Authority
David Aza Consultant	+1-650-123-4567	david.aza@cloudservices.com	Technical Contact	All Services > Non-Prod Instances Single Service > Prod Instance
LaShauna DeAmici Software Development Director	+1-650-123-4567	lashauna.deamici@cloudservices.com	Technical Contact	All Service > All Instances
Rishi Deshpande Operations Manager	+1-650-123-4567	rishi.deshpande@cloudservices.com	Technical Contact	All Service > All Instances
Anita Garcia Sr. Project Manager	+1-650-123-4567	anita.garcia@cloudservices.com	Outage Contact Technical Contact	All Services > All Instances
John Keith Sr. Software Developer	+1-650-123-4567	john.keith@cloudservices.com	Technical Contact	None
Carol Mason Service Delivery Manager	+1-650-123-4567	carol.mason@oracle.com	Oracle Production Manager	None
Rachel Michaels Vice President	+1-650-123-4567	rachel.michaels@cloudservices.com	Technical Contact	All Service > All Instances
Jyotsna Reddy Training Team Member	+1-650-123-4567	jyotsna.reddy@cloudservices.com	Technical Contact	All Service > All Instances
Annie Smith Upgrade Project Manager	+1-650-123-4567	annie.smith@cloudservices.com	OHS AD Cust Admin	
Shane Smith Management Lead	+1-650-123-4567	shane.smith@cloudservices.com	Technical Contact	All Service > All Instances
Trebor Vasques Quality Assurance	+1-650-123-4567	trebor.vasques@cloudservices.com	Technical Contact	None
13 Contacts				

Contacts include users from your organization and all Oracle personnel associated with your organization's Managed Cloud Services. Your customer user administrator authorizes approvers and defines the scope of approval authority. Your SDM and your customer user administrator maintain these records.

The following information is displayed for each contact record:

Field	Description
Contact Name	Full name of this contact.
Phone	Phone number for this contact
E-mail Address	E-mail address for this contact.
Role	Role for this contact.
Approval Authority	Approval authority assigned to the contact by your Oracle SDM or service delivery team.

To search for a contact, enter the search criteria in the Search field, located in the top left of the Contacts screen. Partial strings are auto-completed. Tap the search icon to see all incident records containing the string.

You can filter the displayed records using the following options on the navigation bar:

- **All Contacts** displays all contacts associated with your organization's Managed Cloud Services, from both Oracle and your organization.
- **Approvers** displays contacts who have the authority to approve requests for change (RFC). The customer user administrator defines the scope of this approval authority.
- **My Organization** displays all contacts from your organization associated with your organization's Managed Cloud Services.
- **Service Delivery Team** displays all Oracle personnel associated with your organization's Managed Cloud Services.

Viewing Customer Notifications

Notifications inform you about newly available software versions, any upcoming maintenance and outages, and any service interruptions that occurred in your Oracle Managed Cloud Services.

- **Active notifications** have not yet reached their expiry dates.
- **Historical notifications** have passed their expiry date or have been dismissed.

Your Oracle SDM manages all your notifications, creating the necessary messages and setting an expiry date for each notification.

Once you sign on to Oracle Pulse, all active notifications for your Oracle Managed Cloud Services are displayed, ordered by notification creation date.

Note: Each notification displays the date on which the notification was created. The event date is listed in the description.

Working with Notifications

At sign-on, all active notifications for your Oracle Managed Cloud Services are displayed by default. Notifications are ordered by creation date, which is listed in the top right corner. You can also scroll down to see earlier active notifications.

By checking **Do not show again** for one or more notifications you can ensure they are not displayed the next time you sign on.

You can see all active and historical notifications for your Oracle Managed Cloud Services by tapping the **Notifications** option on the Customer Dashboard:

Oracle Pulse Notifications

Contacts Notifications Catalog

Active Notifications

Planned Sep 7, 2013 UTC

Proactive Maintenance

Beginning on Tuesday October 1, 2013 starting at 10:00 am Pacific Time (October 1, 17:00 UTC/GMT) Oracle Pulse will be affected by scheduled maintenance of one of the related applications.

A 8-hour outage is planned for system maintenance

Planned Sep 7, 2013 UTC

Service Maintenance

For Cloud Services customers, effective October 15, 2013, Server Maintenance PMPs can be self-service scheduled through MOS. This includes HW, OS and VM server upgrades, server migrations, OS upgrades, OS Patch Kernel Upgrade, capacity resizing, etc. If you have any questions, please contact your SDM

2 Notifications

x

Each notification record provides the following information:

- **Planned/Unplanned** indicates whether this event is planned or unplanned. For example, a scheduled outage for maintenance or a new software release are planned events. An unexpected outage is an unplanned event.
- **Event Type** indicates the type of event in question. Examples include:
 - **New Software Release**, announcing a new release of Oracle Pulse software.
 - **Proactive Maintenance**, announcing a scheduled maintenance outage to proactively address issues.
- **Description** provides a full description of the event in question, typically including the event date, the start and end times, the systems or areas affected, the reasons for the event, and any other relevant details.
- **Date** shows the date on which this notification was *created*. The event date is listed in the description.

Viewing Service Catalog

To see the full Oracle Managed Cloud Services catalog:

- (Web browser) Tap the **Catalog** option on the Customer Dashboard.
- (iPad) Tap the **Menu** icon in the top left of the screen to open the Services and Environments list. At the bottom of the list, tap **Catalog**.

The catalog lists all service offerings by Oracle product, outlining the supported product release or service revision and associated modules.

You can also see service offerings that are not yet on general availability using the PreGeneral Availability option at the bottom of the product list. Additionally you can browse the various options available for each service, such as load testing and regression testing.

Scheduling a Self Service Environment Refresh or Restart

Oracle Pulse Release 5.1.2 provides the ability to schedule refreshes and restarts for your eligible, non-production Oracle E-Business Suite (EBSO) Database environments.

Prerequisites

- This is an eligible Oracle E-Business Suite (EBSO) Database environment, that is, self-service enabled.
- You are authorized to create requests for change (RFCs).
- You are an authorized approver for this environment, for the associated service, or for your organization.

To Schedule a Refresh or Environment Restart:

1. On the Customer Dashboard, tap **Changes**.
2. Tap the plus symbol on the change record toolbar.
The New Change Request page is displayed.
3. From the Change Type list, select one of the following:
 - **Bounce** - Restarts the environment.
 - **DB Refresh** - Refreshes the environment.Then from the Environment list, select the environment where this change should be performed.
The Preferred Date and Time area, appears shows the present time and date plus ten minutes.
4. Tap **Check Availability** to view up to five suitable time slots. These time slots are generated automatically, taking account of system and resource availability and other factors.
5. Tap **Select Available Time** to accept the available time slot.
6. After reviewing the RFC number, change type (Bounce or DB Refresh), source and target systems (Bounce only), and time slot, tap **OK** to confirm these details.
The new change appears at the top of the Changes list.

Using the Service Dashboard

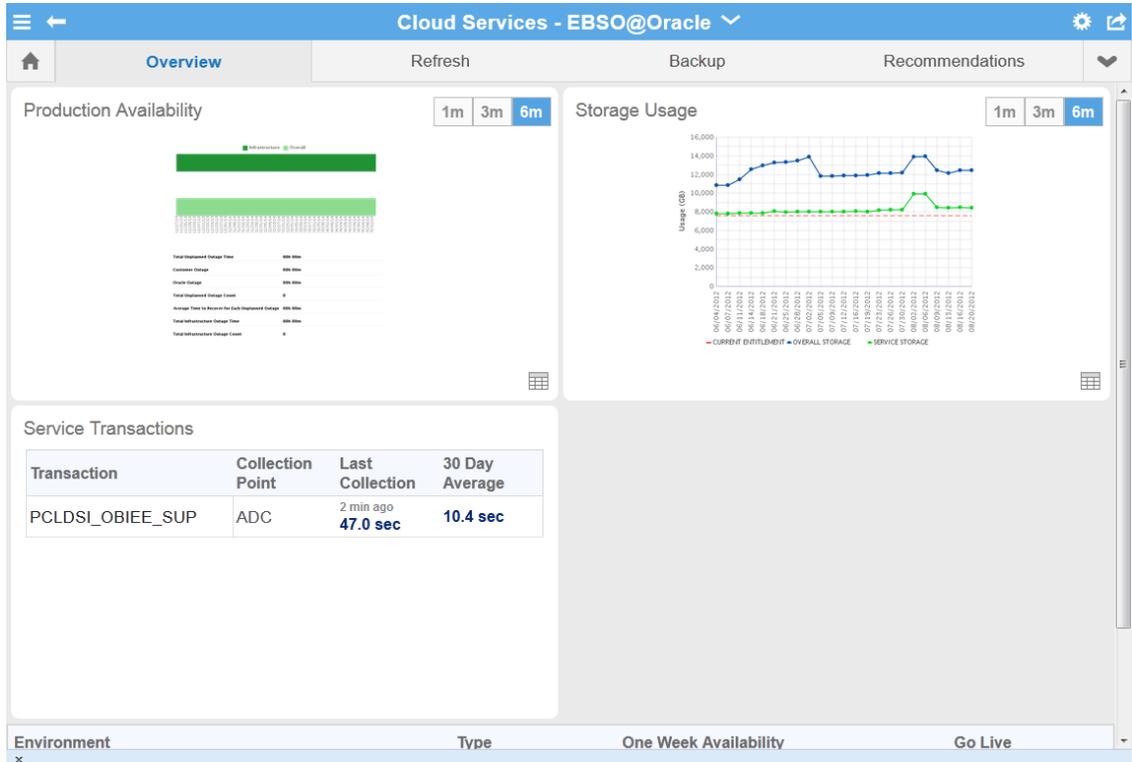
The Service Dashboard shows key performance indicators for the service you have selected.

This chapter covers:

- [About the Service Dashboard](#)
- [About the Service Overview](#)
- [Viewing Service Refreshes](#)
- [Viewing Service Backups](#)
- [Viewing Service Recommendations](#)
- [Viewing Service Transactions](#)
- [Viewing Service Incidents](#)
- [Viewing Service Changes](#)
- [Scheduling a Self Service Environment Refresh or Restart](#)
- [Requesting Other Service Information](#)

About the Service Dashboard

The Service Dashboard shows key performance indicators for the service you have selected.



The Overview screen, shown by default, provides a summary of service availability (including any outages) and historical storage usage. Key indicators include your usage and entitlements for both refreshes and backups, under the **Refresh** and **Backup** options. Use these options to track consumption versus entitlement of both your backups and refreshes and, if necessary, request more. The **Recommendations** option shows recommendations that have been implemented for this service and those that have been rejected. It also indicates why pending recommendations are necessary and the possible consequences if they are not implemented.

If BTM has been set up, the **Transactions** option is displayed. You can see the average transaction performance over the last 24 hours, and compare this performance to the 30 day average and to the lower threshold value. You can also compare this value with the transaction performance 7 days ago. If you have the corresponding My Oracle Support privileges, you can also view service requests (SRs) reports under **Incidents** and requests for change (RFCs) reports under **Changes**.

Note: As SRs are often logged without reference to the service or environment, the customer level reports, available on the Customer Dashboard, provide the most complete picture of SRs for your organization.

Associating all SRs logged for your organization with the correct service and environment will result in more complete SR reports at the service and environment levels.

Finally, use the **Other** option to request more information about the services listed, such as Additional Backup or Additional VPN.

About the Service Overview

The **Overview** screen, shown by default, provides a summary of service availability (including any outages), performance and trending for critical business transactions, and historical storage usage.

View any of these widgets on the Service Dashboard **Overview**:

- [Production Availability](#)
- [Service Transactions](#)
- [Storage Usage](#)

Where the chart is larger than the widget, scroll up within the widget to see the full contents. Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode.

View individual environment records for this service at the bottom of the screen. Each environment record shows type, availability, and go live dates for all environments associated with this service. Tap **More** to open the Environment Dashboard for that environment.

Production Availability

This widget shows the availability of this service and its underlying infrastructure over the selected time interval. Toggle between the chart view and the data view using the symbol in the bottom right corner.

Availability is measured over complete months, which is reflected in the time intervals for all availability chart and data views. For example, if you select a time interval of 6 months on Monday May 6th, 2014, the Production Availability chart and data views display availability for six complete months: November, December, January, February, March, and April, as well as the availability to May 1st to 5th, 2014.

Chart View: The chart view shows both **overall availability** and **infrastructure availability** for this service over selected the time interval. Availability is displayed as a continuous horizontal green bar, where:

- **Overall availability** reflects the percentage of time that the service was operating as expected.
- **Infrastructure availability** shows the percentage of time that the underlying facility, network, and hardware components in all environments associated with this service were operating as expected.

Any unplanned complete outages (if any) - that is, any unscheduled intervals when the service was completely unavailable and Oracle was responsible for restoring service - are displayed as red bars.

To be classified as complete unplanned infrastructure outage, the root cause must be identified in the security, network, OS, or hardware category. Planned outages, such as for routine maintenance, and service interruptions, where the service was partially available, are not included in availability calculations.

Data View: The data view provides availability statistics for this service:

Field	Description
Total Unplanned Outage Time	Total unplanned outage time (to the nearest hour and minute) for this environment, when the service or infrastructure was completely unavailable and Oracle was responsible for service restoration.

Field	Description
Customer Outage	Total unplanned outage time (to the nearest hour and minute) for this environment, when the service or infrastructure was completely unavailable and when your organization was responsible for service restoration.
Oracle Outage	Total unplanned outage time (to the nearest hour and minute) for this environment, when the service or infrastructure was completely unavailable and Oracle was responsible for service restoration.
Total Unplanned Outage Count	Number of times unplanned outages occurred in this environment, when the service or infrastructure was completely unavailable and Oracle was responsible for service restoration.
Average Time to Restore for Each Unplanned Outage	Average time, to the nearest hour and minute, to restore the environment following an outage.
Total Infrastructure Outage Time	Total unplanned outage time (to the nearest hour and minute) for this environment, when the infrastructure was completely unavailable owing to a facility, network, or hardware cause and when Oracle was responsible for service restoration.
Total Infrastructure Outage Count	Number of times unplanned infrastructure outages occurred in this environment, when the infrastructure was completely unavailable and Oracle was responsible for service restoration.

Service Transactions

This widget shows records of all monitored transactions for the selected service. Tap the **Transactions** option on the navigation bar to see the full transactions table for this service.

Transaction response times give a sense of the performance of your services and environments and can indicate potential or actual issues. Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up monitoring.

Note: Where Business Transaction Monitoring (BTM) has been implemented, the Service Transactions widget displays populated transactions reports.

You cannot flip the Service Transactions widget.

One or more systems measure the response time of each monitored transaction. You can view the last time data was collected from the system, known as the collection point, and compare the current value with the 30 day average.

Each transaction record shows:

Field	Description
Transaction Name	Name of the transaction being monitored
Collection Point	Hostname of the system from which data is collected as part of monitoring
Last Collection	Time of the last data collection from the collection point(s)
30 Day Average	Average transaction time over the last 30 days

Storage Usage

This widget shows the storage used by each environment for the selected service. Your storage entitlement is usually allocated as needed across all environments. The Storage Usage chart can be useful in identifying environments that are consuming a disproportionate amount of storage.

Chart View: The chart view shows the entitlement, the total usage for all services and environments and the storage usage, for the selected service.

Data View: The data view lists the storage used by each environment.

Viewing Service Refreshes

Tap **Refresh** on the Service Dashboard to see the following information over the selected time interval, in the chart:

- **Consumed Entitled Refreshes** shows the number of refreshes used for environments associated with this service, from your refresh entitlement in the time interval selected. Your refresh entitlement includes your refresh allowance for environments during implementation and production phases. It also includes any additional refreshes that you have purchased. This information is calculated and maintained automatically. If there are any discrepancies, contact your Oracle service delivery manager (SDM).
- **Consumed Purchased Refreshes** shows the number of additional purchased refreshes used for environments associated with this service, in the time interval selected.
- **Overage** shows the number of refreshes, if any, that were used for environments associated with this service, in excess of your entitled and purchased refreshes.

The table tracks your refresh consumption for each of the last seven months as follows:

- **Consumed** shows the number of refreshes that this service has consumed in each month.
- **Entitled** shows the number of refreshes this service was entitled to consume in each month.
- **Purchased** shows the number of refreshes that were purchased in this month.
- **Overage** shows the number of consumed refreshes that exceeded the service's entitled and purchased refreshes combined in each month.

Requesting Refreshes

You also have the option to request refreshes by e-mail.

From the **Other Actions** in the top right select **Request Refresh** then submit your request.

Viewing Service Backups

Tap **Backup** on the Service Dashboard to track backups for all your organization's Managed Cloud Services.

All Backup Work

The chart view shows all backups that have been run successfully on environments associated with this service each day, for one week or one month. This information is drawn directly from the internal Oracle system that inventories all backups on file servers. Use this chart to track trends in service backups.

The data view shows the number of production and non-production backups, along with the total number of backups, that happened on each day of the week or month, as selected. The data view is useful for pinpointing the dates on which backups occurred and identifying any gaps.

Additional Backups

The chart view shows any additional backups requested, both consumed and billable. Additional backups include backups remaining from your allowance for production environments during implementation and production phases, and any backups you have purchased.

The data view shows the number of consumed and purchased backups, as well as the total number of additional backups, that have been run successfully on environments associated with this service for one week or one month. Using this chart you can find out the dates of additional backups and whether they were billable.

Requesting Additional Backups

You also have the option to request additional backups by e-mail.

From the **Other Actions** in the top right select **Request Additional Backups** then submit your request.

Note: This option is available only on iPad.

If you require additional backups but this option is not available, log an SR. Your SDM can provide more information about the process.

Viewing Service Recommendations

Tap the **Recommendations** option on the navigation bar to see recommended changes across all environments for this service.

Recommendations are actions that you can choose to take to improve performance, security, or other aspects of an environment. Drawn directly from a Managed Cloud Services repository of optimal configurations, recommendations are generated as part of periodic maintenance on environments.

You can filter the recommendations listed by time interval and by type. Tap the time interval, such as year to date (YTD), then select the recommendation type from the list:

- **Current** - These recommendations have been approved by a planner and presented to you in an RFC. If approved, the RFC will be applied to the named environment.
- **Implemented** - These recommendations have been applied to the named environment.
- **Rejected** - These recommendations have been presented in RFCs but have been rejected and therefore were not applied to the named environment.

The following information is displayed for each recommendation:

Column Name	Description
Recommended On	The date on which the recommendation was presented to you.

Column Name	Description
Category	One of the following recommendation category: <ul style="list-style-type: none"> ■ Application ■ Database ■ Other ■ Performance & Capacity ■ Security ■ System Administration ■ Tech Stack ■ Upgrade
Environment	The named environment to which this recommendation applies
RFC	The request for change (RFC) related to this recommendation, if any.

Viewing Service Transactions

Tap the **Transactions** option on the navigation bar to see the full transactions table for the selected service.

Transaction response times give a sense of the performance of your services and environments and can indicate potential or actual issues. Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up monitoring.

You can also review the historical performance of any transaction using the transaction record.

In both chart and data views, select the date from which transaction performance will be measured using the date picker. (This date must be at least 24 hours earlier than the current date.) Then select one of the following time intervals:

- **24 hours:** Shows the average of all data collections over 24 hours from the date selected, compared to the historical median and lower threshold of acceptable performance.
- **7 days:** Shows the average of all hourly collections over 7 days from the date selected, compared to the historical median and lower threshold of acceptable performance.
- **30 days:** Shows the average of all daily collections over 30 days from the date selected, compared to the historical median and lower threshold of acceptable performance.

The chart and data views are populated with data for the time interval from the date selected.

Chart View: The chart view shows the average of all data collections over the time interval from the date selected, compared to the historical median and lower threshold of acceptable performance.

Data View: The data view lists the averages of all data collections over the time interval from the date selected, compared to the historical median and lower threshold of acceptable performance.

Note: The **Transactions** option is displayed on the navigation bar only for services where business transaction monitoring (BTM) has been implemented.

If BTM has not been implemented, the Transactions screen is not displayed.

Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up monitoring.

Transaction Records

Each transaction record shows the last data collection date and the data collection point(s). You can compare the current value with the 30 day average and with the lower threshold value for this transaction.

Each record displays:

Field	Description
Transaction Name	Name of the transaction being monitored
Collection Point	Hostname of the system from which data is collected as part of monitoring
Last Collection	Time of the last data collection from the collection point(s)
30 Day Average	Average transaction time over the last 30 days
Threshold	Lowest acceptable performance threshold for this transaction

Viewing Service Incidents

Tap the **Incidents** option on the navigation bar to see service request (SR) reports for this service.

SRs are created and maintained in My Oracle Support (MOS). All SR information in Oracle Pulse is drawn from the MOS database.

Customer level incident reports provide the most complete picture of your organization's SRs because many SRs are logged without reference to an environment. You can improve the accuracy of service level reports by ensuring that each SR logged for your organization is associated with an environment.

View any of these widgets on the Service Dashboard **Incidents** screen:

- [Created versus Closed Incidents](#)
- [Incident Backlogs](#)
- [Incident Volume by Product](#)

Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode. You can also see incident/SR records for the selected service at the bottom of the screen. Tap any record to open the incident/SR summary.

Created versus Closed Incidents

This widget shows the rate of SR closure for this service.

Chart View: The chart view compares the number of SRs created with the number closed for each month over the selected time interval, indicating the rate of SR closure for this service.

Data View: The data view shows detailed records for all SRs, open and closed, for this service.

Incident Backlogs

This widget shows the number of SRs created for this service over the selected time interval, grouped by time elapsed since they were raised.

Chart View: The chart view shows the number of SRs created for this service in each month of the selected time interval. Color coded bands indicate the time elapsed since SR creation:

- 7 days or less
- 8 to 30 days
- 31 to 60 days
- 61 to 90 days
- 91 days or more

SRs that were open during the month, but have been closed since then, are included in the monthly count.

Data View: The data view shows detailed records for all SRs, open and closed, for this service.

Incident Volume by Product

This widget shows the number of incidents created for this service's product(s).

Chart View: The chart view shows the number of incidents created for each of this service's products, in each month of the selected time interval. Color coding indicates the SR priority, which is determined in MOS as critical, significant or standard.

Data View: The data view shows detailed records for all SRs, open and closed, for this service.

Viewing an Incident Record

In the lower part of the screen, each incident record displays the name, status, and associated product for the SR. Tap any incident record at the bottom of the screen to see the full incident record.

Each record shows the following information, which is drawn from the MOS database:

Field	Description
Name, including	Identifying information about this SR, including:
<ul style="list-style-type: none"> ■ SR Number ■ Summary ■ Contact 	<ul style="list-style-type: none"> ■ SR number listed in MOS. ■ A very brief description of the SR entered in MOS ■ Name of the contact person for this SR
Status	Status of this SR from MOS:
	<ul style="list-style-type: none"> ■ Open - The SR has been created but is not yet resolved, or has been resolved but is awaiting approval. ■ Closed - The SR has been closed, whether resolved or not.
Product	Name of the product associated with this SR in MOS.
Updates	All the latest actions related to this SR.
Summary	MOS summary information for this SR, such as the status and the severity.

Filtering Incident Records

To filter the incident records, select a filter from the list:

- **All Incidents** lists all SRs for this service
- **All Open Incidents** lists all open SRs for this service
- **Closed Requests** lists all SRs for this service that have been closed

Searching for an Incident Record

To search for an incident, enter the search criteria in the Search field, located in the toolbar of the incident record table. Partial strings are auto-completed. Tap the search icon to see all incident records containing the string.

Viewing Service Changes

Tap the **Changes** option on the navigation bar to see reports of requests for change (RFCs) for this service. RFC information presented in Oracle Pulse is drawn from the My Oracle Support (MOS) database.

View any of these widgets on the Service Dashboard **Changes** screen:

- [Created versus Applied Changes](#)
- [Applied Changes by RFC Type](#)
- [Applied Changes: Production versus Non-Production](#)
- [Applied Changes by Environment](#)

Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode. You can also see change/RFC records for all your organization's Managed Cloud Services at the bottom of the screen. Tap any record to open the change/RFC summary.

Created versus Applied Changes

This widget shows the number of RFCs created for, and the number applied to this service, indicating the rate of change.

Chart View: The chart view shows the number of RFCs created, and the number applied, to this service for each month of the selected time interval. If no RFCs were created or applied, the chart is empty.

Data View: The data view lists all RFCs that have been created for or applied to this service.

Applied Changes by RFC Type

This widget shows all RFCs, listed by RFC type, that have been applied to this service.

Chart View: The chart view shows all RFCs, listed by RFC type, that have been applied to this service. Defined in MOS, RFC types include refresh and backup.

Data View: The data view lists all RFCs that have been applied to this service.

Applied Changes: Production versus Non-Production

This widget compares the rates of changes in production and non-production environments for this service.

Chart View: The chart view shows the number of RFCs applied to production environments, to non-production environments, and to all environments associated with this service, for each month in the selected time interval.

Data View: The data view lists all RFCs that have been created for or applied to this service.

Applied Changes by Environment

This widget shows RFCs applied to each environment.

Chart View: The chart view shows the RFC count for each environment associated with this service, for the selected time interval.

Data View: The data view lists all RFCs that have been created for or applied to this service.

Viewing a Change Record

Records for all RFCs created for this service are listed at the bottom of the screen. Tap any change record at the bottom of the screen to see the change details.

Field	Description
Name, including	Identifying information about this RFC, including:
<ul style="list-style-type: none"> ■ RFC Number ■ Summary ■ Contact 	<ul style="list-style-type: none"> ■ RFC number listed in MOS. ■ A very brief description of the RFC as entered in MOS. ■ Name of the contact person for this RFC.
Environment	Environment associated with this RFC.
Status	Status of this RFC from MOS: <ul style="list-style-type: none"> ■ Open - RFC is in <i>New</i> or <i>Ready to Schedule</i> status in MOS. ■ Closed - RFC is in <i>Completed</i>, <i>Cancelled</i>, <i>Rejected</i>, or other status in MOS.
Schedule	Time and date for which this RFC is scheduled, in the format YYYY-MM-DD HH:MiMi where YYYY is the year, MM is the month, DD is the day, HH is the hour, and MiMi is the minute.
Activities	All the latest activities related to this RFC.
Summary	MOS summary information for this RFC, such as the status and the severity.

Filtering Change Records

To filter the change records displayed, select a filter from the list:

- **All Changes** lists all RFCs for this service
- **All Open** lists all open RFCs for this service
- **Ready for Scheduling/Approval** lists all RFCs for this service that are ready for scheduling or awaiting your approval.
- **Recently Updated** lists all RFCs for this service that have been updated recently.

Searching for a Change Record

To search for a change record, enter the search criteria in the Search field, located in the toolbar of the change record table. Partial strings are auto-completed. Tap the search icon to see all change records containing the string.

Scheduling a Self Service Environment Refresh or Restart

Oracle Pulse Release 5.1.2 provides the ability to schedule refreshes and restarts for your eligible, non-production Oracle E-Business Suite (EBSO) Database environments.

Prerequisites

- This is an eligible Oracle E-Business Suite (EBSO) Database environment, that is, self-service enabled.
- You are authorized to create requests for change (RFCs).
- You are an authorized approver for this environment, for the associated service, or for your organization.

To Schedule a Refresh or Environment Restart:

1. On the Service Dashboard, tap **Changes**.
2. Tap the plus symbol on the change record toolbar.
The New Change Request page is displayed.
3. From the Change Type list, select one of the following:
 - **Bounce** - Restarts this environment.
 - **DB Refresh** - Refreshes this environment.Then from the Environment list, select the environment where this change should be performed.
The Preferred Date and Time area, appears shows the present time and date plus ten minutes.
4. Tap **Check Availability** to view up to five suitable time slots. These time slots are generated automatically, taking account of system and resource availability and other factors.
5. Tap **Select Available Time** to accept the available time slot.
6. After reviewing the RFC number, change type (Bounce or DB Refresh), source and target systems (Bounce only), and time slot, tap **OK** to confirm these details.
The new change appears at the top of the Changes list.

Requesting Other Service Information

The **Other** option on the navigation bar shows a collection of other service information, such as Additional VPN or Additional Backup.

To request more information about any of these services, tap the relevant service. In the **Other Actions** list in the top right, tap **Request Information**.

Using the Environment Dashboard

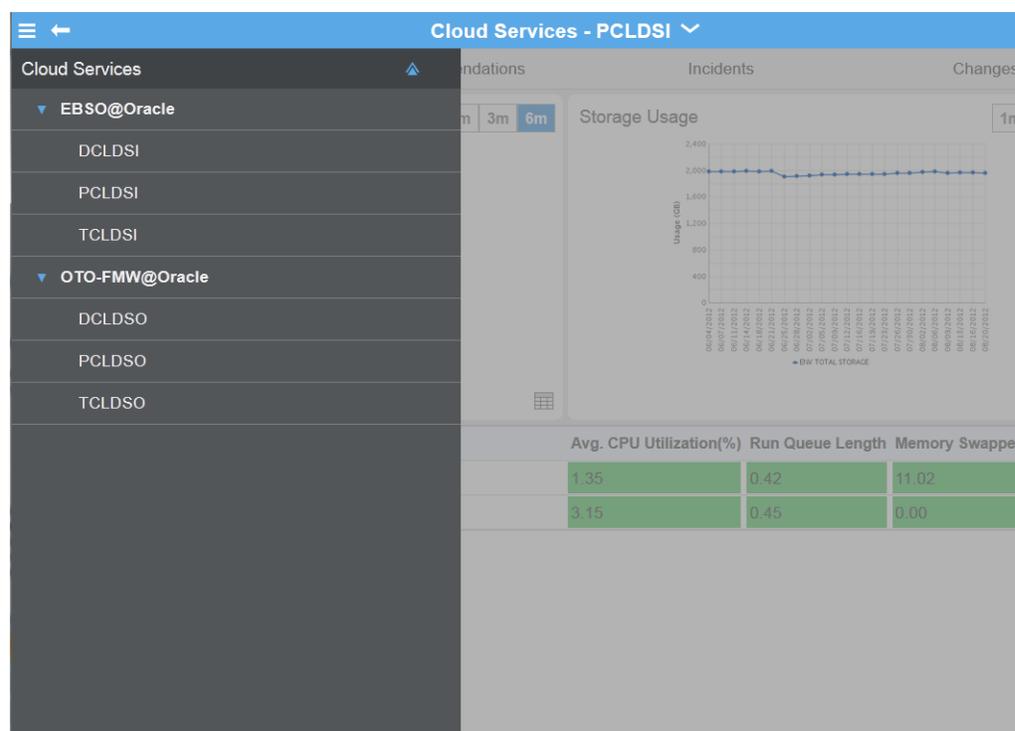
The Environment Dashboard shows key information for the selected environment.

This chapter covers:

- [About the Environment Dashboard](#)
- [About the Environment Overview](#)
- [Viewing Environment Recommendations](#)
- [Viewing Environment Transactions](#)
- [Viewing Environment Incidents](#)
- [Viewing Environment Changes](#)
- [Scheduling a Self Service Environment Refresh or Restart](#)

About the Environment Dashboard

The Environment Dashboard shows key performance indicators for the environment you have selected.



The Environment Dashboard **Overview**, visible by default, shows the availability of the environment in production, performance and trending for critical business transactions, and historical storage usage. The **Recommendations** option shows recommendations that have been implemented for this environment and those that have been rejected. It also indicates why pending recommendations are necessary and the possible consequences if they are not implemented.

If BTM has been set up, the **Transactions** option is displayed. You can see the average transaction performance over the last 24 hours, and compare this performance to the 30 day average and to the lower threshold value. You can also compare this value with the transaction performance 7 days ago. You can also view service requests (SRs) reports under **Incidents** and requests for change (RFCs) reports under **Changes**.

Note: As SRs are often logged without reference to the environment, these customer level reports provide the most complete picture of SRs for your organization.

Associating all SRs logged for your organization with the correct environment will result in more complete SR reports at environment levels.

About the Environment Overview

View any of these widgets on the Environment Dashboard **Overview**:

- [Availability](#)
- [Transactions](#)
- [Storage Usage](#)

Where the chart is larger than the widget, scroll up within the widget to see the full contents. Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode.

View individual records for all environments at the bottom of the screen. Each environment record shows the host tier, average CPU usage, as a percentage of total CPU usage, run queue length, and memory swapped to disk in Gb. Tap **More** to open the Service Dashboard for that service.

Availability

This widget shows the availability of this environment and its underlying infrastructure over the selected time interval. Toggle between the chart view and the data view using the symbol in the bottom right corner.

Availability is measured over complete months, which is reflected in the time intervals for all availability chart and data views. For example, if you select a time interval of 6 months on Monday May 6th, 2014, the Production Availability by Environment chart and data views display availability for six complete months: November, December, January, February, March, and April, as well as the availability to May 1st to 5th, 2014.

Chart View: The chart view shows both **overall availability** and **infrastructure availability** for this environment over selected the time interval. Availability is displayed as a continuous horizontal green bar, where:

- **Overall availability** reflects the percentage of time that the environment was operating as expected.

- **Infrastructure availability** shows the percentage of time that the underlying facility, network, and hardware components in the environment were operating as expected.

Unplanned complete outages - that is, any unscheduled intervals when the service was completely unavailable and Oracle was responsible for restoring service - are displayed as red bars.

To be classified as complete unplanned infrastructure outage, the root cause must be identified in the security, network, OS, or hardware category. Planned outages, such as for routine maintenance, and service interruptions, where the environment was partially available, are not included in availability calculations.

Data View: The data view provides availability statistics for this environment:

Field	Description
Total Unplanned Outage Time	Total unplanned outage time (to the nearest hour and minute) for this environment, when the service or infrastructure was completely unavailable and Oracle was responsible for service restoration.
Customer Outage	Total unplanned outage time (to the nearest hour and minute) for this environment, when the service or infrastructure was completely unavailable and when your organization was responsible for service restoration.
Oracle Outage	Total unplanned outage time (to the nearest hour and minute) for this environment, when the service or infrastructure was completely unavailable and Oracle was responsible for service restoration.
Total Unplanned Outage Count	Number of times unplanned outages occurred in this environment, when the service or infrastructure was completely unavailable and Oracle was responsible for service restoration.
Average Time to Restore for Each Unplanned Outage	Average time, to the nearest hour and minute, to restore the environment following an outage.
Total Infrastructure Outage Time	Total unplanned outage time (to the nearest hour and minute) for this environment, when the infrastructure was completely unavailable owing to a facility, network, or hardware cause and when Oracle was responsible for service restoration.
Total Infrastructure Outage Count	Number of times unplanned infrastructure outages occurred in this environment, when the infrastructure was completely unavailable and Oracle was responsible for service restoration.

Transactions

This widget shows records of all monitored transactions for the selected environment. Tap the **Transactions** option on the navigation bar to see the full transactions table for this environment.

Transaction response times give a sense of the performance of your services and environments and can indicate potential or actual issues. Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up monitoring.

Note: Where Business Transaction Monitoring (BTM) has been implemented, the Environment Transactions widget displays populated transactions reports.

If BTM has not been implemented, the **Transactions** option and widget are hidden.

You cannot flip the Environment Transactions widget.

One or more systems measure the response time of each monitored transaction. You can view the last time data was collected from the system and compare the current value with the 30 day average.

Each transaction record shows:

Field	Description
Transaction Name	Name of the transaction being monitored
Collection Point	Hostname of the system from which data is collected as part of monitoring
Last Collection	Time of the last data collection from the collection point(s)
30 Day Average	Average transaction time over the last 30 days

Storage Usage

This widget shows the total storage used by this environment over the selected time interval.

Chart View: The chart view plots storage usage for this environment, compared with current entitlement and overall service storage.

Data View: The data view shows a breakdown by environment, category, and subcategory of storage usage over the selected time interval.

Viewing Environment Recommendations

The **Recommendations** option on the navigation bar tracks recommendations for this environment.

Recommendations are actions that you can choose to take to improve performance, security, or other aspects of a environment. Drawn directly from a Managed Cloud Services repository of optimal configurations, recommendations are generated as part of periodic maintenance on environments.

You can filter the recommendations listed by type. Types of recommendations include:

- **Current** - These recommendations have been approved by a planner and presented to you in an RFC. If approved, the RFC will be applied to the named environment.
- **Implemented** - These recommendations have been applied to the named environment.
- **Rejected** - These recommendations have been presented in RFCs but have been rejected and therefore were not applied to the named environment.

The following information is displayed for each recommendation:

Column Name	Description
Recommended On	The date on which the recommendation was presented to you.

Column Name	Description
Category	One of the following recommendation category: <ul style="list-style-type: none"> ▪ Application ▪ Database ▪ Other ▪ Performance & Capacity ▪ Security ▪ System Administration ▪ Tech Stack ▪ Upgrade
Environment	The named environment to which this recommendation applies
RFC	The request for change (RFC) related to this recommendation, if any.
Column Name	Description

Viewing Environment Transactions

Tap the **Transactions** option on the navigation bar to see the full transactions table for the selected environment.

Transaction response times give a sense of the performance of your services and environments and can indicate potential or actual issues. Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up monitoring.

You can also review the historical performance of any transaction using the transaction record.

In both chart and data views, select the date from which transaction performance will be measured using the date picker. (This date must be at least 24 hours earlier than the current date.) Then select one of the following time intervals:

- **24 hours:** Shows the average of all data collections over 24 hours from the date selected, compared to the historical median and lower threshold of acceptable performance.
- **7 days:** Shows the average of all hourly collections over 7 days from the date selected, compared to the historical median and lower threshold of acceptable performance.
- **30 days:** Shows the average of all daily collections over 30 days from the date selected, compared to the historical median and lower threshold of acceptable performance.

The chart and data views are populated with data for the time interval from the date selected.

Chart View: The chart view shows the average of all data collections over the time interval from the date selected, compared to the historical median and lower threshold of acceptable performance.

Data View: The data view lists the averages of all data collections over the time interval from the date selected, compared to the historical median and lower threshold of acceptable performance.

Note: The **Transactions** option is displayed on the navigation bar only for environments where business transaction monitoring (BTM) has been implemented.

If BTM has not been implemented, the Transactions screen is not displayed.

Your Oracle Service Delivery Manager (SDM) can work with you to identify these transactions and set up monitoring.

Transaction Records

Each transaction record shows the last data collection date and the data collection point(s). You can compare the current value with the 30 day average and with the lower threshold value for this transaction.

Each record displays:

Field	Description
Transaction Name	Name of the transaction being monitored
Collection Point	Hostname of the system from which data is collected as part of monitoring
Last Collection	Time of the last data collection from the collection point(s)
30 Day Average	Average transaction time over the last 30 days
Threshold	Lowest acceptable performance threshold for this transaction

Viewing Environment Incidents

Tap the **Incidents** option on the navigation bar to see service request (SR) reports for this environment.

SRs are created and maintained in My Oracle Support (MOS). All SR information in Oracle Pulse is drawn from the MOS database.

Customer level incident reports provide the most complete picture of your organization's SRs because many SRs are logged without reference to an or environment. You can improve the accuracy of environment level reports by ensuring that you associate each SR with an environment as appropriate.

View any of these widgets on the Environment Dashboard **Incidents** screen:

- [Created Versus Closed Incidents](#)
- [Incident Backlogs](#)
- [Incident Volume By Product](#)

Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode. You can also see incident/SR records for all your organization's Managed Cloud Services at the bottom of the screen. Tap any record to open the incident/SR summary.

Created Versus Closed Incidents

This widget shows the rate of SR closure for this environment.

Chart View: The chart view compares the number of SRs created with the number closed for each month over the selected time interval, indicating the rate of SR closure for this environment.

Data View: The data view shows detailed records for all SRs, open and closed, for this environment.

Incident Backlogs

This widget shows the number of SRs created for this environment over the selected time interval, grouped by time elapsed since they were raised.

Chart View: The chart view shows the number of SRs open in each month for this environment over the selected time interval. Color coded bands indicate the time elapsed since SR creation:

- 7 days or less
- 8 to 30 days
- 31 to 60 days
- 61 to 90 days
- 91 days or more

SRs that were open during the month, but have been closed since then, are included in the monthly count.

Data View: The data view shows detailed records for all SRs, open and closed, for this environment.

Incident Volume By Product

This widget shows the number of incidents created or open for this environment's products.

Chart View: The chart view shows the number of incidents created for each of this environment's products, in each month of the selected time interval. Color coding indicates the SR priority in MOS, which can be critical, significant or standard.

Data View: The data view shows detailed records for all SRs, open and closed, for this environment.

Viewing an Incident Record

In the lower part of the screen, each incident record displays the name, status, and associated product for the SR. Tap any incident record at the bottom of the screen to see the full incident record.

Each record shows the following information, which is drawn from the MOS database:

Field	Description
Name, including	Identifying information about this SR, including:
<ul style="list-style-type: none"> ■ SR Number ■ Summary ■ Contact 	<ul style="list-style-type: none"> ■ SR number listed in MOS ■ A very brief description of the SR entered in MOS ■ Name of the contact person for this SR in MOS
Status	Status of this SR from MOS:
	<ul style="list-style-type: none"> ■ Open - The SR has been created but is not yet resolved, or has been resolved but is awaiting approval. ■ Closed - The SR has been closed, whether resolved or not
Product	Name of the product associated with this SR in MOS.
Updates	All the latest actions related to this SR.
Summary	MOS summary information for this SR, such as the status and the severity.

Filtering the Incidents Displayed

To filter the incident records, select a filter from the list:

- **All Incidents** lists all SRs for this environment.
- **All Open Incidents** lists all open SRs for this environment.
- **Closed Requests** lists all SRs for this environment.

Searching for an Incident Record

Enter the search criteria in the Search field, located in the toolbar of the incident record table. Partial strings are auto-completed. Tap the search icon to see all incident records containing the string.

Viewing Environment Changes

Tap the **Changes** option on the navigation bar to see reports of requests for change (RFCs) for this environment.

View any of these widgets on the Environment Dashboard **Changes** screen:

- [Created versus Applied Changes](#)
- [Applied Changes by RFC Type](#)

Double tap any of the widgets to expand to full screen mode. Tap the chart icon in the bottom right corner of the widget to open the data view in expanded mode. You can also see change/RFC records for all your organization's Managed Cloud Services at the bottom of the screen. Tap any record to open the change/RFC summary.

Created versus Applied Changes

This widget shows the number of RFCs created, and the number applied, to this environment during the selected time interval.

Chart View: The chart view shows the number of RFCs created, and the number of RFCs applied, to this environment for each month of the selected time interval. If no RFCs were created or applied, the chart is empty.

Data View: The data view lists all RFCs that have been created for or applied to this environment.

Applied Changes by RFC Type

This widget shows all RFCs, listed by RFC type, that have been applied to this environment.

Chart View: The chart view shows all RFCs, listed by RFC type, that have been applied to this environment. Defined in MOS, RFC types include refresh and backup.

Data View: The data view lists all RFCs that have been applied to this environment.

Viewing a Change Record

Records for all RFCs created for this environment are listed at the bottom of the screen. Tap any change record at the bottom of the screen to see the change details.

Field	Description
Name, including	Identifying information about this RFC, including:
<ul style="list-style-type: none"> ■ RFC Number ■ Summary ■ Contact 	<ul style="list-style-type: none"> ■ RFC number listed in MOS. ■ A very brief description of the RFC as entered in MOS. ■ Name of the contact person for this RFC.
Environment	Environment associated with this RFC.
Status	Status of this RFC from MOS: <ul style="list-style-type: none"> ■ Open - RFC is in <i>New</i> or <i>Ready to Schedule</i> status in MOS. ■ Closed - RFC is in <i>Completed</i>, <i>Cancelled</i>, <i>Rejected</i>, or other status in MOS.
Schedule	Time and date for which this RFC is scheduled, in the format YYYY-MM-DD HH:MiMi where YYYY is the year, MM is the month, DD is the day, HH is the hour, and MiMi is the minute.
Activities	All the latest activities related to this RFC.
Summary	MOS summary information for this RFC, such as the status and the severity.

Filtering the Changes Displayed

To filter the change records displayed, select a filter from the list:

- **All Changes** lists all RFCs for this environment
- **All Open Incidents** lists all open RFCs for this environment
- **Closed Requests** lists all RFCs for this environment

Searching for a Change Record

To search for a change record, enter the search criteria in the Search field, located in the toolbar of the change record table. Partial strings are auto-completed. Tap the search icon to see all change records containing the string.

Scheduling a Self Service Environment Refresh or Restart

Oracle Pulse Release 5.1.2 provides the ability to schedule refreshes and restarts for your eligible, non-production Oracle E-Business Suite (EBSO) Database environments.

Prerequisites

- This is an eligible Oracle E-Business Suite (EBSO) Database environment, that is, self-service enabled.
- You are authorized to create requests for change (RFCs).
- You are an authorized approver for this environment, for the associated service, or for your organization.

To Schedule a Refresh or Environment Restart:

1. On the Environment Dashboard, tap **Changes**.
2. Tap the plus symbol on the change record toolbar.
The New Change Request page is displayed.
3. From the Change Type list, select one of the following:
 - **Bounce** - Restarts this environment.
 - **DB Refresh** - Refreshes this environment.

The Preferred Date and Time area, appears shows the present time and date plus ten minutes.

4. Tap **Check Availability** to view up to five suitable time slots. These time slots are generated automatically, taking account of system and resource availability and other factors.
5. Tap **Select Available Time** to accept the available time slot.
6. After reviewing the RFC number, change type (Bounce or DB Refresh), source and target systems (Bounce only), and time slot, tap **OK** to confirm these details.

The new change appears at the top of the Changes list.