

# Oracle® Pulse for the Managed Cloud

Reference

Release 5.0 for all platforms

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This reference provides an index of all widgets, charts, and tables in Oracle® Pulse for the Managed Cloud. It is intended for experienced Oracle Pulse users.

See the *Oracle Pulse for the Managed Cloud User's Guide* for more detailed instructions and conceptual information.

It covers:

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## Charts (A to C)

### **Applied Changes by Environment (Customer Dashboard)**

*Location:* On the Customer Dashboard, tap **Changes**.

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.

#### **Applied Changes by Environment (Service Dashboard)**

*Location:* On the Service Dashboard, tap **Changes**.

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 applied to this service.

#### **Applied Changes: Production versus Non-Production (Customer Dashboard)**

*Location:* On the Customer Dashboard, tap **Changes**.

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 requests for change (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 applied to all your organization's Managed Cloud Services.

#### **Applied Changes: Production versus Non-Production (Service Dashboard)**

*Location:* On the Service Dashboard, tap **Changes**.

This widget compares rates of change 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 applied to this service.

#### **Applied Changes by RFC Type (Customer Dashboard)**

*Location:* On the Customer Dashboard, tap **Changes**.

This widget shows all requests for change (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 by RFC Type (Service Dashboard)**

*Location:* On the Service Dashboard, tap **Changes**.

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. RFC types are defined in My Oracle Support (MOS).

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

### **Applied Changes by RFC Type (Environment Dashboard)**

*Location:* On the Environment Dashboard, tap **Changes**.

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. RFC types are defined in My Oracle Support (MOS).

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

### **Availability (Environment Dashboard)**

*Location:* Open the Environment Dashboard. The **Overview** is displayed by default.

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 shows production availability for this environment over the selected time interval:

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.

### Backup (Service Dashboard)

*Location:* On the Service Dashboard, tap **Backup**.

The Backup chart and table show the following information for one week or one month intervals:

- **All Backup Work** 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.
- **Additional Backups** shows any additional backups requested by RFC. Additional backups include backups remaining from your allowance for instances during implementation and production phases, and any backups you have purchased. Log an SR to request additional backups. Your SDM can provide more information.

### Change Records (Customer, Service, Environment Dashboards)

*Location:* On the Customer Dashboard, Service Dashboard, or Environment Dashboard, tap the change/RFC record under **Changes**.

Each request for change (RFC) record provides the following information about the change:

Field	Description
Name, including	Identifying information about this RFC, including:
■ RFC Number	■ RFC number listed in MOS.
■ Summary	■ A very brief description of the RFC as entered in MOS.
■ Contact	■ Name of the contact person for this RFC.
Environment	Environment associated with this RFC.

Field	Description
Status	Status of this RFC from MOS: <ul style="list-style-type: none"> <li>■ <b>Open</b> - RFC is in <i>New</i> or <i>Ready to Schedule</i> status in MOS.</li> <li>■ <b>Closed</b> - RFC is in <i>Completed</i>, <i>Cancelled</i>, <i>Rejected</i>, or other status in MOS.</li> <li>■ <b>Abandoned by Customer</b> - Customer has abandoned this RFC.</li> </ul>
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.

### Changes for Review (Landing Pad)

*Location:* On the landing pad, which is the Oracle Pulse home screen.

This 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. Severity 1 indicates a complete loss of service for mission critical operations where work cannot reasonably continue.

Tap the tile to see the following figures for each environment (labeled 'instance') and associated environment alias (labeled 'instance ID'):

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

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

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### Contacts (Customer Dashboard)

*Location:* On the Customer Dashboard, tap **Contacts**.

The Contacts option opens the Contacts screen, which shows the following contact pools:

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

### Created versus Applied Changes (Customer Dashboard)

*Location:* On the Customer Dashboard, tap **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 or applied, 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.

#### **Created versus Applied Changes (Service Dashboard)**

*Location:* On the Service Dashboard, tap **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.

#### **Created versus Applied Changes (Environment Dashboard)**

*Location:* On the Environment Dashboard, tap **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.

#### **Created versus Closed Incidents (Customer Dashboard)**

*Location:* On the Customer Dashboard, tap **Incidents**.

This widget shows the rate of service request (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.

#### **Created versus Closed Incidents (Service Dashboard)**

*Location:* On the Service Dashboard, tap **Incidents**.

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

*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 this service.

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

### Created versus Closed Incidents (Environment Dashboard)

*Location:* On the Environment Dashboard, tap **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 of SRs closed for each month over the selected time interval, indicating the rate of SR closure for this environment.

## Charts (D to N)

### Database Usage (Customer Dashboard)

*Location:* On the Customer Dashboard, tap **Storage**.

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.

### Environment Transactions (Environment Dashboard)

*Location:* Open the Environment Dashboard. The **Overview** is displayed by default.

This widget shows records of all monitored transactions for the selected environment.

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**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.

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

You cannot flip the Environment Transactions widget.

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One or more beacons measure the response time of each monitored transaction. Transaction response times give a sense of the performance of your services and environments and can indicate potential and actual issues.

Each transaction record shows:

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



### **Incident Backlogs (Customer Dashboard)**

*Location:* On the Customer Dashboard, tap **Incidents**.

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 Backlogs (Service Dashboard)**

*Location:* On the Service Dashboard, tap **Incidents**.

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 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 this service.

### **Incident Backlogs (Environment Dashboard)**

*Location:* On the Environment Dashboard, tap **Incidents**.

This widget shows the number of SRs created for this environment over the previous three months, 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 previous three months. 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 over the previous three months.

### Incidents for Review (Landing Pad)

*Location:* On the landing pad, which is the Oracle Pulse home screen.

This tile displays all open 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. Severity 1 indicates a complete loss of service for mission critical operations where work cannot reasonably continue.

Tap the tile to see the following figures for each environment (labeled 'instance') and associated environment alias (labeled 'instance ID'):

- **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 SRs awaiting your input or approval to progress.

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

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### Incident Records (Customer, Service, Environment Dashboards)

*Location:* On the Customer Dashboard, Service Dashboard, or Environment Dashboard, tap the incident record under **Incidents**.

Each incident record provides the following information about the incident:

Field	Description
Name, including	Identifying information about this SR, including:
■ SR Number	■ SR number listed in MOS.
■ Summary	■ A very brief description of the SR entered in MOS
■ Contact	■ Name of the contact person for this SR
Status	Status of this SR from MOS:
	■ <b>Open</b> - The SR has been created but is not yet resolved, or has been resolved but is awaiting approval.
	■ <b>Closed</b> - 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.

Field	Description
Summary	MOS summary information for this SR, such as the status and the severity.

### **Incident Volume by Product (Customer Dashboard)**

*Location:* On the Customer Dashboard, tap **Incidents**.

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 of your organization'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 all your organization's Managed Cloud Services.

### **Incident Volume by Product (Service Dashboard)**

*Location:* On the Service Dashboard, tap **Incidents**.

This widget shows the number of incidents created for this service.

*Chart View:* The chart view shows the number of incidents created for this service, 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.

### **Incident Volume by Product (Environment Dashboard)**

*Location:* On the Environment Dashboard, tap **Incidents**.

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.

### **Infrastructure Production Availability (Landing Pad)**

*Location:* On the landing pad, which is the Oracle Pulse home screen.

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 *Oracle Pulse for the Managed Cloud User's Guide*.

**Data View:** 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.

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

If the infrastructure 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'.

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### **Low Performing Transactions (Landing Pad)**

*Location:* On the landing pad, which is the Oracle Pulse home screen.

This 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).

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**Note:** Where business transaction monitoring has not been implemented, this tile is hidden.

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### **Managed Cloud Services Catalog (Customer Dashboard)**

*Location:* (Web browser) Tap **Catalog** 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** option opens the Managed Cloud Services catalog. This screen lists all service offerings available for all product lines. It also lists the available product or service releases and modules for each offering.

### **Non-Database Storage (Customer Dashboard)**

*Location:* On the Customer Dashboard, tap **Storage**.

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 by the application and database code trees and 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 log files for all your organization's Managed Cloud Services, per associated environment, category, and subcategory.

### **Overall Production Availability (Landing Pad)**

*Location:* The Landing Pad is the Oracle Pulse home page.

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 *Oracle Pulse for the Managed Cloud User's Guide*.

**Data View:** 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.

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**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.

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## Charts (P to Z)

### Production Availability (Service Dashboard)

*Location:* Open the Service Dashboard. The **Overview** is displayed by default.

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 production availability for this service over the selected time interval:

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.

### Production Availability by Environment (Customer Dashboard)

*Location:* Open the Customer Dashboard. The **Overview** is displayed by default.

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:

Field	Description
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 Oracle was responsible for service restoration.
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.

### Production Availability by Service (Customer Dashboard)

*Location:* Open the Customer Dashboard. The **Overview** is displayed by default.

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.

### Recent Storage Activity (Landing Pad)

*Location:* On the landing pad, which is the Oracle Pulse home screen.

This 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.

### Recommendations (Customer Dashboard)

*Location:* On the Customer Dashboard, tap **Recommendations**.

The Recommendations option shows 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 Service repository of optimal configurations, recommendations are generated as part of periodic maintenance on environments.

Types of recommendations:

- **Current Recommendations** - 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 Recommendations** - These recommendations have been applied to the named environment.
- **Rejected Recommendations** - These recommendations have been presented in RFCs but have been rejected and therefore were not applied to the named environment.



### Recommendations (Service Dashboard)

*Location:* On the Service Dashboard, tap **Recommendations**.

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

Types of recommendations:

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

### Recommendations (Environment Dashboard)

*Location:* On the Environment Dashboard, tap **Recommendations**.

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

Types of recommendations:

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

### Refreshes (Service Dashboard)

*Location:* On the Service Dashboard, tap **Refreshes**.

The Refresh chart and table show the following information over the selected time interval.

- **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 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 used for environments associated with this service, in excess of your entitled and purchased refreshes.

### Service Transactions (Customer Dashboard)

*Location:* Open the Customer Dashboard. The **Overview** is displayed by default.

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 gives 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.

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

If BTM has not been implemented, the transaction widgets will show empty chart and data views.

You cannot flip the Service Transactions widget.

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One or more beacons measures the response time of each monitored transaction. You can view the last time data was collected from the beacon(s) 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

### Service Transactions (Environment Dashboard)

*Location:* Open the Environment Dashboard. The **Overview** is displayed by default.

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.

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**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.

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One or more beacons measure the response time of each monitored transaction. You can view the last time data was collected from the beacon(s) 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

#### Service Transactions (Service Dashboard)

*Location:* Open the Service Dashboard. The **Overview** is displayed by default.

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.

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**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.

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One or more beacons measure the response time of each monitored transaction. You can view the last time data was collected from the beacon(s) 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

Field	Description
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

### Severity 1 Changes (Landing Pad)

*Location:* On the landing pad, which is the Oracle Pulse home screen.

This 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

Tap the tile to see the following figures for each environment (labeled 'instance') and associated environment alias (labeled 'instance ID'):

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

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

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### Severity 1 Incidents (Landing Pad)

*Location:* On the landing pad, which is the Oracle Pulse home screen.

This 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.

Tap the tile to see the following figures for each environment (labeled 'instance') and associated environment alias (labeled 'instance ID'):

- **Sev 1 Incidents** - The number of open Severity 1 SRs created for the environment.
- **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 SRs awaiting your action as a customer, that is, requiring your input or approval to progress.

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

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### Storage Usage (Service Dashboard)

*Location:* Open the Service Dashboard. The **Overview** is displayed by default

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 instances, and the storage usage for the selected service.

*Data View:* The data view lists the storage used by each environment as well as the category and subcategory.

### **Storage Usage (Environment Dashboard)**

*Location:* Open the Environment Dashboard. The **Overview** is displayed by default

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.

### **Storage Usage by Service (Customer Dashboard)**

*Location:* On the Customer Dashboard, tap **Storage**.

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, as well as the category and subcategory.

### **Storage Usage versus Entitlement (Customer Dashboard)**

*Location:* On the Customer Dashboard, tap **Storage**.

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.

### **Storage Utilization versus Entitlement (Landing Pad)**

*Location:* On the landing pad, which is the Oracle Pulse home screen.

This 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.

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

### Transaction Performance (Landing Pad)

*Location:* On the landing pad, which is the Oracle Pulse home screen.

This tile shows the number of transactions exceeding the threshold at the latest 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 services' performance. If one or more transactions exceed the threshold, this can indicate potential or actual issues with the associated service.

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**Note:** Where business transaction monitoring has not been implemented, this tile is hidden.

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