Oracle® Pulse

Getting Started Guide

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Preface

Oracle Pulse is a groundbreaking portal, giving a single source of truth view for all your Oracle Managed Cloud Services. Take advantage of the ease-of-use of Oracle Pulse and stay up-to-date with your Oracle Managed Cloud Services (OMCS) status by accessing the portal in a Web browser on a mobile device or desktop.

Audience

This document is intended for everyone using Oracle Pulse on a tablet, 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 that have purchased support 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.

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.
italic	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.

1 Introduction

Oracle Pulse comes with a redesigned UI through which you can truly take the 'Pulse' of your business, understanding the health of all your Oracle services. Sign in with your My Oracle Support (MOS) username and password to see service information for your organization. If your username is associated with more than one organization in MOS, select the organization you want to view from the list. Select the Use Sample Data check box to populate the app with demo service information. Review notifications of planned and unplanned outages before continuing to the Pulse Dashboard. To see the Incidents and Changes dashboards at Customer and Service levels, you must have the applicable Service Request (SR) and Request for Change (RFC) privileges for your organization in MOS. You will also need to work with your Service Delivery Manager (SDM) to set up Business Transaction Monitoring (BTM) and Business Insight. Use Oracle Pulse on standard Web browsers on your desktop or mobile device.

Requirements

The minimum requirements to use Oracle Pulse are:

- A valid My Oracle Support account.
- At least one Managed Cloud support identifier (SI) associated with this My Oracle Support account.

Additionally, you must have the following My Oracle Support privileges to perform specific tasks:

Task	Required Privilege(s)
See incidents at Customer or Service Level	Your My Oracle Support account has the *ViewSR* privilege for your organization.
See changes at Customer or Service Level	Your My Oracle Support account has the *ViewRFC* privilege for your organization.
See transactions at Customer or Service Level	BTM has been enabled for your organization.
See Business Insight reports at Customer Level	Business Insight has been enabled for your organization.

Supported Web Browser Versions

Oracle Pulse supports the following browsers:

- Microsoft® Edge

- Microsoft® Internet Explorer®
- Mozilla® Firefox®
- Google Chrome™
- Safari® (Desktop or Mobile)

Support for browsers follows the N-1 support policy. Therefore, Oracle Pulse supports the most recent version of a browser and the previous release.

Supported Apple iOS Versions

Oracle Pulse for iPad now requires Apple iOS 7 or higher, 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.

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What Do You Want to Do?

The following features and reports are available in Oracle Pulse:

- generic features:
  - Viewing Services and Environments - I want to get lay-of-the-land information at a glance as far as the services, environments and hosts associated with the environments.
  - Identifying Contacts for Your Organization - I want to see all the contacts associated with my organization's services.
  - Viewing Notifications - I want to see all the active notifications associated with my organization's services.
  - Generating Reports for Different Time Periods - I want to change the reporting period for my Oracle Pulse reports.
  - Personalizing Charts and Environments - I want to define the charts and the environments subject to my Oracle Pulse reports.
  - Exporting Data - I want to have data available for later use.
- menu-specific features:
  - Checking Your Service Performance on the Pulse Dashboard - I want to get high-level information about my production and non-production environments.
  - Using the Calendar Reports - I want to see the 52-week plan of the business events and Requests for Change (RFC) that have been worked out for my organization.
  - Using the Availability Reports - I want to see the latest representation of availability for my organization's services.
  - Using the Storage Reports - I want to understand how my storage resources are used.
  - Using the Business Transaction Monitoring Reports - I want to understand and manage the performance of my transaction processing system.
  - Using the Performance Reports - I want to see the load on different hosts and databases.
  - Using the Incident Management Reports - I want to see reports of service requests across all my services and environments.
  - Using the Change Management Reports - I want to see reports of change requests across all my services and environments.

- Using the Service Catalog - I want to learn about the structured product catalog and the available services.
- Using the Cloud Service Units Reports - I want to see details about the consumption, entitlement and procurement of my Cloud Service Units (CSU).
- Using the Business Insight Reports - I want to get a business reporting view for my selected Oracle services.

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Accessing 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 Accessing Oracle Pulse on Your Mobile Device or Desktop 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 page appears, enter your single sign-on (SSO) user name and password.

   If you would like to use Oracle Pulse with demo data, select the Use Sample Data check box.
4. Tap **Sign In**.

   If your user name 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 services or with sample data if you selected the Use 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, select the Use Sample Data check box.
3. When the sign-on page appears, enter your SSO user name and password.

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

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

If your user name 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 services, or with sample data if you selected the Use Sample Data check box.

Exploring the Oracle Pulse Interface

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

Oracle Pulse Dashboard Layout

The Customer and Service levels use key performance indicators, tables and charts to show the health of all your organization's services.

Key performance indicators show data in both chart and table views, and are displayed side by side. Click any key performance indicator to open the associated table view or, where no table view is available, to open the corresponding dashboard in Oracle Pulse.

Charts show graphical representations of data. Toggle between the chart view and table view using the Open Table View icon ( ) in the lower right corner of the chart.

Tables list all records, and are integrated among the widgets or shown in the lower part of the screen. Click any record in a table to open the lower level dashboard.

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

Services Menu

You can access a list of all your organization's services from any screen in Oracle Pulse using the Service Tree View icon ( ) in the upper left corner. Select any service to access the corresponding dashboard populated with the most recently collected metrics.

Navigation Menu

The **navigation menu** at the top of each screen shows options for the Pulse Dashboard and the Customer and Service levels. Navigation menu options respond to the width of the screen, with options tabbed vertically to the right.

For example, use the navigation menu at Customer Level to move between the Calendar, CSU, Availability, Storage, Transactions, Business Insight, Performance, Incidents, and Changes menus.

By default, options on the right of the navigation menu are displayed in a vertical list. This improves the rendering of dashboards on smaller screens. Click the Menu icon ( ) at the right end of the navigation menu to show options in the vertical list and to return to the default navigation menu display.

Controls

The following table shows the controls available in Oracle Pulse with descriptions:

Icon	Name	Description
	Home	Click this icon to return to the Pulse Dashboard, which is the Oracle Pulse home page.
	Service Tree View	Click this icon to open a list of all your organization's services.
	Back	Click this icon in any dashboard at Service Level to return to the corresponding dashboard at Customer Level.
	Configuration	Click this icon to open the Configuration page.
	Contacts	Click this icon to open the Contacts page.
	Help	Click this icon to open the help documentation for the page you are currently viewing.
	More Actions	Click this icon to perform the following actions: ■ Notifications: Open the Notifications page. ■ What is new: See the Oracle Pulse online help. ■ About Oracle Pulse: See the Oracle Pulse End User License Agreement. ■ Sign Out: Sign out of Oracle Pulse.
	Dashboard / Monthly View	Click this icon to access the widgets and charts on the home page of the Availability, Incidents, and Changes dashboards, as well as the Calendar Monthly View.
	List / List View	Click this icon to open the list of relevant records in the Availability, Incidents, and Changes dashboards.
	Chart	Click this icon to access the charts in the Availability, Incidents, and Changes dashboards.
	Status	Click this icon to access stability and performance information for the services where Business Transaction Monitoring has been enabled.
	Personalize charts	Click this icon in the Chart view of the Availability, Storage, Incidents, and Changes dashboards to select the charts that you want to display or in the Performance dashboard to select the environments for which to display host and database metrics.
	Search	Click this icon to display the results that match the string you entered.
	Open Table View	Click this icon in any widget to flip to the data used to create the chart.
	Export	Click this icon to export table data to one of the following formats: PDF, MS Excel, or PPT.
	Sort	Click these icons to sort the records in a table in ascending or descending order.

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Viewing Services and Environments

The Configuration menu provides lay-of-the-land information at a glance as far as the services, environments and hosts associated with the environments are concerned.

Click the Configuration icon ( ) in the upper right corner to open the Configuration table. This table shows the child services and the environments associated with a particular service, and it allows you to use the Expand icon ( ) to the left of a service name to display detailed information for each of your organization's services.

Working with Service Groups

The My Services feature in the Configuration window lets you create service groups, allowing you to concentrate on your line of business with the help of reports focused on the services you have selected for your service groups.

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Identifying Contacts for Your Organization

Click the Contacts icon () in the upper right corner to see all the contacts associated with your organization's services.

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

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Viewing Notifications

Click the Notifications icon ( ) in the upper right corner to see all the active and historical notifications associated with your organization's services, covering the last 30 days.

Notifications inform you about newly available software versions, any upcoming maintenance and outages, and any service interruptions that occurred in your organization's services.

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Working with Data

This chapter describes the various ways in which you can interact with data in Oracle Pulse.

Topics:

Generating Reports for Different Time Periods

Reports in Oracle Pulse are generated for default periods of time, as explained below:

- the widgets on the Pulse Dashboard, the Performance dashboard, the Incidents and Changes Dashboard views, as well as the Transactions dashboard, report data as of the current day. This setting cannot be changed.
- the Calendar Monthly View and List View, the CSU Dashboard and List views, as well as the Dashboard view on the Availability, Incidents and Changes menus, report data for the current month. The default time periods for reports can be changed using the page time selector.
- the List and Chart views on the Availability, Incidents and Changes menus, as well as the Storage dashboard, report data for three months prior to the current month. The default time periods for reports can be changed using either the page time selector or the widget time selector.

By default, reports in Oracle Pulse are generated in the GMT time zone. Oracle Pulse allows you to change the default time zone for the reports on the Transactions and Performance dashboards.

Personalizing Charts and Environments

The chart personalization feature in Oracle Pulse allows you to select the charts you want to display. This feature is available only for the Availability, Incidents, and Changes Chart views, as well as for the Storage dashboard.

In the Performance dashboard, the environment personalization feature allows you to select up to five environments for which to display host and database metrics.

Exporting Data

Oracle Pulse allows you to export data in the table views of reports for later use. To export data:

1. Click the widget or the Open Table View icon () in the lower right corner of the chart whose data you want to export.
2. Click the Export icon () in the upper right corner of the table.
3. Select one of the available formats:
   - PDF
   - MS Excel
   - PPT

   The Save As dialog box opens.
4. Browse to the location where you want to save your report.
5. In the File name field, enter a name for your report.
6. Click **Save**.

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Oracle Pulse Functionality Overview

This chapter provides high-level information on the various functionalities in Oracle Pulse.

Topics:

Checking Your Service Performance on the Pulse Dashboard

The Pulse Dashboard provides high-level information in the areas of availability, storage, and incident and change management. Where the Business Transaction Monitoring and Business Insight have been enabled, the Pulse Dashboard also displays information in these areas.

By default, the Pulse Dashboard displays data as of the current day.

Accessing the Pulse Dashboard

To access the Pulse Dashboard, sign in to Oracle Pulse as explained in Accessing Oracle Pulse. The Pulse Dashboard is displayed by default. The Pulse Dashboard is also easily accessible from anywhere in the application by clicking the Home icon ( ) in the upper left corner.

Monitoring Data on the Pulse Dashboard

The Pulse Dashboard summarizes information in the area of availability, with details about the **uptime** and the count of **unplanned outages** that occurred in your

production environments, as well as details about the total duration of unplanned complete outages, service interruptions and planned production maintenance outages.

The storage-related charts on the Pulse Dashboard summarize storage usage against entitlement, and show any changes in recent storage activity. Significant changes in either measure warrant immediate investigation.

Moreover, the Pulse Dashboard helps manage your service delivery processes. Take a look at the summary of open Severity 1 service requests and any service requests awaiting your review, as well as the comparison between the number of created service requests and the number of closed service requests for your production environments for a period of 3 complete months. The Pulse Dashboard summarizes all change requests that have been scheduled between the current day and the next 30 days and all change requests requiring customer intervention.

Where the Business Transaction Monitoring functionality has been enabled, the Pulse Dashboard provides an overview of the stability and performance metrics for all your organization's services at application, data center (both local and remote), batch and customer center level. Similarly, the Business Insight widget on the Pulse Dashboard provides a high-level summary view of provisioned Business Insight reports.

Using the Calendar Reports

The Calendar menu provides a 52-week plan of the business events and change events (RFC - Requests for Change) that have been worked out for your organization. This menu ensures the transparent review of the completed and future recommendations, helping you plan for 'known issues', and schedule your production and business activity.

By default, information on the Calendar Monthly View and the Calendar List View tabs is displayed for the current month. For information on how to change the report period, see the Generating Reports for Different Time Periods section in Chapter 7, "Working with Data".

Accessing and Navigating the Calendar Dashboard

To access the Calendar dashboard:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click Calendar in the navigation menu.

   The Calendar Monthly View page opens.

3. Click the icons in the upper left corner to acccess the tabs on the Calendar dashboard:

   - Click  to access the Calendar Monthly View for a real-time report on the open and closed change requests and on the business events related to your organization's services, which are scheduled for the current month or any of the previous and the next 12 months.
   - Click  to access the Calendar List View and see records for the change requests and business events available for your organization's services in the specified time range.

Note: To view the change requests on the Calendar dashboard, your My Oracle Support account must have privileges to view change requests.

Using the Cloud Service Units Reports

The CSU menu in the navigation menu shows consumption, entitlement and procurement reports for Cloud Service Units (CSU) for customers with Technology Cloud services. This menu is designed to assist with your customer's budget planning process in advance of the OMCS contract renewal, and to help review the CSU consumption in correlation with the budgeting estimates.

By default, information on the Dashboard, List, and Chart views defaults to the current month, with the filter in the upper right corner set to Recent Activities, showing the activities in progress as of the current date. For information on how to change the report period, see the Generating Reports for Different Time Periods section in Chapter 7, "Working with Data".

Accessing and Navigating the CSU Dashboard

To access the CSU dashboard:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click CSU in the navigation menu.

   The CSU Dashboard page opens.

3. Click the icons in the upper left corner to acccess the views on the CSU dashboard:
   - Click to access the CSU Dashboard view to analyze your account details and your consumed Cloud Service Units.
   - Click to access the CSU List view to view Cloud Service Units details.
   - Click to access the CSU Chart view to analyze Cloud Service Units consumption trend.

Using the Availability Reports

Oracle Pulse presents the latest representation of availability for your organization's services at the time of calculation. This chapter 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 services follow ITIL principles for calculating availability. Following these principles, availability is the percentage of time when a production service is operating as expected. 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 your production environments, for which Oracle is responsible. Such outages mean that end users experience total loss of service - they cannot log in or perform any business transactions. Users logged in when the outage starts cannot complete current actions. 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 maintenance outages** for your production environments, where the outage occurs at an agreed date and time due to regular maintenance or a customer change request.

If isolated business transactions cannot be completed in your production environments, but other service transactions can be performed, this is considered a **service interruption** and does not affect availability calculations.

By default, information on the Availability Dashboard view is displayed for the current month, while information on the Availability List and Chart views is displayed for three months prior to the current month. For information on how to change the report period, see the Generating Reports for Different Time Periods section in Chapter 7, "Working with Data".

Accessing and Navigating the Availability Dashboard

The Availability dashboard is available at both Customer and Service Level, and can be accessed as explained below:

- Accessing and Navigating the Availability Dashboard at Customer Level
- Accessing and Navigating the Availability Dashboard at Service Level
- Accessing Availability Information for Environments

Accessing and Navigating the Availability Dashboard at Customer Level

Use the Availability menu at Customer Level to see availability reports across all services and environments. To access the Availability dashboard at Customer Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click Availability in the navigation menu.

   The Availability Dashboard page opens.

3. Click the icons in the upper left corner to acccess the tabs on the Availability menu:
   - Click  to access the Availability Dashboard view.
   - Click  to access the Availability List view.
   - Click  to access the Availability Chart view.

Accessing and Navigating the Availability Dashboard at Service Level

Use the Availability menu at Service Level to see availability reports for the selected service. To access the Availability dashboard at Service Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click the Service Tree View icon () in the upper left corner and select the service you want to access.

   The Availability Dashboard page at Service level opens.

3. Click the icons in the upper left corner to acccess the tabs on the Availability menu:
   - Click  to access the Availability Dashboard view.
   - Click  to access the Availability List view.
   - Click  to access the Availability Chart view.

Alternatively, using the Service Tree View icon ( ) from within the Availability dashboard at Customer Level or clicking a service name in the Availability Metrics table also opens the Availability dashboard at Service Level.

Accessing Availability Information for Environments

Use the Availability menu to see records for unplanned outages ( ) and service interruptions ( ) for the selected environment over the specified time interval. To access availability information for an environment:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Accessing and Navigating the Availability Dashboard at Service Level to access availability data for the selected service.

3. Click the List view icon ( ).

   By default, data is shown for all the environments associated with the selected service.

4. Click the environment filter ( ), then select the Individual Environment option.

5. Select an environment from the drop-down list to see the relevant information for the environment of your focus.

Using the Storage Reports

Oracle Pulse provides storage metrics for all your organization's 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.

Your **storage entitlement** is the amount of storage included within the services contract for the service or set of services that your organization has purchased. This includes a base entitlement, and any additional storage purchased either initially or through additions to the contract. Your organization's entitlement is tracked manually by your Oracle customer management team.

Using Oracle Pulse, you can monitor both your organization's storage entitlement and the amount of storage your organization consumes. Storage resources can be located @customer or @partner, termed customer-owned storage. **Customer-owned storage** includes all storage located in your organization's data centers and those belonging to partner organizations. It also includes any Oracle Exadata and Exalogic servers that your organization owns in Oracle data centers. **Oracle-owned storage** covers all storage used in Oracle services Data Centers, excluding any servers that your organization owns. **Technology Cloud storage** is a special category of Oracle-owned storage, showing data only for your organization's Technology Cloud environments.

Consumed storage includes the amount of commercial storage allocated for your organization's services on Oracle-owned storage. **Commercial storage** usually includes all storage used by applications such as Oracle® E-Business Suite and the tools needed to run those applications. Tools could include Oracle Database storage or Database and application software. Commercial storage excludes mirrored file systems, backups, and other items that are considered **non-commercial storage**.

Consumed storage is deducted from your running storage entitlement. The consumed storage value also includes non-commercial storage consumption and usage of your

organization's own storage resources. This makes consumed storage an important tool for managing your storage and forecasting future use.

By default, information on the Storage dashboard is displayed for three months prior to the current month. For information on how to change the report period, see the Generating Reports for Different Time Periods section in Chapter 7, "Working with Data".

Accessing the Storage Dashboard

The Storage dashboard is available at both Customer and Service Level, and can be accessed as explained below:

- Accessing the Storage Dashboard at Customer Level
- Accessing the Storage Dashboard at Service Level
- Accessing Storage Information for Environments

Accessing the Storage Dashboard at Customer Level

Use the Storage menu at Customer Level to see storage usage across all your organization's services and associated environments. To access the Storage dashboard at Customer Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click Storage in the navigation menu.

   The Storage page opens.

Accessing the Storage Dashboard at Service Level

Use the Storage menu at Service Level to see a summary of the total storage growth and historical storage usage for your Managed Cloud and Technology Cloud environments, which will help the understanding of how production and nonproduction environments are growing over time. To access the Storage dashboard at Service Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click the Service Tree View icon (☰) in the upper left corner and select the service you want to access.

   The Availability Dashboard page at Service level opens.

3. Click Storage in the navigation menu.

   The Storage page opens.

Alternatively, using the Service Tree View icon (☰) from within the Storage dashboard at Customer Level also opens the Storage dashboard at Service Level.

Accessing Storage Information for Environments

Use the Storage menu to see information about storage growth and historical storage usage for each of your organization's Managed Cloud and Technology Cloud environments. To access storage information for an environment:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

The Pulse Dashboard is displayed by default.

2. Follow the steps in Accessing the Storage Dashboard at Service Level to access storage data for the selected service.

   By default, data is shown for all the environments associated with the selected service.

3. Click the environment filter (), then select the Individual Environment option.

4. Select an environment from the drop-down list to see the relevant information for the environment of your focus.

Using the Business Transaction Monitoring Reports

Business Transaction Monitoring (BTM) helps you understand and manage the performance of your transaction processing system. Transaction response times give a sense of the performance of your services and environments, and can indicate potential or actual issues. BTM can help you profile use, identify issues related to performance, and investigate the cause of failing components in a business process.

Transactions are typically business functions, such as running the monthly payroll for a company. Each transaction is a sequence of operations that you want to monitor as a single unit. Where the user completes some or all of these operations, the transaction is a **user interaction**. Where all operations are completed without user input, the transaction is a **batch job**. Oracle Pulse Release 18.4 provides users with separate reports for Oracle® E-Business Suite and PeopleSoft batch jobs, while continuing to support user interactions.

Note: The Transactions dashboard is displayed in the navigation menu only for services where BTM has been enabled.

If BTM has not been enabled, the Transactions dashboard is hidden at the Customer and Service levels.

BTM metrics are sourced from Oracle® Enterprise Manager, which, in turn, interrogates the supported Oracle applications. BTM supports Oracle® E-Business Suite and PeopleSoft batch jobs, which are taken from Oracle® E-Business Suite and PeopleSoft.

Oracle Pulse can be configured to report on specific targets that Oracle® Enterprise Manager monitors. Your Oracle Service Delivery Manager (SDM) can work with you to set up and identify your key business transactions for monitoring.

Accessing and Navigating the Transactions Dashboard

The Transactions dashboard is available at both Customer and Service Level, and can be accessed as explained below:

- Accessing and Navigating the Transactions Dashboard at Customer Level
- Accessing and Navigating the Transactions Dashboard at Service Level
- Accessing BTM Information for Environments

Accessing and Navigating the Transactions Dashboard at Customer Level

Use the Transactions menu at Customer Level to see all transactions that are being monitored across your organization's services. To access the Transactions dashboard at Customer Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click Transactions in the navigation menu.

   The Transactions List page opens.

3. Click the icons in the upper left corner to acccess the tabs on the Transactions dashboard:

   - Click to access the Transactions List view.
   - Click to access the Transactions Status view.

Accessing and Navigating the Transactions Dashboard at Service Level

Use the Transactions menu at Service Level to see all transactions that are being monitored for the selected service. To access the Transactions dashboard at Service Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click the Service Tree View icon ( ) in the upper left corner and select the service you want to access.

   The Availability Dashboard page at Service level opens.

3. Click Transactions in the navigation menu.

   The Transactions page opens.

4. Click the icons in the upper left corner to acccess the tabs on the Transactions dashboard:

   - Click to access the Transactions List view.
   - Click to access the Transactions Status view.

Alternatively, using the Service Tree View icon ( ) from within the Transactions dashboard at Customer Level or clicking a service name in the Status table also opens the Transactions dashboard at Service Level.

Accessing BTM Information for Environments

Use the Transactions menu to see all transactions that are being monitored for the selected environment. To access BTM information for an environment:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Accessing and Navigating the Transactions Dashboard at Service Level to access Business Transaction Monitoring data for the selected service.

   By default, data is shown for all the environments associated with the selected service.

3. Select the relevant environment from the drop-down list in the upper left corner, then use the status filter to further refine your search by the transaction type.

Using the Business Insight Reports

Business Insight offers a way to create and integrate simple business reports in Oracle Pulse for your organization, providing a business reporting view for your selected Oracle services. Business Insight uses available data to provide insight and help decision making to address your business challenges.

The Business Insight functionality in Oracle Pulse uses two categories of metrics:

- **Key Performance Indicators (KPI) metrics** provide high-level insight into a critical business measurement, such as inventory levels or accounts status. KPI metrics can be tracked visually via a Business Insight chart. In addition, thresholds and alerting can be configured for these KPI charts, assisting proactive tracking.
- **Detailed metrics** are metrics associated with the KPI metric which provide further insight into any issues identified in the KPI chart. These metrics are visible via the table view. For example, if the KPI chart indicates that the percentage of accounts with the *Open* status is too high ahead of your Period-Close event, the table view can provide complementary data highlighting the name of the accounts, which geographical region they belong to, or who is a contact point in that region. Together, the KPI chart and the table view facilitate you in proactively tracking your key business objectives, and provide you with further insight to interpret the KPI measurements and to take data-driven action.

Accessing the Business Insight Dashboard

To access the Business Insight dashboard:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click Business Insight in the navigation menu.

   The Business Insight page opens.

Using the Performance Reports

Host and database metrics are tracked in Oracle Pulse using information drawn from Oracle® Enterprise Manager. Available at Customer Level, these metrics allow you to see the load on different hosts and databases at a particular point in time.

Accessing the Performance Dashboard

To access the Performance dashboard:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click Performance in the navigation menu.

   The Performance page opens.

Using the Incident Management Reports

The Incidents menu includes reports of service requests across all services and environments for all your services.

By default, information on the Incidents Dashboard view is displayed as of the current day, information on the Incidents List view is displayed for the current month, while information on the Incidents Chart view is displayed for three months prior to the current month. For information on how to change the report period, see the Generating Reports for Different Time Periods section in Chapter 7, "Working with Data".

Accessing and Navigating the Incidents Dashboard

The Incidents dashboard is available at both Customer and Service Level, and can be accessed as explained below:

- Accessing and Navigating the Incidents Dashboard at Customer Level
- Accessing and Navigating the Incidents Dashboard at Service Level
- Accessing Service Request Information for Environments

Accessing and Navigating the Incidents Dashboard at Customer Level

Use the Incidents menu at Customer Level to see reports of service requests across all services and environments for all your services. To access the Incidents dashboard at Customer Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click Incidents in the navigation menu.

   The Incidents Dashboard page opens.

3. Click the icons in the upper left corner to acccess the tabs on the Incidents menu:
   - Click  to access the Incidents Dashboard view.
   - Click  to access the Incidents List view.
   - Click  to access the Incidents Chart view.

Accessing and Navigating the Incidents Dashboard at Service Level

Use the Incidents menu at Service Level to see SR reports for the selected service. To access the Incidents dashboard at Service Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click the Service Tree View icon () in the upper left corner and select the service you want to access.

   The Availability Dashboard page at Service level opens.

3. Click Incidents in the navigation menu.

   The Incidents Dashboard page opens.

4. Click the icons in the upper left corner to acccess the tabs on the Incidents menu:
   - Click  to access the Incidents Dashboard view.

- Click to access the Incidents List view.
- Click to access the Incidents Chart view.

Alternatively, using the Service Tree View icon () from within the Incidents dashboard at Customer Level or clicking a service name in the Incidents per Service table also opens the Incidents dashboard at Service Level.

Accessing Service Request Information for Environments

Use the Incidents menu to see SR reports for the selected environment. To access service request information for an environment:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Accessing and Navigating the Incidents Dashboard at Service Level to access service request data for the selected service.

3. Click the List view icon ().

   By default, data is shown for all the environments associated with the selected service.

4. Click the environment filter (), then select the Individual Environment option.

5. Select an environment from the drop-down list to see the relevant information for the environment of your focus.

Using the Change Management Reports

The Changes menu in the navigation menu includes reports of change requests across all services and environments for all your services.

By default, information on the Changes Dashboard view is displayed as of the current day, information on the Changes List view is displayed for the current month, while information on the Changes Chart view is displayed for three months prior to the current month. For information on how to change the report period, see the Generating Reports for Different Time Periods section in Chapter 7, "Working with Data".

Accessing and Navigating the Changes Dashboard

The Changes dashboard is available at both Customer and Service Level, and can be accessed as explained below:

- Accessing and Navigating the Changes Dashboard at Customer Level
- Accessing and Navigating the Changes Dashboard at Service Level
- Accessing Change Request Information for Environments

Accessing and Navigating the Changes Dashboard at Customer Level

Use the Changes menu at Customer Level to see reports of change requests across all services and environments for all your services. To access the Changes dashboard at Customer Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click Changes in the navigation menu.

The Changes Dashboard page opens.

3. Click the icons in the upper left corner to acccess the tabs on the Changes menu:
   - Click to access the Changes Dashboard view.
   - Click to access the Changes List view.
   - Click to access the Changes Chart view.

Accessing and Navigating the Changes Dashboard at Service Level

Use the Changes menu at Service Level to see reports of change requests for the selected service. To access the Changes dashboard at Service Level:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click the Service Tree View icon ( ) in the upper left corner and select the service you want to access.

   The Availability Dashboard page at Service level opens.

3. Click Changes in the navigation menu.

   The Changes Dashboard page opens.

4. Click the icons in the upper left corner to acccess the tabs on the Changes menu:
   - Click to access the Changes Dashboard view.
   - Click to access the Changes List view.
   - Click to access the Changes Chart view.

Alternatively, using the Service Tree View icon ( ) from within the Changes dashboard at Customer Level or clicking a service name in the Changes per Service table also opens the Changes dashboard at Service Level.

Accessing Change Request Information for Environments

Use the Changes menu to see reports of change requests for the selected environment. To access change request information for an environment:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Accessing and Navigating the Changes Dashboard at Service Level to access change request data for the selected service.

3. Click the List view icon ( ).

   By default, data is shown for all the environments associated with the selected service.

4. Click the environment filter ( ), then select the Individual Environment option.

5. Select an environment from the drop-down list to see the relevant information for the environment of your focus.

Using the Service Catalog

Use the Services option in the navigation menu to gain insight into the structured product catalog and the services available for users of Cloud Automation Platform

(CAP), Oracle Advanced Support Portal (OASP), and Advanced Customer Support (ACS).

Accessing the Services Menu

The Services dashboard is available at Customer Level, and can be accessed as explained below:

1. Sign in to Oracle Pulse as explained in Chapter 3, "Accessing Oracle Pulse".

   The Pulse Dashboard is displayed by default.

2. Click Services in the navigation menu.

   The Solution Support Center page opens.