Oracle® Pulse

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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 Release 18.4 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.

- What's New in This Release
- Requirements
- Supported Web Browser Versions
- Supported Apple iOS Versions
- Accessing Oracle Pulse

What's New in This Release

Oracle Pulse Release 18.4 introduces the following new features:

- **Calendar Service Plan – Manage Holistically and Plan Ahead**: Create and manage your Service Plan events directly in Oracle Pulse, and get instant visibility into your past, current or future service plan activities. Understand your planned business events in correlation with pending or completed change events (RFCs). Moreover, Authorized Approvers of your organization can take advantage of the new **Create Event (+)** feature.
- **Availability – Drive Continuous Improvement**: Continuously improve system performance by accessing recommended Corrective Actions to prevent availability or service interruptions. Jump to the details provided by the experts that will help you in implementing recommended actions.
- **More Services to Make Your Life Easier**: Get 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).

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.

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 Supported Apple iOS Versions for more information about supported releases.

Accessing Oracle Pulse on Your iPad

To access Oracle Pulse on your iPad:

1. Search for Oracle Pulse in the Apple iStore, then tap **Install**.

2. Tap the Oracle Pulse icon to start the app.
3. When the sign-on 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.

2

Key Concepts

The analytics reports and historical data in Oracle Pulse are based on business metrics and key performance indicators (KPIs) from different areas of service delivery, as follows:

- **Business metrics** are measurements that allow you to analyse business performance. Typically they are numeric values, as simple as the sum of values in a fact column or a complex calculation involving mathematical operators.
- **Key performance indicators** (KPIs) are specific measurements to define and track objectives. KPIs have measurable values that usually vary with time, and can be compared over time for trending and performance patterns. KPI evaluation is determined by comparing the actual value against a defined threshold.

Oracle Pulse covers six important areas of service delivery: availability, storage, incidents, changes, and (where enabled) Business Transaction Monitoring and Business Insight. Oracle Pulse also covers host and database metrics. This chapter explains the conceptual basis for Oracle Pulse business metrics and key performance indicators in each area, as explained in the following sections:

- Availability Metrics
- Storage Metrics
- Incident Metrics
- Change Metrics
- Business Transaction Monitoring Metrics
- Business Insight Metrics
- Host and Database Metrics

Availability Metrics

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

Availability is a defining principle of ITIL service delivery, and Oracle 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.

The Pulse Dashboard summarizes information about the **uptime** and the count of **unplanned outages** that occurred in your production environments, as well as information about the total duration of unplanned complete outages, service interruptions and planned production maintenance outages for the current month or for the month indicated. For more information, see the Analyzing Systems' Availability section in Chapter 4, "Checking the Performance of Your Services".

The Availability dashboard at Customer and Service Level summarizes information about the availability of your organization's production environments for the specified time interval, allowing you to:

- analyze service status. For more information, see the Production Availability Widget section in Chapter 7, "Using the Availability Reports".
- analyze availability events. For more information, see the following sections in Chapter 7, "Using the Availability Reports":
  - Unplanned Outages Widget
  - Service Interruptions Widget
  - Planned Maintenance Widget
- analyze outage duration. For more information, see the following sections in Chapter 7, "Using the Availability Reports":
  - Availability Metrics Table
  - Production Unplanned Outage Minutes Chart
  - Production Uptime Chart
- analyze availability trends. For more information, see the following sections in Chapter 7, "Using the Availability Reports":
  - Production Availability Trend Chart
  - Planned Maintenance Trend Chart
  - Service Interruption Trend Chart
  - All Production Instances Availability Chart
- view outage details. For more information, see the Viewing Outage Details section in Chapter 7, "Using the Availability Reports".

Storage Metrics

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.

The Pulse Dashboard summarizes storage usage against entitlement, and shows any changes in recent storage activity. Significant changes in either measure warrant immediate investigation. For more information, see the Analyzing Storage section in Chapter 4, "Checking the Performance of Your Services".

The Storage dashboard at Customer and Service Level covers storage usage across all your organization's services and associated environments, allowing you to:

- analyze storage usage. For more information, see the following sections in Chapter 8, "Using the Storage Reports":
  - Total Storage: Usage Table
  - Storage Usage by Service Chart
  - Technology Cloud Total Storage: Usage Table
  - Technology Cloud Storage Usage by Service Chart
  - Exadata: Usage Table
  - Exalogic: Usage Table
  - Storage: Usage Table
- analyze storage growth. For more information, see the following sections in Chapter 8, "Using the Storage Reports":
  - Total Storage: Growth Chart
  - Technology Cloud Total Storage: Growth Chart
  - Exadata: Growth Chart

  - Exalogic: Growth Chart
  - Managed Cloud Prod Total Storage: Growth Chart
  - Managed Cloud Non Prod Total Storage: Growth Chart
  - Technology Cloud Non Prod Total Storage: Growth Chart
  - Technology Cloud Prod Total Storage: Growth Chart
  - Storage: Growth Chart
  - Tablespace Usage: Growth Chart
- analyze storage projection. For more information, see the following sections in Chapter 8, "Using the Storage Reports":
  - Total Storage: Projection Chart
  - Technology Cloud Total Storage: Projection Chart
  - Exadata: Projection Chart
  - Exalogic: Projection Chart
  - Managed Cloud Prod Total Storage: Projection Chart
  - Managed Cloud Non Prod Total Storage: Projection Chart
  - Technology Cloud Non Prod Total Storage: Projection Chart
  - Technology Cloud Prod Total Storage: Projection Chart
  - Tablespace Usage: Projection Chart
- understand the relationship between the hosts, environments and the customer-owned storage devices being used across all your organization's services. For more information, see the Device Mapping Table section in Chapter 8, "Using the Storage Reports".
- the customer-owned storage devices being used across all your organization's services. For more information, see the Assets Table section in Chapter 8, "Using the Storage Reports".

Incident Metrics

Oracle Pulse tracks all production and nonproduction service requests - termed incidents - associated with your organization's services, using information drawn from My Oracle Support.

On the Pulse Dashboard, you can see a summary of open Severity 1 service requests and any service requests awaiting your review, as well as a 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. A high number of Severity 1 service requests created on your production environments can merit further analysis. For more information, see the Analyzing Incidents section in Chapter 4, "Checking the Performance of Your Services".

Service request metrics for your production and nonproduction environments are listed on the Incidents menu at Customer and Service Level, allowing you to:

- analyze service request count. For more information, see the following sections in Chapter 12, "Using the Incident Management Reports":
  - Analyzing Service Request Count by Environment Type

  - Analyzing Service Request Count by Product
  - Analyzing Service Request Count by Service
  - Analyzing Service Request Count by Severity
  - Analyzing Service Request Count by Status
- view service request details. For more information, see the Viewing Service Request Details section in Chapter 12, "Using the Incident Management Reports".
- analyze service request trends. For more information, see the following sections , , sections in Chapter 12, "Using the Incident Management Reports":
  - Created vs. Closed Trend Chart
  - Prod vs. Non Prod Trend Chart
  - Created vs Closed Product Support Trend Chart
  - Created vs Closed CEMLI Trend Chart
  - Created vs Closed Managed Cloud Trend Chart
  - Created vs Closed Functional Service Desk Trend Chart

Note: To see service request information in Oracle Pulse, you must have the required service request privileges in My Oracle Support. For more information, see the Requirements section in Chapter 1, "Introduction".

Change Metrics

Change requests are tracked in Oracle Pulse using information drawn from My Oracle Support. Available at Customer and Service Level, as well as for individual environments, these metrics show the types of changes that have been requested, rejected, scheduled, or completed or are being worked on for all your organization's services down to the level of changes scheduled for individual environments and hosts.

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. For more information, see the Analyzing Changes section in Chapter 4, "Checking the Performance of Your Services".

Change metrics are also listed on the Changes menu at the Customer and Service Level, allowing you to:

- analyze change request count. For more information, see the following sections in Chapter 13, "Using the Change Management Reports":
  - Analyzing Change Request Count by Environment Type
  - Analyzing Change Request Count by RFC Type
  - Analyzing Change Request Count by Service
  - Analyzing Change Request Count by Status
- view change request details. For more information, see the Viewing Change Request Details section in Chapter 13, "Using the Change Management Reports".
- analyze change request trends. For more information, see the following sections in Chapter 13, "Using the Change Management Reports":

- Created vs. Closed Trend Chart
- Prod vs. Non Prod Trend Chart
- Refreshes: Created vs. Applied Trend Chart
- Backups: Created vs. Applied Trend Chart
- Created by Severity Trend Chart
- Created by RFC Type Trend Chart
- Created by Service Trend Chart
- Refresh Entitlement Chart
- Change Request Activity Trend Chart

Note: To see change request information in Oracle Pulse, you must have the required RFC privileges in My Oracle Support. For more information, see the Requirements section in Chapter 13, "Using the Change Management Reports".

Business Transaction Monitoring Metrics

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 provides users with separate reports for Oracle® E-Business Suite and PeopleSoft batch jobs, while continuing to support user interactions. Moreover, Oracle Pulse analyzes and monitors the status and health of the targets the Oracle Service-Oriented Architecture (SOA) suite runs on.

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.

About Transaction Metrics in Oracle Pulse

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.

Stability metrics are calculated based on the most recent capture of the concurrent manager metrics for the customer's Oracle® E-Business Suite environments or for any of the PeopleSoft schedulers that manage jobs monitored by Oracle Pulse. Stability uses the last execution of the BTM login transaction successfully executed to completion to indicate whether the service application is available to the users. For batch transactions, stability indicates if the concurrent manager(s) and/or processor monitor(s) are running as expected and within the defined thresholds.

Performance metrics for Oracle® E-Business Suite concurrent managers and PeopleSoft schedulers are calculated based on the two most recent data captures for any job monitored by Oracle Pulse. Performance indicates if the transactions executed for the service from the selected beacon execute within the tolerance of the BTM defined metrics (i.e., median value) or within the defined warning thresholds for batch transactions. The indicator for performance alters once two concurrent transactions executions both exceed the transaction median value.

The Transactions dashboard at Customer Level shows all the transactions for your organization's services, providing separate reports for User Experience by Location, Oracle® E-Business Suite and PeopleSoft. You can filter the transactions displayed by transaction type: EBiz Suite batch job, PeopleSoft batch job, or user interaction. Each transaction record links to more detailed reports of recent and historical metrics.

Similarly, the Transactions dashboard at Service Level provides both summaries and detailed metrics reports for all batch jobs and user interactions associated with the service. Finally, the Transactions dashboard summarizes all transaction information for the selected environment.

About Batch Jobs

Processed as a series of **concurrent programs**, batch jobs are data-intensive and long running. They are typically run asynchronously, when users are least active on the system. Each request to run an immediate or scheduled batch job transaction as a concurrent program is known as a **concurrent request**. The request usually includes start and end dates, and the frequency of resubmission if the request is recurring. For each concurrent request, BTM measures the time from when the environment's start message is observed until its end message is observed. This is the response time for the concurrent request.

> **Note:** The terms **batch job** and **concurrent program** are used interchangeably in Oracle Pulse.

To help you evaluate the performance of batch job transactions, Oracle Pulse collects both the **max runtime** and the **avg runtime** for the batch job transaction for all collected data from Oracle® E-Business Suite or PeopleSoft. The **max runtime** is the maximum time taken to run the batch job transaction from all runs recorded. The **avg runtime** is the mean time the batch job took to complete. All completed requests are counted in the response time, regardless of whether condition alerts occurred. If the batch job response approaches or exceeds the maximum runtime, or if the average runtime is higher than expected, further investigation is needed.

You can use Oracle Pulse to identify anomalies in concurrent program runs, and when and why these anomalies occurred. Open the detailed reports to review information

about the Oracle® E-Business Suite or PeopleSoft job systems - that is, the Oracle® E-Business Suite or PeopleSoft environment running the batch jobs. Such information include the longest running concurrent requests currently running in the Oracle® E-Business Suite job system, the jobs in alert state at a particular point in time, and the jobs in alert state within the 7 days preceding the last data collection for your PeopleSoft job system, as well as the jobs currently queued in the PeopleSoft job system.

Historical reports for the Oracle® E-Business Suite job systems show the longest running concurrent programs or the concurrent program with the highest count of requests, during any 24-hour interval from the specified date, while historical reports for the PeopleSoft job systems show the number of job requests of various statuses within the last 24 hours.

BTM also tracks the phase and status of all ongoing and historical monitored concurrent requests, helping you identify performance or runtime issues with monitored Oracle® E-Business Suite or PeopleSoft batch job requests that are running or were run over the reported interval (the last hour, the last 24 hours, or the last 31 days).

Historical reports for the Oracle® E-Business Suite jobs can be filtered to show concurrent request behavior for any 24-hour interval. You can open a list of all monitored concurrent requests, of the requests that completed with errors (Requests Completed with Error filter) or warnings (Requests Completed with Warning filter), of the requests that were in pending phase (Pending Requests filter) or that spent longer than expected in pending state (Long Pending Requests filter), or you can review all requests that completed successfully (Requests Completed Successfully filter).

About User Interactions

In contrast, user interaction transactions are evaluated on performance time only. BTM records the time that the last set of operations comprising the user interaction takes to complete. This is the last response time for the transaction.

For user interaction transactions, BTM compares the last response time with the 30-day average runtime. This value is the running average of all runtimes recorded for an user interaction over the preceding 30 days. All completed runs are counted in the response time. BTM also shows the difference between the transaction's last response time and the agreed threshold. The threshold is the longest acceptable response time for the user interaction. It is defined in Oracle® Enterprise Manager in consultation with your Oracle SDM.

To analyse the performance of any user interaction, open the detailed report. The performance chart compares the response time for an user interaction against both the threshold and the historical median. The historical median is the value lying at the midpoint of the range of response times measured. Flip to the table view to see the values underlying the chart.

The details in the Sustained Stress tab assist the user in identifying impactful performance degradation on key business transactions, and identify the possible causes of that degradation, enabling faster resolution times. The chart in this tab highlights periods of performance degradation where the response times of the transaction are trending significantly above or below the normal response times for that transaction over a sustained period. These periods of sustained stress are correlated with events (including change requests, service requests, and functional events) that have occurred around and during the identified stress period, as these are possible contributors to the performance degradation itself.

About LTM Transactions

Login Transaction Management (LTM) transactions are now part of the core Oracle services monitoring setup for production applications. The goal of LTM transactions is to detect application access issues that may arise in relation to infrastructure components, capacity, performance, and access.

Using a restricted-access user account, an LTM transaction simply logs into the application home page and immediately logs out - this simple action allows the LTM transaction to track the aforementioned issues. LTM transactions are expected to have no impact on the capacity or performance of the production environment. For more information on LTM transactions, please contact your Service Delivery Manager.

About SOA Services

Oracle Service-Oriented Architecture (SOA) services provide connectivity between applications deployed in a service-oriented architecture. Connectivity between these services is essential for a business to continue to run effectively and support its goals.

Composite applications, also referred to as **composites**, are software applications built by combining multiple existing functions into a new application. The composite target is made up of building blocks that you use to construct a SOA composite application, called service **components** (BPEL process, business rule, human task, spring, and mediator).

Use Oracle Pulse to analyze the status of the **targets** the SOA suite runs on, and to pro-actively monitor the health of composites (status, usage and other metrics), which plays an important part in foreseeing and understanding the growth and impact of composites on performance and storage. Moreover, Oracle Pulse can also report on the status of SOA composites, which further allows you to maintain data synchronization and minimize any potential delta between the systems. For example, for intensively used composites, when a high level of audit logging is set for a set of composites in order to maintain error, warning and other details, this may mean that a high volume of data is kept in the database. Insufficient log purging activity can cause major performance issues and storage space issues, affecting further activities in the service.

SOA composites can be deployed into separate sections of the SOA infrastructure, known as **partitions**. Deploying to partitions enables you to logically group SOA composites and perform bulk lifecycle management tasks on all SOA composite applications within a specific partition.

The smooth and timely interaction between integration points in a SOA service is critical to the success of overall business process flows. The BTM functionality in Oracle Pulse provides the ability to:

- view SOA composite health and diagnostic information
- get early visibility to allow the timely resolution of incidents
- understand trend data related to SOA interfaces, which ensures better insight into the overall business process volumetrics, and provides data insights into areas that are performing outside expected norms

Business Insight Metrics

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.

The Business Insight widget on the Pulse Dashboard provides a high-level summary view of provisioned Business Insight reports. For more information, see the Business Insight Widget section in Chapter 4, "Checking the Performance of Your Services".

The Business Insight dashboard summarizes information about the metrics that you requested to include in your Business Insight report, allowing you to monitor your metrics of interest. For more information, see the Monitoring Business Insight Metrics section in Chapter 10, "Using the Business Insight Reports".

Host and Database Metrics

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.

The host metrics table on the Performance dashboard at Customer Level allows you to check:

- the average number of jobs waiting for I/O in the last interval
- the amount of CPU being used in `SYSTEM` mode as a percentage of the total CPU processing power or the percentage of time the process threads spent executing code in privileged mode
- the amount of CPU being used in `USER` mode as a percentage of the total CPU processing power or the percentage of time the processor spends in `USER` mode
- the amount of CPU utilization as a percentage of the total CPU processing power available or the percentage of time the CPU spends to execute a non-idle thread
- the amount of used memory as a percentage of the total memory
- the number of pages paged in (read from disk to resolve fault memory references) per second or the rate at which pages are read from disk to resolve hard page faults
- the number of pages written out (per second) by the virtual memory manager or the rate at which pages are written to disk to free up space in physical memory
- the average number of processes in memory and subject to be run in the last interval
- the percentage of swapped memory in use for the last interval or the percentage of page file environment used
- the total number of processes currently running on the system

For more information, see the Using Host Metrics section in Chapter 11, "Using the Performance Reports".

The database metrics table on the Performance dashboard at Customer Level allows you to check:

- the current number of logons
- the average time that the current request (CR) block was received, measured in 100ths of a second
- the total number of bytes sent and received through the SQL Net layer to and from the database
- the number of data blocks written to the disk per second during this sample period
- the utilization of the process resource against the values (percentage) specified by the threshold arguments
- the utilization of the session resource against the values (percentage) specified by the threshold arguments
- the number of logical reads per second during the sample period
- the total amount of memory used, in MB

For more information, see the Using Database Metrics section in Chapter 11, "Using the Performance Reports".

3

Working with Oracle Pulse

This chapter describes how to navigate Oracle Pulse. It explains how to move from the Pulse Dashboard through two levels of information - Customer Level and Service Level - and how to use the user interface (UI) features common to all pages.

- Understanding the Pulse Dashboard and Levels of Information
- Understanding the User Interface
- Understanding the Service and Environment Configuration
- Identifying Contacts for Your Organization
- Viewing Notifications
- Generating Reports for Different Time Periods
- Using the Personalization Feature
- Exporting Data
- Sorting Records

Understanding the Pulse Dashboard and Levels of Information

Oracle Pulse presents a comprehensive view of all your organization's services using the Customer and Service levels. This section describes how to use these dashboards and the lists to navigate Oracle Pulse.

Pulse Dashboard - The Pulse Dashboard, which is the Oracle Pulse home page, analyzes the recent performance of all your organization's services. Click any metrics to see the table view.

To improve your Oracle Pulse experience on smaller screens, such as iPhones or other smartphones, the Pulse Dashboard widgets stack vertically.

Customer Level - The Customer Level shows the health of all your organization's services. Click any of the options in the navigation menu at Customer Level to see corresponding metrics for all your organization's services in that area:

- Calendar
- CSU
- Availability
- Storage
- Transactions
- Business Insight

- Performance
- Incidents
- Changes

Service Level - The Service Level presents key information for the selected service. Similar to the Customer Level, the Service Level provides a range of navigation menu options that open a screen with metrics:

- Availability
- Storage
- Transactions
- Incidents
- Changes

You can also switch to the Service Level page for another service - click the Service Tree View icon ( ) in the upper left corner of the screen, then select the service you want to view. Then click the Back icon ( ) in any dashboard at Service Level to return to the corresponding dashboard at Customer Level.

Services Tree View Menu - The services menu lists all your organization's services. You can access this menu on any page at the Customer and Service levels using the Service Tree View icon ( ) in the upper left corner of the screen.

Navigating to the Service Level

The Service Level in Oracle Pulse presents key information for the selected service. To access Service Level data:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   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.

   Note: If there are more than three services available for a customer, the side menu also contains a search field, allowing you to easily locate the desired service or environment.

   The Availability dashboard at Service Level opens by default.

3. Click any of the functionalities in the navigation menu to access the required data.

Alternatively, you can also access Service Level data by using the Service Tree View icon ( ) from within one of the dashboards at Customer Level or by clicking the name of a service name in a table.

Navigating to Information for Environments

Oracle Pulse presents key information related to availability, storage, Business Transaction Monitoring, service requests, and change requests for the selected environment, as explained in the following sections:

- Accessing Availability, Incident Management and Change Management Information for an Environment

- Accessing Storage Information for an Environment
- Accessing BTM Information for an Environment

Accessing Availability, Incident Management and Change Management Information for an Environment

To access availability information and information related to the service requests and change requests associated with an environment:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Navigating to the Service Level to access the Availability, Incidents or Changes dashboard for the service the environment is associated with.

3. Click the List view icon ( ) to see information for all the environments associated with the selected service.

   By default, information 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 information for the environment of your focus.

Accessing Storage Information for an Environment

To access storage information for a specific environment:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Navigating to the Service Level to access the Storage dashboard for the service the environment is associated with.

   By default, information 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 information for the environment of your focus.

Accessing BTM Information for an Environment

To access BTM-related information for a specific environment:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Navigating to the Service Level to access the Transactions dashboard for the service the environment is associated with.

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

3. Select an environment from the drop-down list in the upper left corner to see information for the environment of your focus.

Understanding the User 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.

Icon	Name	Description
	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.

Understanding the Service and Environment Configuration

Click the Configuration icon ( ) in the upper right corner to see lay-of-the-land information at a glance as far as the services, environments and hosts associated with the environments are concerned.

Apart from showing the child services ( ) and the environments associated with a particular service, the Configuration table allows you to use the Expand icon ( ) to the left of an environment name to display the following information for each of your organization's services:

- Service Delivery Manager: Specifies the email address of the Service Delivery Manager associated with the service.
- Phase: Specifies the service phase. Available options include:
  - Implementation
  - Initalization
  - Production

  - Stabilization
- Go Live Date: Specifies the date when the service went live.
- Support Identifier: Specifies the support identifier associated with the service.

Use the Expand icon (▶) to the left of an environment name to see detailed information about the environment:

- Type: Specifies the type of the environment. Available options include:
  - Demo
  - Development
  - Disaster Recovery
  - Other
  - Production
  - Production Support
  - Reporting
  - Stage
  - Test
  - Training
  - Transition
- Available Date: Specifies the date when the environment became available.
- Lifecycle: Specifies the environment lifecycle. Available options include:
  - Critical Implementation Services
  - Critical Migration and Upgrade Services
  - Critical Production Services
  - Customer Managed Implementation
  - Customer Managed Production
  - Implementation Services
  - Migration and Upgrade Services
  - OFSS Managed Implementation
  - OFSS Managed Production
  - Production Services
- *(Optional)* Managed Security Services (MSS): Where applicable, lists the Managed Security Services service types associated with an environment.
- Hosts: Specifies the names of the hosts associated with the environment.

The Configuration page further provides the ability to search for a specific service, environment or host. To do this, type the name of the service, environment or host, then click the Search icon (🔍) or hit Enter. Partial strings return all services, environments, or hosts containing the searched text.

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. The following sections explain how to use the My Services feature:

- Creating a Service Group
- Editing a Service Group
- Removing a Service Group

Creating a Service Group

To create a service group:

1. Click the Configuration icon ( ) in the upper right corner of the page.

   The Configuration page opens.

2. Select the check boxes corresponding to the services you want to include in your service group. A minimum of 2 services is required.

3. Click **Apply** to save your changes and create your service group. The *My Services has been created.* message is displayed in the upper part of the Configuration page, and the Service Group icon ( ) is displayed on every dashboard where the data is filtered by the selected services:

   - Dashboard
   - Calendar
   - Availability
   - Storage
   - Transactions
   - Performance
   - Incidents
   - Changes

   Your service group is saved for future logins, until you decide to modify or delete it. For information on how to modify or delete a service group, see Editing a Service Group or Removing a Service Group.

Editing a Service Group

Service groups can be edited by adding or removing services. To do this:

- Click the Service Group icon ( ) on any of the dashboards where the data is filtered by the selected services, then click the Edit My Services icon ( ), make your changes, and click **Apply**.

OR

- From the side menu, click the Edit My Services icon ( ), make your changes, and click **Apply**.

OR

- Click the Configuration icon ( ), then select or deselect services as explained in Creating a Service Group, and click **Apply**.

Removing a Service Group

Service groups can be removed to allow you to access data for all your services. To do this:

- Click the Service Group icon ( ) on any of the dashboards where the data is filtered by the selected services, then click the Edit My Services icon ( ).

OR

- From the side menu, click the Edit My Services icon ( ).

OR

- Click the Configuration icon ( ), then deselect services as explained in Creating a Service Group.

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.

The following information is displayed for each contact record:

- Name: Specifies the full name and the email address of the contact person.
- Role: Specifies the role granted to the contact person.
- Approval Authority: Specifies the approval authority assigned to the contact person by your customer user administrator.

Searching for a Contact

To search for a contact, enter the search criteria in the Search Contacts field, located at the top of the Contacts page. Partial strings return all contacts containing the searched string. Click the Search icon ( ) to see all records containing the string.

Filtering Contacts

You can filter the records on the Contacts page using one of the following options in the list in the upper left corner of the page:

- All Contacts: Displays all contacts associated with your organization's services, from both Oracle and your organization.
- Approvers: Displays contacts who have the authority to approve change requests. The customer user administrator defines the scope of this approval authority.
- My Organization: Displays all contacts from your organization associated with your organization's services.
- Service Delivery Team: Displays all Oracle personnel associated with your organization's services.

Viewing Notifications

Click the Notifications link in the More Actions menu ( ) 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.

The following information is displayed for each notification record:

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

You can filter the records on the Notifications dashboard using one of the following options in the list in the upper left corner of the page:

- **Active** notifications have not yet reached their expiry date.
- **Historical** notifications have passed their expiry date, and were issued in the past 30 days.

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

Once you sign in to Oracle Pulse, all active notifications for your organization's services are displayed by default. Notifications are ordered by the creation date, which is listed in the upper right corner. You can also scroll down to see earlier active notifications.

By selecting the *Do not show again* check box for one or more notifications, you can ensure they are not displayed the next time you sign in.

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

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 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, as explained in the following sections:

- Using the Page Time Selector
- Using the Widget Time Selector

> **Note:** If the page time selector default value is updated in any page, the default values are no longer preserved, but the new selections will propagate from one menu to another. To revert to the default values, log out and relogin to Oracle Pulse.

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, as explained in Changing the Timezone of Your Reports.

Using the Page Time Selector

Use the page time selector in the upper right corner of a page to change the time interval for all the information displayed on that particular page.

To change the time interval using the page time selector:

1. Click the Select Time Interval icon (▬) in the upper right corner of the page.

   To generate the report for one of the available time intervals, continue to step 2. To generate the report for a custom time frame, continue to step 3.

   > **Note:** Only valid timeframes can be selected, where the end date is higher than the start date.

2. Select any of the options in the list.

   The page is automatically refreshed to show information for the selected time frame.

3. Click **Custom Timeframe**.
4. In the calendar window that opens, use the Start Date and End Date drop-down lists to select your preferred time frame.
5. Click **Apply**.

   The page is automatically refreshed to show information for the selected time frame.

Using the Widget Time Selector

Use the widget time selector above a chart to change the time interval for that particular chart only.

> **Note:** The widget time selector is available only for the charts in the Availability, Incidents, and Changes Chart views, as well as for the charts on the Storage and Transactions dashboards.

To change the time interval using the widget time selector:

1. Click the Select Time Interval icon (▾) above the chart.

   To generate the report for one of the available time intervals, continue to step 2. To generate the report for a custom time frame, continue to step 3.

   Note: Only valid timeframes can be selected, where the end date is higher than the start date.

2. Select any of the options in the list.

   The page is automatically refreshed to show information for the selected time frame.

3. Click **Custom Timeframe**.

4. In the calendar window that opens, use the Start Date and End Date drop-down lists to select your preferred dates.

5. Click **Apply**.

   The page is automatically refreshed to show information for the selected time frame.

Changing the Timezone of Your Reports

Oracle Pulse allows you to change the default time zone for the reports on the Transactions and Performance dashboards, enabling you to see data in your preferred time zone and streamlining the correlation between your outages or performance issues and the Oracle Pulse reports.

To change the time zone for your reports:

1. Click the ▾ icon in the upper right corner or above the chart that you want to display in your preferred time zone.

2. Select your preferred time zone from the drop-down list or use the search box to look for your preferred time zone.

   The page is automatically refreshed to show information for the selected time zone.

Using the Personalization Feature

The chart personalization feature in Oracle Pulse allows you to select the charts you want to display, as explained in Personalizing Charts. 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, as explained in Personalizing Environments.

Personalizing Charts

To select the charts you want to display in the Availability, Incidents, and Changes Chart views, as well as in the Storage dashboard:

1. Click the Personalize charts icon ( ) in the upper right side of the dashboard.

The Personalize list is expanded, with the check box of the charts already displayed selected.

2. Select the check box corresponding to the charts you want to display.

> **Note:** To select all the charts in a category, you can select the check box to the left of the category name.

3. Deselect the check box of the charts displayed by default.
4. Click **Apply**.

   The dashboard is refreshed to show only the charts you have selected. Your selection is preserved for your next logins.

Personalizing Environments

To select the environments for which to display host and database metrics in the Performance dashboard:

1. Click the Select environment icon ( ) in the upper right side of the dashboard.

   The Select Environment list is expanded, showing all the active services in your organization.
2. Click the Expand icon ( ) to the left of a service name to display the list of associated environments.
3. *(Optional)* If there are more than three services associated with your organization, start typing the name of your environment(s) of interest in the search box at the top of the Select Environment list.
4. Select the check box corresponding to the environments for which to display host and database metrics.

> **Note:** Oracle Pulse Release 18.4 allows you to select up to 5 environments.

5. Click **Apply**.

   The dashboard is refreshed to show host metrics for the environments you have selected. Your selection is preserved for your next logins.

To remove a selected environment from view:

1. Click the Select environment icon ( ) in the upper right side of the dashboard.

   The Select Environment list is expanded, showing all the services in your organization.
2. Click the Unselect environment icon ( ) to the right of the environment you want to remove.
3. Click **Apply**.

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.

   Note: The reports on the Business Insight dashboard can only be exported as MS Excel.

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**.

Sorting Records

The table views of reports in Oracle Pulse can be sorted to allow the easy identification of records of interest to you. To sort the columns in table views:

1. Click a widget or the Open Table View icon ( ) in the lower right corner of a chart.

   By default, tables are sorted by the most recent record.
2. Identify the column by which you want to sort the records.
3. Click ▲ or ▼ to sort the records in ascending and, respectiely, descending order.

4

Checking the Performance of Your Services

This chapter describes how to use the Pulse Dashboard to quickly check the performance of all your Oracle production services in several widgets, as explained in the following sections:

- Pulse Dashboard - General Aspects
- Accessing the Pulse Dashboard
- Analyzing Business Insight
- Analyzing Changes
- Analyzing Incidents
- Analyzing Services' Stability and Performance
- Analyzing Storage
- Analyzing Systems' Availability
- Analyzing Sustained Stress
- Viewing Data for a Group of Services

Pulse Dashboard - General Aspects

The Pulse Dashboard ( ) displays the recent performance of your organization's services, as follows:

- the KPIs in the areas of service availability, service requests, and change requests show data for your production active services
- the KPIs in the areas of storage, and, if enabled, business transactions and Business Insight, refer to all your active services

Click any of the widgets on the Pulse Dashboard to see the selected metrics in their overall context at the Customer or Service Level. 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 the Accessing Oracle Pulse section in Chapter 1, "Introduction". 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.

Analyzing Business Insight

This section describes how to use the Business Insight widget on the Pulse Dashboard to get a high-level summary view of provisioned Business Insight reports, as explained in Business Insight Widget.

Business Insight Widget

Note: Where the Business Insight functionality has not been enabled, this widget is hidden.

The Business Insight widget on the Pulse Dashboard provides a high-level summary view indicating the number of provisioned Business Insight reports that are categorized as being in the following status ranges:

- Normal: No thresholds that were set have been broken for those reports, or there are no thresholds associated with those reports.
- Attention Required: Thresholds that were set have been broken for those reports.

Clicking the Business Insight widget opens the Business Insight Reports - Attention Required table, allowing you to quickly review the reports that are in the Attention Required status range:

- Metric Name: Identifies the name of each Business Insight report that has been provisioned which requires some attention, most likely because a threshold that was defined for the report has been breached.
- Environment: Identifies the application environment on which each Business Insight report listed is based. Business Insight reports can be based on Applications Unlimited environments, and may extend to other application environments.

Use the Business Insight Reports - Attention Required table to:

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

For more information about the Business Insight dashboard, see Chapter 10, "Using the Business Insight Reports".

Related Topics

Using the Business Insight Reports

Analyzing Changes

This section describes how to use the change widgets on the Pulse Dashboard to analyze Requests for Change (RFCs), as explained in the following sections:

- Upcoming Changes Widget
- Last 30 Days (Minutes) Widget

Upcoming Changes Widget

The Upcoming Changes widget displays all change requests associated with production environments that have been scheduled between the current day and the next 30 days and all change requests requiring customer intervention:

- Scheduled - The number of change requests associated with production environments which will be applied in the next 30 days.
- Sev 1 Awaiting Customer - The number of Severity 1 change requests associated with production environments, which have the Awaiting Customer, Awaiting Customer Approval, Awaiting Customer UAT or Customer Working substatus.

Clicking the Scheduled or the Sev 1 Awaiting Customer widgets opens the Scheduled Changes and, respectively, the Sev1 Awaiting Customer Changes tables only if there is at least one scheduled change request or one Severity 1 change request with the substatuses above:

- RFC ID: Specifies the RFC identifier from My Oracle Support.
- Environment: Indicates the environment the change request is associated with.
- Subject: Provides a short description of the change request, as entered in My Oracle Support.
- Type: Specifies the type the change request is associated with in My Oracle Support.
- Planned Start Date (UTC): Indicates the date when the change request is scheduled to begin.
- Planned End Date (UTC): Indicates the date when the change request is scheduled to complete.
- Severity: Specifies the impact that the change request has on your organization's services.

Use the Scheduled Changes or Sev1 Awaiting Customer Changes tables to:

- open the View RFC page on the My Oracle Support portal. To do this, click any row in the table.
- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

If there are no scheduled or Severity 1 change requests, clicking any of these widgets opens the Changes menu at Customer Level. For more information about the Changes menu at Customer Level, see Chapter 13, "Using the Change Management Reports".

Last 30 Days (Minutes) Widget

The Planned Maintenance section of the Last 30 Days (Minutes) widget displays the total duration of planned production maintenance periods for the last 30 days, in minutes. Since the outage occurs at an agreed date and time due to regular maintenance or a customer request for change (RFC), planned maintenance outages are not taken into account when calculating availability. To understand more about how availability is calculated, see the Availability Metrics section in Chapter 2, "Key Concepts". Click this widget to open the Last 30 Days Planned Maintenance table:

- MOS Ref#: Specifies the RFC identifier from My Oracle Support.

- Environment: Indicates the environment affected by the planned maintenance outage.
- Subject: Provides a short description of the situation requiring the planned maintenance outage.
- Type: Specifies the category the planned maintenance outage is organized into, helping users to ensure planned maintenance outages are properly routed and to identify which categories require the most attention and resources at any given time.
- Status: Indicates whether the planned maintenance outage is open or closed.
- Sub Status: Indicates where the planned maintenance outage resides in the resolution process.
- Planned Start Date [UTC]: Indicates the date when the maintenance outage is scheduled to begin.
- Duration (Min): Indicates how long it took for Oracle to restore service.

Use the Last 30 Days Planned Maintenance table to:

- open the View RFC page on the My Oracle Support portal. To do this, click any row in the table.
- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

If there are no planned maintenance outages, clicking this widget opens the Availability menu at Customer Level. For more information about the Availability menu at Customer Level, see the Viewing Outage Details section in Chapter 7, "Using the Availability Reports".

Related Topics

Using the Change Management Reports

Analyzing Incidents

This section describes how to use the incident widgets on the Pulse Dashboard to analyze Service Requests (SRs), as explained in Severity 1 Incidents Widget.

Severity 1 Incidents Widget

The Severity 1 Incidents widget provides information about the severity 1 incidents associated with your production environments up to the date and time listed:

- **Review** displays all Severity 1 incidents - that is, service requests - created on production environments up to the date and time listed that are awaiting your input or approval.
- **Open** displays all open Severity 1 incidents - that is, service requests - created on production environments up to the date and time listed.

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

Clicking the Review or the Open widgets opens the Sev1 Awaiting Customer Incidents and, respectively, the Sev1 Open Incidents tables only if there is at least one such incident associated with your organization's production environments:

- SR ID: Specifies the SR identifier, as entered in My Oracle Support.
- Environment: Indicates the environment the service request is associated with.
- Subject: Provides a short description of the SR, as entered in My Oracle Support.
- Severity: Specifies the impact that the service request has on your organization's services.
- Create Date (UTC): Specifies the date when the service request was created.
- Update Date (UTC): Specifies the date when the service request was updated.
- Product Name: Indicates the product the service request is associated with in My Oracle Support.
- Component Name: Indicates the component type.
- Subcomp Name: Indicates the service request subcomponent category.

Use the Sev1 Awaiting Customer Incidents or Sev1 Open Incidents tables to:

- open the SR Detail page on the My Oracle Support portal. To do this, click any row in the table.
- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Related Topics

Using the Incident Management Reports

Analyzing Services' Stability and Performance

Note: Where BTM has not been enabled, this table is hidden.

Use the BTM table to identify performance and stability issues for the business-critical user experience and batch transactions for any of your services where BTM has been enabled. This table provides an overview of the performance and stability of all the user experience transactions and batch jobs for each service as observed from the application mid-tier, Oracle data center (both local and remote), and customer data center levels, where configured:

- Application Local: Identifies a beacon (i.e. an agent which executes the transaction) found on a host within the customer's environment.
- Data Center (Local): Identifies a beacon found on a host in the same data center.
- Data Center (Remote): Identifies a beacon found on a host within the Oracle (remote) data center.
- Customer Center: Identifies a beacon found in the customer's data center.
- Batch: Shows an aggregated summary of the overall stability and performance status for the monitored batch targets.

The stability and performance status for each of these categories is described by means of indicators, as explained below:

- Red: This is an issue that requires attention.
- Amber: There is a potential issue.
- Green: All is as expected.
- Grey: This component is not functioning as required – it has not been possible to collect recent performance and stability data from the target component.
- Black: This component is under a planned outage.

Click either row to open the Transactions table filtered by the selected service:

- Service Transactions: Indicates the transaction and service name.
- Run By: For user experience transactions, this column indicates the beacon (execution agent) running the synthetic transaction. For batch job transactions, this column indicates the service environment on which the job is running.
- Status: Indicates the status of the latest execution of the user experience or batch job transaction.
- Last Response: Indicates the response time of the last execution of the user experience synthetic transaction or live batch job.
- Performance: Indicates the transaction performance details for the latest execution of the user experience or batch job transaction.

Use the list in the upper left corner to filter the records in the Transactions table:

- All: Shows all the transactions – synthetic user experience, and batch jobs - associated with your organization's services which were specifically configured to be monitored by the Oracle Pulse BTM functionality.
- EBiz Suite Batch Job: Shows only the Oracle® E-Business Suite batch jobs associated with your organization's services which were specifically configured to be monitored by the Oracle Pulse BTM functionality.
- PeopleSoft Batch Job: Shows only the PeopleSoft batch jobs associated with your organization's services which were specifically configured to be monitored by the Oracle Pulse BTM functionality.
- User Interaction: Shows only the BTM synthetic user experience transactions associated with your organization's services which were specifically configured to be monitored by the Oracle Pulse BTM functionality.

Icon	Name	Description
	EBiz Suite Batch Job	A sequence of steps required to complete an Oracle® E-Business Suite task, performed without user interaction.
	E-Business Suite Concurrent Manager	Administrative concurrent programs that manage application requests to invoke concurrent programs, batch jobs, and reports.
	PeopleSoft Batch Job	A sequence of steps required to complete a PeopleSoft task, performed without user interaction.
	PeopleSoft Process Scheduler	Centralized tools that enable application developers, system administrators, and application users to manage PeopleSoft batch processes.

Icon	Name	Description
	User Interaction	A sequence of steps that a user takes to complete a task.
	LTM Transaction	A sequence of steps that logs into the application home page and immediately logs out, allowing application access issues that may arise in relation to infrastructure components, capacity, performance, and access to be reported and tracked.

Related Topics

Using the Business Transaction Monitoring Reports

Analyzing Storage

This section describes how to use the storage widgets on the Pulse Dashboard to analyze storage, as explained in the following sections:

- Storage Utilization Widget
- Storage Growth Trend Widget

Customers with @Oracle services can use this data to understand if the current storage entitlement is adequate or needs to be adjusted.

Storage Utilization Widget

If your organization uses **customer-owned storage** resources, the Utilization bar within the Storage Utilization widget shows the amount of storage you have consumed, as described in the Storage Metrics section in Chapter 2, "Key Concepts".

If your organization uses **Oracle-owned storage** resources, the Storage Utilization widget can be useful in identifying services that are consuming a disproportionate amount of storage. Depending on the types of environments available for your services, this widget shows the following information:

- if your services are associated with Technology Cloud environments only, this widget shows the amount of storage used. Click the bar to open the Storage Utilization chart, with data on the amount of storage used by each service with Technology Cloud environments.
- if your services are associated with Managed Cloud environments only, this widget compares the amount of storage used by all your Managed Cloud services to your purchased entitlement, on the last collection date. Click either of the Utilization or Entitlement bars to open the Storage Utilization chart, with data on the amount of storage used by each service.

  Color codes are used to determine whether you need to investigate in more detail how the usage is across the services and environments, as follows:

  – if the utilization is lower than the entitlement, the Storage Utilization widget is displayed in green

  – if the utilization exceeds the entitlement by less than 10%, the Storage Utilization widget is displayed in yellow

  – if the utilization exceeds the entitlement by more than 10%, the Storage Utilization widget is displayed in amber

  Thus, you can easily identify if there is a need to increase entitlement, if there is a temporary increase that can be handled or if some environments should be decommissioned or decreased in the storage usage.

- if your services are associated with both Technology Cloud and Managed Cloud environments, this widget shows the amount of storage used divided by the type of environment:
  - the Managed Cloud bar shows the amount of storage used by your Managed Cloud environments. Click this bar to open the Managed Cloud Storage Utilization chart, with data on the amount of storage used by each service with Managed Cloud environments.
  - the Technology Cloud bar shows the amount of storage used by your Technology Cloud environments. Click this bar to open the Technology Cloud Storage Utilization chart, with data on the amount of storage used by each service with Technology Cloud environments.

Storage Utilization Widget for Service Groups

When a service group is applied, as described in the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse", the information shown in the Storage Utilization widget depends on the storage category associated with the services included in your service group. For information on the storage categories monitored in Oracle Pulse, see the Storage Metrics section in Chapter 2, "Key Concepts".

If your organization uses **customer-owned storage** resources, the Storage Utilization widget shows the following information:

- the My Services Utilization bar shows the amount of storage used by the Managed Cloud services included in your service group.
- the All Services Utilization bar shows the amount of storage used by all your services.

If your organization uses **Oracle-owned storage** resources, the Storage Utilization widget shows the following information:

- if the selected services are associated with Technology Cloud environments only, this widget shows the amount of storage used by the services included in your service group. Click the My Services Utilization bar to open the Storage Utilization chart, with data on the amount of storage used by each of the services included in your service group.
- if the selected services are associated with Managed Cloud environments only, this widget compares the amount of storage used by the Managed Cloud services included in your service group to the storage utilization and the purchased entitlement for all your services, on the last collection date, as follows:
  - the My Services Utilization bar shows the amount of storage used by the Managed Cloud services included in your service group. Click this bar to open the Storage Utilization chart, with data on the amount of storage used by each of the services with Managed Cloud environments included in your service group.
  - the All Services Utilization bar shows the amount of storage used by all your services. Click this bar to open the Storage Utilization chart, with data on the amount of storage used by each of your services.
  - the All Services Entitlement bar shows the amount of storage you are entitled to for all your services. Click this bar to open the Storage Utilization chart, with data on the amount of storage you are entitled to, divided by service.

- if the selected services are associated with both Managed Cloud and Technology Cloud environments, the Storage Utilization widget shows the amount of storage used by the services included in your service group, as follows:
  - the My Managed Cloud Services bar shows the amount of storage used by the Managed Cloud environments associated with the services included in your service group. Click this bar to open the Managed Cloud Storage Utilization chart, with data on the amount of storage used by each of the services with Managed Cloud environments included in your service group.
  - the My Technology Cloud Services bar shows the amount of storage used by the Technology Cloud environments associated with the services included in your service group. Click this bar to open the Technology Cloud Storage Utilization chart, with data on the amount of storage used by each of the services with Technology Cloud environments included in your service group.

Note: If your organization uses both Oracle-owned and customer-owned storage, the data on the customer-owned storage resources is not included in the reports.

Storage Growth Trend Widget

Depending on the types of environments available for your services, the Storage Growth Trend report shows the following information:

- if your services are associated with Technology Cloud environments only, this widget shows the amount of storage used and the forecasted storage usage for the upcoming months. Click the bar to open the Storage Growth Trend table, with data on the collection period, and the storage growth values and forecast.
- if your services are associated with both Technology Cloud and Managed Cloud environments, this widget shows the amount of storage used and the forecasted storage usage for the upcoming months for both Technology Cloud and Managed Cloud environments. Click the bar to open the Storage Growth Trend table, with data on the collection period, and the storage growth values and forecast for both Technology Cloud and Managed Cloud environments.
- if your services are associated with Managed Cloud environments only, this widget shows data on the amount of storage used by all your Managed Cloud services and your purchased entitlement, on the last collection date.

Click the chart inside the widget to see more details, depending on the types of environments available for your services:

- if your services are associated with Technology Cloud environments only:
  - Collection Period: Indicates the period when the data was collected. Thus, this widget can be based on data collected over the last month, last quarter or last year.
  - Storage Growth (%) over Collection Period: Indicates the growth rate, in percentage, over the period when the data was collected.
  - Allocation Extension Date: Indicates the date when the allocation is projected to be reached, based on your usage.
- if your services are associated with both Technology Cloud and Managed Cloud environments:

  - Collection Period: Indicates the period when the data was collected. Thus, this widget can be based on data collected over the last month, last quarter or last year.
  - Technology Cloud Storage Growth (%) over Collection Period: Indicates the growth rate, in percentage, over the period when the data was collected, for the services with Technology Cloud environments.
  - Managed Cloud Storage Growth (%) over Collection Period: Indicates the growth rate, in percentage, over the period when the data was collected, for the services with Managed Cloud environments.
- if your services are associated with Managed Cloud environments only:
  - Collection Period: Indicates the period when the data was collected. Thus, this widget can be based on data collected over the last month, last quarter or last year.
  - Storage Growth (%) over Collection Period: Indicates the growth rate, in percentage, over the period when the data was collected.
  - Entitlement Extension Date: Indicates the time when the usage will likely exceed the entitlement, unless entitlement is increased or usage growth trend is decreased.

Click the Export icon ( ) in the upper right corner to export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Storage Growth Trend Widget for Service Groups

When a service group is applied, as described in the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse", the information shown in the Storage Growth Trend widget depends on the storage category associated with the services included in your service group. For information on the storage categories monitored in Oracle Pulse, see the Storage Metrics section in Chapter 2, "Key Concepts".

If your organization uses **customer-owned storage** resources, the Storage Growth Trend widget shows the amount of storage used by the services included in your service group.

If your organization uses **Oracle-owned storage** resources, the Storage Growth Trend widget shows the following information:

- if the selected services are associated with Technology Cloud environments only, this widget shows the amount of storage used and the forecasted storage usage for the upcoming months for the Technology Cloud services included in your service group.
- if the selected services are associated with Managed Cloud environments only, this widget shows data on the amount of storage used by all the Managed Cloud services included in your service group.
- if the selected services are associated both Technology Cloud and Managed Cloud environments, this widget shows the amount of storage used and the forecasted storage usage for the upcoming months for both Technology Cloud and Managed Cloud environments. Click the bar to open the Storage Growth Trend table, with data on the collection period, and the storage growth values and forecast for both Technology Cloud and Managed Cloud environments.

Note: If your organization uses both Oracle-owned and customer-owned storage, the data on the customer-owned storage resources is not included in the reports.

Related Topics

Using the Storage Reports

Analyzing Systems' Availability

This section describes how to use the availability widgets on the Pulse Dashboard to analyze systems' availability, as explained in the following sections:

- Production Availability Widget
- Last 30 Days (Minutes) Widget

Production Availability Widget

The Production Availability widget provides information about the **uptime** and the count of **unplanned outages** that occurred in your production environments during the current month:

- **Uptime** reflects the percentage of time that all your organization's live, production Oracle Managed Cloud services were operating as expected.
- **Unplanned outages** count shows the number of unscheduled intervals when your organization's services were completely unavailable and Oracle was responsible for restoring service.

Availability is calculated based on complete unplanned outages, and does not include service interruptions or planned maintenance. To understand more about how availability is calculated, see the Availability Metrics section in Chapter 2, "Key Concepts".

Clicking the Uptime widget opens the Availability dashboard at Customer Level only if the production availability is between 0% and 100%. Clicking the Unplanned Outages widget opens the Unplanned Outages table only if there is at least one associated unplanned outage:

- Environment: Indicates the environment where the outage occurred.
- MOS Ref#: Specifies the RFC identifier from My Oracle Support.
- Outage Start Date (UTC): Indicates the time when the outage started.
- Problem Summary: Provides a short description of the problem causing the outage.
- Duration (Min): Indicates for how long your Oracle Managed Cloud services were impacted by the outage.
- Outage Id: Specifies the outage identifier from Cloud Automation Platform outage tracking system.

Use the Unplanned Outages table to:

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

If there are no unplanned outages, clicking this widget opens the Availability menu at Customer Level. For more information about the Availability menu at Customer Level, see Chapter 7, "Using the Availability Reports".

Last 30 Days (Minutes) Widget

The Last 30 Days (Minutes) widget provides information about the count of **unplanned outages** and **service interruptions** that occurred in your production environments during the last 30 days:

- **Unplanned Outage** displays the total duration of unplanned complete outages for the last 30 days, in minutes. Availability is calculated based on outages where end users experience total loss of service - they cannot log in or perform any transactions. To understand more about how availability is calculated, see the Availability Metrics section in Chapter 2, "Key Concepts".
- **Service Interruption** displays the total duration of isolated business transactions that could not be completed, while other service transactions could be performed, during the last 30 days, in minutes. Service interruptions are not taken into account when calculating availability. To understand more about how availability is calculated, see the Availability Metrics section in Chapter 2, "Key Concepts".

Clicking the Unplanned Outage or the Service Interruption widgets opens the Last 30 Days Unplanned Outages and, respectively, the Last 30 Days Service Interruptions tables only if there is at least one associated unplanned complete outage or service interruption:

- Environment: Indicates the environment where the outage occurred.
- MOS Ref#: Specifies the RFC identifier from My Oracle Support.
- Outage Start Date (UTC): Indicates the time when the outage started.
- Problem Summary: Provides a short description of the problem causing the outage.
- Duration (Min): Indicates for how long your Oracle Managed Cloud services were impacted by the outage.
- Outage Id: Specifies the outage identifier from Cloud Automation Platform outage tracking system.

Use the Last 30 Days Unplanned Outages and the Last 30 Days Service Interruptions tables to:

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

If there are no unplanned downtime outages or service interruptions, clicking the Unplanned Downtime or the Service Interruption widgets opens the Availability menu at Customer Level. For more information about the Availability menu at Customer Level, see Chapter 7, "Using the Availability Reports".

Related Topics

Using the Availability Reports

Analyzing Sustained Stress

Note: Where BTM has not been enabled, this widget is hidden.

Use the User Interactions (Last 24 hours) widget to learn the response-time status of all active user interaction transactions monitored over the last 24 hours. This widget differentiates between transactions with normal response time (green) and transactions undergoing a sustained stress period (orange). Clicking the User Interactions (Last 24 hours) widget opens the Transactions List view at Customer Level, showing the list of transactions filtered by the User Interaction type.

Related Topics

Using the Business Transaction Monitoring Reports

Viewing Data for a Group of Services

Oracle Pulse lets you create groups of services for which to generate your reports. To do this:

1. Click the Configuration icon ( ) in the upper right corner of the page.

   The Configuration page opens.

2. Select the check boxes corresponding to the services you want to include in your service group. A minimum of 2 services is required.

3. Click **Apply** to save your changes and create your service group. The data on the Pulse Dashboard is refreshed to show data for the services you have selected, and the Service Group icon () is displayed in the upper part of the dashboard.

For more information about the My Services feature, see the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse".

5

Using the Calendar Reports

Use the Calendar menu in the navigation menu to see 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, as explained in the following sections:

- Calendar - General Aspects
- Accessing the Calendar Dashboard
- Navigating the Calendar Dashboard
- Using the Calendar Monthly View
- Using the Calendar List View
- Working with Business Events
- Filtering Records
- Searching for Records
- Viewing Data for a Group of Services

Calendar - General Aspects

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

The Calendar dashboard ( ) provides information about the scheduled change requests (RFCs) and the business events related to your organization's services, as follows:

- Scheduled RFCs start with letter C. Hovering over a scheduled RFC shows the environment affected by the RFC, and the duration required for the RFC to be applied.

  Color codes are used to differentiate between open change events (highlighted in orange) and closed change events (highlighted in green). Click any color-coded event to open the View RFC page on the My Oracle Support portal.

- Business events start with letter B. Hovering over a business event shows the activity type and the environment affected by the business event, if any.

  Color codes are used to differentiate between the various types of business events. Click any color-coded event to see detailed information about the corresponding

business event, as explained in Viewing a Business Event.

Use the filter in the upper part of the Calendar Monthly View and List View tabs to select the type of records for which you want to generate the reports covering the specified time interval, as explained in Filtering Records.

By default, information on the Calendar dashboard is generated for the current month. For more information on how to display change requests and business events scheduled for up to 12 months in the future or 12 months in the past, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Note: Only valid timeframes can be selected, where the end date is higher than the start date.

Accessing the Calendar Dashboard

To access the Calendar dashboard:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Click Calendar in the navigation menu.

   The Calendar Monthly View page opens.

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

Navigating the Calendar Dashboard

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

- Click to access the Calendar Monthly View. For more information, see Using the Calendar Monthly View.
- Click to access the Calendar List View. For more information, see Using the Calendar List View.

Using the Calendar Monthly View

The Calendar Monthly View, which opens by default when you click the Calendar icon ( ), provides 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.

By default, information on the Calendar Monthly View tab is displayed for the current month. Use the Select Time Interval icon ( ) to see the records for any individual month over the previous and the next 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Click any change request record to open the View RFC page on the My Oracle Support portal.

Click any business event record to open the business event details page. For more information on the business event details page, see Viewing a Business Event.

Using the Calendar List View

The Calendar List View shows records for the change requests and business events available for your organization's services in the specified time range.

By default, information on the Calendar List View tab is displayed for the current month. Use the Select Time Interval icon (☚) to see the records for the last complete year, any individual month or any time range covering the previous and the next 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

The following information is displayed for each record in the Calendar List View:

- The change request number and description OR the business event description or type
- The environment the change request or business event is associated with
- The date when the change request or business event is scheduled to start
- The date when the change request or business event is scheduled to end

Click any change request record to open the View RFC page on the My Oracle Support portal.

Click any business event record to open the business event details page. For more information on the business event details page, see Viewing a Business Event.

Downloading the Service Plan

The service plan download feature in Oracle Pulse offers a more effective way of exporting your service plan for one year prior to or following the selected month.

To download your service plan:

1. Go to the Calendar dashboard, and navigate to the Calendar List View, as explained in Navigating the Calendar Dashboard.
2. Click **Download Service Plan**.
3. In the End Date fields, select any month among the previous 12 months or the following 12 months.
4. Click **Download**.

   Depending on your browser version and your settings, you will be prompted to either save or open the file.

   If you are prompted to save the file, go to step 5.

   If you are prompted to open the file, go to step .
5. In the Save As dialog box, click **Save**.

   The *OraclePulseServicePlan<timeframe>.xlsx* file is saved in the location you selected, where *<timeframe>* is a time period spanning over one year prior to or following the selected month.
6. In the Opening *<file name>* dialog box, click **OK**.

   The *OraclePulseServicePlan<timeframe>.xlsx* file opens where *<timeframe>* is a time period spanning over one year prior to or following the selected month.

Working with Business Events

Oracle Pulse allows you to manage the following business events, categorized by activity type:

- 1099-MISC Reporting
- Annual Penetration Test
- Blackout/Freeze Period
- Business Critical Period
- CPU/PSU Patching
- Customer Planned Project
- Disaster Recovery Test
- Enhanced Security Quarterly Scan
- Holiday Period
- Month End Close
- Open Enrollment Period
- Other
- Payroll Period
- Periodic Maintenance Plans Patching
- Quarter End Close
- Quarterly Business Review
- Refreshes
- SSL Certificate Expiration Date
- Service Delivery Review
- Year End Close

The following business events types can no longer be created in Oracle Pulse, and are available only for viewing:

- Contract Renewals ()
- Customer Project ( )
- Managed Cloud Governance ( )
- Non-Prod - Managed Cloud Service Operations Activity ()
- Other ( )
- Production - Managed Cloud Service Operations Activity ( )
- Quarter End ( )
- Year End ()

The following sections describe the ways in which you can work with business events:

- Creating a Business Event
- Viewing a Business Event
- Editing a Business Event

- Deleting a Business Event

Creating a Business Event

Only customer users with Authorized Approver role can add the business event types listed in Working with Business Events.

To create a business event:

1. Navigate to the Calendar Monthly View, as explained in Accessing the Calendar Dashboard and Navigating the Calendar Dashboard.
2. Click the Create Event icon (+) in the right part of the page.

   The Create Business Event dialog box opens.
3. In the Event Type list, select any of the options listed at the beginning of this section.
4. In the Start Date (UTC) field, enter the date when your business event needs to start.

   Note: The start date of a business event must be equal to or higher than the current date.
5. In the End Date (UTC) field, enter the date when your business event needs to end.

   Note: The end date of a business event must be equal to or higher than its start date.
6. Click **Save**.

   The *Your business event was successfully saved.* message is displayed in the upper left side of the page, and the business event is included in your calendar.

Viewing a Business Event

The Calendar List View provides the following details about your business events:

- the event type
- the environment affected by the business event
- the start date of the business event
- the end date of the business event

To see the full summary of a business event:

1. Navigate to the Calendar Monthly View or the Calendar List View, as explained in Accessing the Calendar Dashboard and Navigating the Calendar Dashboard.
2. Click the color-coded event of your interest.

   If the color-coded event of your interest is an Oracle-added event or a customer-added event whose start date is prior to the current date, the Business Event Details page opens, showing the following details:

   - Type: Specifies the business event type.

- Category: Specifies the event type category. Available options include:
  - Date Period
  - Change
  - Other
- Created By: Specifies the user who created the business event. Available options include:
  - Customer
  - Oracle
- Summary: Provides a description of the business event.

  Note: This information is available only for Oracle-added events.

- Environment: Shows a list of the environments affected by the business event, if any.

  Note: This information is available only for Oracle-added events.

- Start Date (UTC): Specifies the date when the business event starts.
- End Date (UTC): Specifies the date when the business event ends.

If the color-coded event of your interest is a customer-added business event whose start date is equal to or higher than the current date, go to step 3.

3. Select **View**.

   The Business Event Details page opens, showing the details listed in step 2.

Editing a Business Event

Only customer users with Authorized Approver role can edit the business event types listed in Working with Business Events.

To edit a business event:

1. Navigate to the Calendar Monthly View, as explained in Accessing the Calendar Dashboard and Navigating the Calendar Dashboard.
2. Click a customer-specific event whose scheduled start date is equal to or higher than the current date, then select **Edit**.

   The Edit Business Event dialog box opens.
3. Make the required changes in the Event Type, Start Date (UTC) or End Date (UTC) fields.

   Note: The start date of a business event must be higher than the current date, while the end date of a business event must be higher than its start date.

4. Click **Save**.

The *Your business event was successfully saved.* message is displayed in the upper left side of the page.

Deleting a Business Event

Only customer users with Authorized Approver role can delete the business event types listed in Working with Business Events.

To delete a business event:

1. Navigate to the Calendar Monthly View, as explained in Accessing the Calendar Dashboard and Navigating the Calendar Dashboard.
2. Click a customer-specific event whose scheduled start date is equal to or higher than the current date, then select **Delete**.

   The Business Event Removal Confirmation dialog box opens.
3. Click **Apply**.

   The *Your business event was successfully removed.* message is displayed in the upper left side of the page.

Filtering Records

Use the filter at the top of the Calendar Monthly View and List View tabs to display only the records of interest. Available options include:

- All Events: Use this option to display both change and business events. This is the default selection.
- Business Events: Use this option to display only business event records.
- Change Events: Use this option to display only change request records.

The selected filter is automatically remembered across the Calendar menu.

Searching for Records

Use the search box at the top of the Calendar List View tab to help you narrow down the list of events. Available search criteria include:

- RFC number or RFC description for MOS RFC events
- event description or event type for business events

Viewing Data for a Group of Services

Oracle Pulse lets you create groups of services for which to generate your reports. To do this:

1. Click the Configuration icon ( ) in the upper right corner of the page.

   The Configuration page opens.
2. Select the check boxes corresponding to the services you want to include in your service group. A minimum of 2 services is required.
3. Click **Apply** to save your changes and create your service group. The data on the Calendar dashboard is refreshed to show data for the services you have selected, and the Service Group icon ( ) is displayed in the upper part of the dashboard.

Note: When a service group is applied, data on change requests is displayed for the services in your service group, while data on business events is displayed for all the services associated with your organization.

For more information about the My Services feature, see the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse".

6

Using the Cloud Service Units Reports

Use the CSU menu in the navigation menu to see consumption, entitlement and procurement reports for Cloud Service Units (CSU) for customers with Technology Cloud services, as explained in the following sections:

- CSU - General Aspects
- Accessing the CSU Dashboard
- Navigating the CSU Dashboard
- Analyzing Your Account Details
- Analyzing Consumed Cloud Service Units
- Viewing Cloud Service Units Details
- Analyzing Cloud Service Units Trends

CSU - General Aspects

Note: To view the CSU menu, you must have at least one active Oracle Public Cloud service, and your My Oracle Support account must have privileges to view service and/or change requests.

The CSU menu ( ) provides information about the consumption and purchase activity, as well as details about the CSUs for the customer. The consumption activity is presented as a monthly statement view. The purchase activity displays CSUs purchased by the customer.

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. For more information on how to display CSU data for any of the previous 12 months, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Accessing the CSU Dashboard

To access the CSU dashboard:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Click CSU in the navigation menu.

The CSU Dashboard page opens.

Navigating the CSU Dashboard

Click the icons in the upper left corner to acccess the views on the CSU dashboard:

- Click to access the CSU Dashboard view.
- Click to access the CSU List view.
- Click to access the CSU Chart view.

Analyzing Your Account Details

This section describes how to use the reports on the CSU Dashboard view to analyze your account details, as explained in the following sections:

- Balance of Last Statement Widget
- Purchased Widget
- Credits Widget
- Posted Charges Widget
- Pending Charges Widget
- Posted Activities Chart
- Pending Activities Chart
- Starting Balance Widget
- Consumed Widget
- Ending Balance Widget

Balance of Last Statement Widget

Location: On the CSU Dashboard view ( ) at Customer Level, when the filter in the upper right corner is set to Recent Activities. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Balance of Last Statement widget specifies the CSU balance at the close of the previous reporting period.

Purchased Widget

Location: On the CSU Dashboard view ( ) at Customer Level, when the filter in the upper right corner is set to Recent Activities or to any of the previous 12 months. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Purchased widget specifies the number of CSUs you have purchased for your services in the month subject to the statement.

Credits Widget

Location: On the CSU Dashboard view ( ) at Customer Level, when the filter in the upper right corner is set to Recent Activities or to any of the previous 12 months. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Credits widget specifies the number of credits awarded for use in the month subject to the statement.

Posted Charges Widget

Location: On the CSU Dashboard view ( ) at Customer Level, when the filter in the upper right corner is set to Recent Activities. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Posted Charges widget specifies the number of CSUs that will be charged at the end of the current month.

Pending Charges Widget

Location: On the CSU Dashboard view ( ) at Customer Level, when the filter in the upper right corner is set to Recent Activities. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Pending Charges widget specifies the number of CSUs that may be charged at the end of the current month.

Posted Activities Chart

Location: On the CSU Dashboard view ( ) at Customer Level, when the filter in the upper right corner is set to Recent Activities. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

Chart View: The Posted Activities chart shows the breakdown by activity for CSUs that will be charged at the end of the month.

Click the Open Table View icon ( ) in the lower right corner of a chart to open the Posted Activities table view in expanded mode.

Table View: The table view shows details about each activity for which CSUs will be charged at the end of the month:

- Activity: Specifies the type of the activity for which CSUs will be charged at the end of the month.
- MOS Ref#: Specifies the MOS identification number of the SR or RFC.
- Environment: Specifies the designated environment where the SR or RFC was applied.
- Activity Date (UTC): Specifies the date when the activity was applied.
- Charge: Specifies the CSU cost.
- Status: Specifies the status of the activity. All activities included in this chart are in *Posted* status.
- ID: Specifies the identification number of the transaction.

Pending Activities Chart

Location: On the CSU Dashboard view ( ) at Customer Level, when the filter in the upper right corner is set to Recent Activities. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

Chart View: The Pending Activities chart shows the breakdown by activity for CSUs that may be charged at the end of the month.

Click the Open Table View icon ( ) in the lower right corner of a chart to open the Pending Activities table view in expanded mode.

Table View: The table view shows details about each activity for which CSUs may be charged at the end of the month:

- Activity: Specifies the type of the activity for which CSUs may be charged at the end of the month.
- MOS Ref#: Specifies the MOS identification number of the SR or RFC.
- Environment: Specifies the designated environment where the SR or RFC was applied.
- Activity Date (UTC): Specifies the date when the activity was applied.
- Charge: Specifies the CSU cost.
- Status: Specifies the status of the activity. All activities included in this chart are in *Pending* status.
- ID: Specifies the identification number of the transaction.

Starting Balance Widget

Location: On the CSU Dashboard view ( ) at Customer Level, when the filter in the upper right corner is set to any of the previous 12 months. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Starting Balance widget specifies the posted CSU balance at the close of the previous reporting period.

Consumed Widget

Location: On the CSU Dashboard view ( ) at Customer Level. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Consumed widget specifies the number of CSUs you have consumed for your services in the month subject to the statement.

Ending Balance Widget

Location: On the CSU Dashboard view ( ) at Customer Level. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Ending Balance widget specifies the posted CSU balance at the end of the reporting period.

Analyzing Consumed Cloud Service Units

This section describes how to use the charts on the CSU Dashboard view to analyze your consumed Cloud Service Units, as explained in the following sections:

- Consumed by Activity Chart
- Consumed by Environment Chart

Consumed by Activity Chart

Location: On the CSU Dashboard view ( ) at Customer Level. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Consumed By Activity chart shows the breakdown of CSU charges by activity. The following activities are counted towards your CSU consumption quota:

- Backup
- CEMLI
- Configuration
- Datafix
- Patch
- Refresh
- Service Request
- Start & Stop

Consumed by Environment Chart

Location: On the CSU Dashboard view ( ) at Customer Level. For more information on how to access the CSU Dashboard view, see Accessing the CSU Dashboard.

The Consumed By Environment chart provides a clear insight into the number of CSUs used for each of your environments, divided by activity type.

Viewing Cloud Service Units Details

This section describes how to use the tables on the CSU List view to view Cloud Service Units details, as explained in the following sections:

- Activities Table
- Entitlement Table

Activities Table

Location: On the CSU List view ( ) at Customer Level, under the Activities tab. For more information on how to access the CSU List view, see Accessing the CSU Dashboard and Navigating the CSU Dashboard.

The Activities table shows the list of activities for the selected month. Each record displays the following information:

- Activity: Specifies the type of the activity subject to the RFC or SR. Available options include:
  - Backup
  - CEMLI
  - Configuration
  - Datafix
  - Patch
  - Refresh
  - Start & Stop
- MOS Ref#: Specifies the MOS identification number of the RFC or SR.
- Environment: Specifies the designated environment where the RFC or the SR will be applied.

- Activity Date (UTC): Specifies the date when the activity was applied to the statement balance.
- Charge: Specifies the CSU cost. For activities included with your purchased services, the CSU charge is 0.
- Status: Specifies the status of the activity in the current statement. Available options include:
  - Booked
  - Pending
  - Expired
- ID: Specifies the identification number of the transaction.
- More Info: Click the Entitlement icon ( ) to get details about an activity you are entitled to, and the charge is 0, or click the View Dispute icon ( ) to get details about an activity for which a dispute has been initiated.

By default, this report shows data for the current month, with the filter in the upper right corner set to Recent Activities. The reporting period can be changed to show data for any of the previous 12 months. To define a custom reporting period, click the page time selector in the upper right corner, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the Activities table to:

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- view full CSU consumption summary, as explained in Viewing CSU Consumption Summary.
- initiate and view disputes for transactions performed on a particular environment, as explained in Disputing Activities.
- export data in MS Excel format, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Viewing CSU Consumption Summary

To see the full CSU consumption summary, in the Activities table, click the activity whose summary you want to see. The Activity Details page opens, providing the following information:

- MOS Ref#: Specifies the MOS identification number of the RFC or SR.
- Service: Specifies the type of the service subject to the activity.
- Environment: Specifies the designated environment where the RFC or the SR will be applied.
- Charge: Specifies the CSU cost. For activities included with your purchased services, the CSU charge is 0.
- Activity: Specifies the type of the activity subject to the RFC or SR. Available options include:
  - Backup
  - CEMLI
  - Configuration
  - Datafix

  - Patch
  - Refresh
  - Start & Stop
- Activity Date (UTC): Specifies the date when the activity was applied to the statement balance.
- Status: Specifies the status of the activity in the current statement. Available options include:
  - Booked
  - Pending
  - Expired
- Requested by: Specifies the requestor of the RFC or SR. Available options include:
  - Oracle
  - Customer
- ID: Specifies the identification number of the transaction.
- Request Category: Specifies the Orion category, type and subtype for RFCs or the product, component and subcomponent for SRs.

Disputing Activities

For eligible activities, the dispute process allows you to request consumed CSU charges to be credited back to you following an internal review. This section describes how to initiate and view disputes for activities performed during the latest completed statement period.

Initiating a Dispute

Disputes can be initiated only for transactions performed on a particular environment during the previous statement period. To initiate a dispute, you must have the Customer Authorized Approver privilege for the environment the transaction is associated with.

To initiate a dispute:

1. In the Activities table, click the activity for which you want to initiate a dispute.

   The Activity Details page opens.

2. Click the **Dispute this Activity** link in the lower right corner of the window.

   The New Dispute dialog box opens, showing the following information:

   - MOS Ref#: This field is automatically populated with the identification number of the RFC or SR.
   - Activity Type: This field is automatically populated with the type of the activity subject to the RFC or SR.
   - Activity ID: This field is automatically populated with the ID of the activity subject to the RFC or SR.
   - Environment: This field is automatically populated with the designated environment where the RFC or the SR was applied.
   - Primary Contact: This field is automatically populated with the email address of the Authorized Approver who initiated the dispute.

- Reason: Select a justification for the dispute. Available options include:
  - Oracle Requested
  - Work completed on wrong environment
  - Other
- Alternate Contact: Select an alternate contact name and phone number of the person who may be contacted in regard to the dispute.

3. From the Reason list, select a justification for the dispute.
4. From the Alternate Contact list, select the email address of the person who may be contacted in regard to the RFC.
5. Click **Submit**.

   A confirmation message is displayed at the top of the Activities table, and the **View Dispute** icon ( ) is displayed next to the activity within 30 minutes from the time the dispute was submitted.

Viewing a Dispute

To view a dispute, you must have the Authorized Approver privilege for the customer support identifier (CSI) associated with the environment against which the dispute was raised.

To view a dispute, click the **View Dispute** icon ( ) next to the activity in question. The Request Detail window opens, showing the following information:

- the Summary tab provides a description of the identifying data points of the activity, as explained in Viewing CSU Consumption Summary.
- the Dispute tab provides detailed information about the dispute:
  - MOS Ref#: Specifies the MOS identification number of the RFC or SR.
  - Status: Specifies the current status of the dispute request. Available options include:
    - Open: New
    - Open: Acknowledge
    - Closed: Credit
    - Closed: Denied
  - Environment: Specifies the designated environment where the RFC or the SR was applied.
  - Credit Issued: Specifies the number of units credited, if any.
  - Activity: Specifies the type of the activity subject to the RFC or SR.
  - Dispute Date (UTC): Specifies the date when the dispute was created.
  - Reason: Specifies the justification for the dispute. Available options include:
    - Oracle Requested
    - Other
  - Primary Contact: Specifies the authorized approver who initiated the dispute request.
  - Alternate Contact: Specifies an alternate contact name and phone number of the person who may be contacted in regard to the dispute.

  - Oracle Response: Contains comments from the Oracle reviewing team. Available options include:
    * Oracle Requested
    * Work completed on wrong environment
    * Other

Entitlement Table

Location: On the CSU List view (☰) at Customer Level, under the Entitlement tab. For more information on how to access the CSU List view, see Accessing the CSU Dashboard and Navigating the CSU Dashboard.

The Entitlement table provides details about the CSUs you purchased for your services, as well as the CSUs that have been credited to you. Each record displays the following information:

- Start date (UTC): Specifies the date when the CSUs become effective.
- Expiry date (UTC): Specifies the date by when you can use your purchased CSUs.
- Count: Specifies the number of CSUs you are entitled to at a particular point in time.
- Status: Specifies the status of the CSU. Available options include:
  - Active
  - Expired
  - Pending

Use the Entitlement table to:

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- filter records, as explained in Filtering Records.

Filtering Records

Use the filter in the upper right corner of the Entitlement tab to display only the records of interest. Available options include:

- All Entitlement: Use this option to display all the CSUs you are entitled to use. This is the default selection.
- Active Entitlement: Use this option to display only the CSUs that are still available for use.
- Expired Entitlement: Use this option to display only the CSUs that have expired.
- Pending Entitlement: Use this option to display only the CSUs that are being used in the current month.

Analyzing Cloud Service Units Trends

This section describes how to use the Projection chart on the CSU Chart view to analyze Cloud Service Units consumption trend, as explained in Projection Chart.

Projection Chart

Location: On the CSU Chart view ( ) at Customer Level. For more information on how to access the CSU Chart view, see Accessing the CSU Dashboard and Navigating the CSU Dashboard.

The Projection chart offers a graphical representation of the overall usage and the forecasted consumption of available CSUs.

7

Using the Availability Reports

Use the Availability menu in the navigation menu to see availability reports across all services and environments, as explained in the following sections:

- Availability - General Aspects
- Accessing the Availability Dashboard
- Navigating the Availability Dashboard
- Analyzing Service Status
- Analyzing Availability Event Count
- Analyzing Outage Duration
- Analyzing Availability Trends
- Viewing Outage Details
- Searching for Records
- Viewing Data for a Group of Services

Availability - General Aspects

The Availability menu ( ) provides information about the status of your services, the availability events associated with your services and environments, the outage duration, and the availability trends.

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 more information on how to display availability data for the entire previous year, as well as availability data in a particular month or period across the previous year, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

> **Note:** Only valid timeframes can be selected, where the end date is higher than the start date.

You can click the widgets and charts on the Availability Dashboard and Chart views to open detailed table views, as explained in Using the KPI Widget Table View and Using the Chart Table View. Then use the table views to:

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".

- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Using the KPI Widget Table View

If there is at least one availability event associated with your organization's production services, you can click anywhere inside the widget to open the corresponding table. Each record in the table shows the following information for the corresponding availability event:

- Environment: Indicates the environment where the outage occurred.
- MOS Ref#: Indicates the identification number assigned to the change request or service request in My Oracle Support.
- Outage Start Date (UTC): Indicates the time when the outage started.
- Problem Summary: Provides a short description of the problem causing the outage.
- Duration (Min): Indicates for how long your Oracle Managed Cloud services were impacted by the outage.
- Outage Id: Specifies the outage identifier from Cloud Automation Platform outage tracking system.

Using the Chart Table View

Click the Open Table View icon ( ) in the lower right corner of a chart to open the table view in expanded mode. Each record in the table shows the following information for the corresponding availability event:

- Service: Indicates the service where the outage occurred.
- Environment: Indicates the environment where the outage occurred.
- Outage Start Date [UTC]: Indicates the time when the outage started.
- Problem Summary: Provides a short description of the problem causing the outage.
- Resolution Method: Resolution Type: Provides a short description of how the outage has been resolved, and indicates what required intervention as a result of the outage.
- Duration (Min): Indicates for how long your Oracle Managed Cloud services were impacted by the outage.
- Outage Type: Scope Detail: Indicates the type of outage (unplanned, planned), and the extent to which the outage affected your organization's production services (complete, service interruption).
- Business Impact: Indicates the impact level the outage had on the business, which can be either high, low or no impact.

Accessing the Availability Dashboard

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

- Accessing the Availability Dashboard at Customer Level
- Accessing the Availability Dashboard at Service Level

- Accessing Availability Information for Environments

Accessing 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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Click Availability in the navigation menu.

   The Availability Dashboard page opens.

Accessing 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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   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.

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 recor.d s for unplanned outages ( ) and service interruptions ( ) for the selected enviro0.nment over the specified time interval. To access availability information for an environment:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Accessing 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.

Navigating the Availability Dashboard

The Availability menu provides availabiliy information for your organization's production environments. 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.

Analyzing Service Status

This section describes how to use the Production Availability widget on the Availability dashboard to analyze service status, as explained in Production Availability Widget.

Production Availability Widget

Location: On the Availability Dashboard view ( ) at Customer and Service Level. For more information on how to access the Availability Dashboard view, see Accessing the Availability Dashboard.

The Production Availability widget shows the percentage of time that all your organization's live, production Oracle Managed Cloud services were operating as expected. By default, this report shows data for the current month, with the possibility to select any individual month in the last 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Clicking this widget opens the Unplanned Outages table only if the production availability is between 0% and 100%. Each record in the table shows detailed information for the corresponding availability event, as explained in Using the KPI Widget Table View.

Analyzing Availability Event Count

This section describes how to use the widgets on the Availability dashboard to analyze the count of availability events, as explained in the following sections:

- Unplanned Outages Widget
- Service Interruptions Widget
- Planned Maintenance Widget

Unplanned Outages Widget

Location: On the Availability Dashboard view ( ) at Customer and Service Level. For more information on how to access the Availability Dashboard view, see Accessing the Availability Dashboard.

The Unplanned Outages widget shows the number of unscheduled intervals when your organization's production services were completely unavailable and Oracle was responsible for restoring service. By default, this report shows data for the current month, with the possibility to select any individual month in the last 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Clicking this widget opens the Unplanned Outages table only if there is at least one associated unplanned outage. Each record in the table shows detailed information for the corresponding availability event, as explained in Using the KPI Widget Table View.

Service Interruptions Widget

Location: On the Availability Dashboard view ( ) at Customer and Service Level. For more information on how to access the Availability Dashboard view, see Accessing the Availability Dashboard.

The Service Interruptions widget shows the count of periods when isolated business transactions could not be completed during the specified month, while other service transactions could be performed. By default, this report shows data for the current month, with the possibility to select any individual month in the last 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Clicking this widget opens the Service Interruptions table only if there is at least one associated unplanned outage. Each record in the table shows detailed information for the corresponding availability event, as explained in Using the KPI Widget Table View.

Planned Maintenance Widget

Location: On the Availability Dashboard view ( ) at Customer and Service Level. For more information on how to access the Availability Dashboard view, see Accessing the Availability Dashboard.

The Planned Maintenance widget shows the count of events where the outage occurs at an agreed date and time due to regular maintenance or a customer change request. By default, this report shows data for the current month, with the possibility to select any individual month in the last 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Clicking this widget opens the Planned Maintenance table only if there is at least one associated planned maintenance outage. Each record in the table shows detailed information for the corresponding availability event, as explained in Using the KPI Widget Table View.

Analyzing Outage Duration

This section describes how to use the table and charts on the Availability dashboard to analyze outage duration, as explained in the following sections:

- Availability Metrics Table
- Production Unplanned Outage Minutes Chart
- Production Uptime Chart

Availability Metrics Table

Location: On the Availability Dashboard view ( ) at Customer and Service Level. For more information on how to access the Availability Dashboard view, see Accessing the Availability Dashboard.

At Customer Level, the Availability Metrics table displays the total duration of unplanned outages, service interruptions and planned maintenance outages for each of your organization's Managed Cloud services. Click either row to open the Availability dashboard for the corresponding service.

At Service Level, this table displays the total duration of unplanned outages, service interruptions and planned maintenance outages for each of the environments associated with a service. By default, this report shows data for the current month, with the possibility to select any individual month in the last 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Each record in the table shows the following information for the corresponding service or environment:

- Unplanned Outages: Shows the duration of unplanned outages associated with the service or the environment during the specified month.
- Service Interruptions: Shows the duration of service interruptions associated with the service or the environment during the specified month.
- Planned Maintenance: Shows the duration of planned maintenance outages associated with the service or the environment during the specified month.

Production Unplanned Outage Minutes Chart

Location: On the Availability Chart view ( ) at Customer and Service Level. The Production Unplanned Outage Minutes chart is displayed by default. For more information on how to access the Availability Chart view, see Accessing the Availability Dashboard and Navigating the Availability Dashboard.

The Production Unplanned Outage Minutes report shows the duration of production unplanned outages (in minutes) for the selected service over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Chart View: The chart view shows the duration of **production unplanned outages** for the selected service over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Production Unplanned Outage Minutes table view in expanded mode.

Table View: The table view shows the unplanned outages that occurred for all the environments associated with the selected service over the specified time interval. Each record in the table shows detailed information for the corresponding availability event, as explained in Using the Chart Table View.

Production Uptime Chart

Location: On the Availability Dashboard view ( ) at Service Level. For more information on how to access the Availability Dashboard view, see Accessing the Availability Dashboard.

The Production Uptime chart shows both the **uptime** and the duration of **unplanned outages** for the production environments associated with the selected service at infrastructure and noninfrastructure level for three months prior to the specified month. By default, this report shows data for three months prior to the current month,

with the possibility to select any of the last 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Chart View: The chart view shows both the **uptime** and the duration of **unplanned outages** for your organization's production environments at infrastructure and non-infrastructure level over the specified time interval, where:

- **Unplanned Infra Outage (Minutes)** count shows the duration of unplanned outages associated with your organization's underlying facility, network, and hardware components.
- **Unplanned Non-Infra Outage (Minute)** count shows the duration of unplanned outages associated with databases, applications, configurations or processes.
- **Uptime** reflects the percentage of time that all your organization's live, production Oracle Managed Cloud services were operating as expected.

  Click the legend items to control the information subject to the report.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Production Uptime table view in expanded mode.

Table View: The table view shows details about the unplanned outages that occurred for your organization's production environments at infrastructure and non infrastructure level over the specified time interval. Each record in the table shows detailed information for the corresponding availability event, as explained in Using the Chart Table View.

Analyzing Availability Trends

This section describes how to use the charts on the Availability dashboard to analyze availability trends, as explained in the following sections:

- Production Availability Trend Chart
- Planned Maintenance Trend Chart
- Service Interruption Trend Chart
- All Production Instances Availability Chart

Production Availability Trend Chart

Location: On the Availability Dashboard ( ) and Chart views ( ) at Customer Level, as well as on the Availability Chart view () at Service Level. The Production Availability Trend chart is displayed by default. For more information on how to access the Availability Dashboard and Chart views, see Accessing the Availability Dashboard and Navigating the Availability Dashboard.

The Production Availability Trend chart shows the production availability (in percentages) and the duration of production unplanned outages (in minutes) for three months prior to the specified month. By default, this report shows data for three months prior to the current month, with the possibility to select any of the last 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Chart View: The chart view shows both production **availability** and the duration of **production unplanned outages** for your organization for three months prior to the specified month, where:

- **Availability** reflects the percentage of time that all your organization's live, production Oracle Managed Cloud services were operating as expected.

- **Production unplanned outages** shows the duration of unscheduled intervals when your organization's services were completely unavailable and Oracle was responsible for restoring service.

  Click the legend items to control the information subject to the report.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Production Availability Trend table view in expanded mode.

Table View: The table view shows the unplanned outages that occurred for all your organization's live, production services during three months prior to the specified month. Each record in the table shows detailed information for the corresponding availability event, as explained in Using the Chart Table View.

Planned Maintenance Trend Chart

Location: On the Availability Dashboard view ( ) at Customer Level. For more information on how to access the Availability Dashboard view, see Accessing the Availability Dashboard.

The Planned Maintenance Trend chart shows the production availability (in percentages) and the duration of planned maintenance outages (in minutes) for three months prior to the specified month. By default, this report shows data for the current month, with the possibility to select any of the last 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Chart View: The chart view shows both production **availability** and the duration of **planned maintenance outages** for your organization for three months prior to the specified month, where:

- **Availability** reflects the percentage of time that all your organization's live, production Oracle Managed Cloud services were operating as expected.
- **Planned maintenance outages** shows the total duration of agreed intervals when your organization's services were completely unavailable due to regular maintenance or a customer change request, in minutes.

  Click the legend items to control the information subject to the report.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Planned Maintenance Trend table view in expanded mode.

Table View: The table view shows the planned maintenance outages that occurred for all your organization's live, production services during three months prior to the specified month. Each record in the table shows detailed information for the corresponding availability event, as explained in Using the Chart Table View.

Service Interruption Trend Chart

Location: On the Availability Dashboard view ( ) at Service Level. For more information on how to access the Availability Dashboard view, see Accessing the Availability Dashboard and Navigating the Availability Dashboard.

The Service Interruption Trend chart shows the count of service interruptions for the various service categories available for the selected service for three months prior to the specified month. By default, this report shows data for the current month, with the possibility to select any of the last 12 months, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Chart View: The chart view shows the count of outages for the last three months, where:

- **# of Service Interruptions** reflects the count of isolated business transactions that could be completed in your production environments, while other service transactions could not be performed.
- **Service category** shows the type of service where the outage occurred, such as:
  - Database
  - Facility
  - Hardware
  - Network
  - OS
  - Oracle Application
  - Security
  - Tech Stack

  Click the legend items to control the information subject to the report.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Service Interruption Trend table view in expanded mode.

Table View: The table view shows the outages for the current month and the last two complete months. Each record in the table shows detailed information for the corresponding availability event, as explained in Using the Chart Table View.

All Production Instances Availability Chart

Location: On the Availability Chart view ( ) at Customer and Service Level. The All Production Instances Availability chart is displayed by default. For more information on how to access the Availability Chart view, see Accessing the Availability Dashboard and Navigating the Availability Dashboard.

The All Production Instances Availability report shows the availability (in percentages) of all your production environments over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector or the widget time selector, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Chart View: The chart view shows the **availability** of all your production environments over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the All Production Instances Availability table view in expanded mode.

Table View: The table view shows the availability percentage for all your organization's live, production services over the specified time interval:

- Instance Label: Indicates the environment where the outage occurred.

- Availability %: Indicates the availability percentage for each production environment over the specified time interval.

Viewing Outage Details

Location: On the Availability List view (☰) at Customer and Service Level. For more information on how to access the Availability List view, see Accessing the Availability Dashboard and Navigating the Availability Dashboard.

By default, the Availability List view provides data for the current month. To see data for a different period of time, use the page time selector in the upper right corner, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Each record in the Availability List view displays the following information:

- The unplanned outage or service interruption description, including the change request or service request number and a very brief description of the request entered in My Oracle Support
- Any published Root Cause Analysis (RCA)
- The number of corrective actions (CA) suggested for each outage type. The number of corrective actions that are still to be implemented is displayed in green, while the number of corrective actions that have been implemented is displayed in orange.
- The service the unplanned outage or service interruption is associated with
- The environment the unplanned outage or service interruption is associated with
- The change request or service request number entered in My Oracle Support
- The date and time when the outage started
- The duration of the outage

To see the full outage or service interruption details, as well as details about the associated RCA investigation and any CAs recommended by the Problem Management team, click the record corresponding to the change request or service request whose summary you want to see. A new page opens, providing the following information:

- The header shows the outage ID, the outage problem description and the impact level.
- the Summary tab provides details about the outage:
  - MOS Ref#: Indicates the identification number assigned to the change request or service request in My Oracle Support.
  - Service: Indicates the service where the outage occurred.
  - Environment: Indicates the environment where the outage occurred.
  - Scope - Type: Indicates the extent to which the outage affected your organization's production services (complete, service interruption), and the type of outage (unplanned).
  - Outage Start Date (UTC): Indicates the time when the outage started.
  - Duration (Min): Indicates for how long your Oracle Managed Cloud services were impacted by the outage.

  - Resolution Method: Provides a short description of how the outage has been resolved.
  - Resolution Type: Indicates what required intervention as a result of the outage.
  - Outage ID: Specifies the outage identifier from Cloud Automation Platform outage tracking system.

- the Root Cause Analysis tab provides details about the in-depth investigation of the outage:
  - Problem: Provides a short description of the outage.
  - Category: Indicates the root of the problem.
  - Component: Indicates the component at the root of the problem.
  - Resolution: Describes how the problem has been fixed.
  - Comments: Provides additional information regarding the problem and resolution.

  Note: The Root Cause Analysis tab is displayed only for outages with RCA details published in Cloud Management Portal, under the Outage Tracking tab. Such outages carry the RCA indicator next to the outage ID corresponding to a record in the Availability List view.

- the Corrective Actions tab shows the corrective actions (CA) recommended by the Problem Management team, helping you plan corresponding changes into your roadmap. Both open and closed CAs associated with your outages and service interruptions for the specified time period are displayed.

  Oracle Pulse shows the following details for each corrective action related to a published RCA:
  - RFC #: Indicates the MOS RFC number the CA is associated with. Click this number to open the View RFC page on the My Oracle Support portal.
  - Subject: Provides a very brief description of the change request, as entered in My Oracle Support.
  - Severity: Indicates the severity level of the RFC. Available options include:
    * 1-Critical
    * 2-Significant
    * 3-Standard
    * 4-Minimal
  - Status: Indicates the status and substatus of the RFC.
  - Schedule Start Date (UTC): Indicates the date when the change request is scheduled to begin.
  - Schedule End Date (UTC): Indicates the date when the change request is scheduled to complete.

Click the Export icon () in the upper right corner to export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Searching for Records

Use the search box at the top of the Availability List view at Customer and Service Level to search the records of interest. Available search criteria include:

- locator number
- summary
- MOS reference number

Viewing Data for a Group of Services

Oracle Pulse lets you create groups of services for which to generate your reports. To do this:

1. Click the Configuration icon ( ) in the upper right corner of the page.

   The Configuration page opens.

2. Select the check boxes corresponding to the services you want to include in your service group. A minimum of 2 services is required.

3. Click **Apply** to save your changes and create your service group. The data on the Availability dashboard is refreshed to show data for the services you have selected, and the Service Group icon ( ) is displayed in the upper part of the dashboard.

For more information about the My Services feature, see the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse".

8

Using the Storage Reports

Use the Storage menu in the navigation menu to see storage usage across all your organization's services and associated environments, as explained in the following sections:

- Storage Management - General Aspects
- Accessing the Storage Dashboard
- Analyzing Storage Usage
- Analyzing Storage Growth
- Analyzing Storage Projection
- Additional Storage Reports
- Viewing Data for a Group of Services

Storage Management - General Aspects

The Storage menu ( ) provides information about the use of your storage resources, the growth in storage usage, the overall usage and the projected growth in storage usage, as well as details about the customer-owned storage devices across all your organization's services, where applicable.

By default, information on the Storage dashboard is displayed for three months prior to the current month. For more information on how to display storage data for the entire previous year, as well as storage data in a particular month or period across the previous year, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

> **Note:** Only valid timeframes can be selected, where the end date is higher than the start date.

Where applicable, you can click the charts on the Storage dashboard to open detailed table views. You can use the tables on the Storage dashboard to:

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   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.

Analyzing Storage Usage

This section describes how to use the charts on the Storage dashboard to analyze storage usage, as explained in the following sections:

- Total Storage: Usage Table
- Storage Usage by Service Chart
- Technology Cloud Total Storage: Usage Table
- Technology Cloud Storage Usage by Service Chart
- Exadata: Usage Table
- Exalogic: Usage Table
- Storage: Usage Table

Total Storage: Usage Table

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon () to open the Personalize list. In the Total Storage vs. Entitlement section, select Total Storage: Usage, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Total Storage: Usage table shows the storage usage by service, environment, category, and subcategory, as well as the total storage usage across all your organization's Managed Cloud services, based on the latest collected data.

Each record in the table shows the following information for the corresponding service:

- Collection Date: Specifies the date when the data was collected.
- Service: Specifies the service for which these metrics were collected from Oracle Enterprise Manager.
- Environment: Specifies the environment for which these metrics were collected from Oracle Enterprise Manager.
- Category: Provides high-level information about the type of storage being used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage being used.
- Used Storage (GB): Indicates the storage space usage for each subcategory.

Storage Usage by Service Chart

Location: On the Storage dashboard at Customer Level. The Storage Usage by Service chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Storage Usage by Service report provides insight into the distribution of the amount of storage used among your organization's Managed Cloud services. Your storage entitlement is usually allocated as needed across all services. The Storage Usage by Service report can be useful in identifying services that are consuming a disproportionate amount of storage, which can be helpful in organizations where different internal groups are responsible for different services.

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 services, where:

- **Commercial Storage** tracks storage used, in Gigabytes, by Oracle Applications and by any tools required to run the applications, such as Oracle Database, Database and application software, and so on. This use of Oracle-owned storage is included in storage consumption metrics.
- **Oracle Owned Storage** shows the amount of storage used, in Gigabytes, in Oracle Data Centers. This does not include any servers that your organization owns in these data centers. This use of Oracle-owned storage is included in storage consumption metrics.
- **Customer Owned Storage** displays the amount of storage used, in Gigabytes, in your organization's data centers and by any Exadata machine that your organization owns in Oracle data centers. Your organization's commercial storage use of its own storage is included in storage consumption metrics.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Storage Usage by Service table view in expanded mode.

Table View: The table view lists all your organization's 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:

- Collection Date: Specifies the date when the data was collected.
- Service: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Number of Environments: Indicates the number of environments included in the service.
- Used Storage (GB): Indicates the storage space usage for each service.
- % of Total Storage: Indicates the percentage of storage space used by each service out of the total storage space available.

Technology Cloud Total Storage: Usage Table

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Technology Cloud section, select Technology Cloud Total Storage: Usage, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with Technology Cloud environments.

The Technology Cloud Total Storage: Usage table shows the storage usage and allocation by service, environment, category, and subcategory, as well as the total storage usage across all your organization's Technology Cloud environments, based on the latest collected data.

Each record in the table shows the following information for the corresponding service:

- Collection Date: Specifies the date when the data was collected.
- Service: Specifies the service for which these metrics were collected from Oracle Enterprise Manager.
- Environment: Specifies the environment for which these metrics were collected from Oracle Enterprise Manager.
- Category: Provides high-level information about the type of storage being used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage being used.
- Used Storage (GB): Indicates the storage space usage for each subcategory.
- Allocated Storage (GB): Indicates the storage space allocated for each subcategory.

Technology Cloud Storage Usage by Service Chart

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Technology Cloud section, select Technology Cloud Storage Usage by Service, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with Technology Cloud environments.

The Technology Cloud Storage Usage by Service report provides insight into the distribution of the amount of storage used across all your organization's Technology Cloud environments. Your storage entitlement is usually allocated as needed across all services. The Technology Cloud Storage Usage by Service report can be useful in identifying services that are consuming a disproportionate amount of storage, which can be helpful in organizations where different internal groups are responsible for different services.

Chart View: The chart view shows a breakdown of storage usage by service, as a percentage of total storage usage, for each of your organization’s Technology Cloud environments.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Technology Cloud Storage Usage by Service table view in expanded mode.

Table View: The table view lists all your organization's Technology Cloud environments. It displays the number of environments for each service, the amount of storage used by the environment, and the percentage of total storage that the service uses:

- Collection Date: Specifies the date when the data was collected.
- Service: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Number of Environments: Indicates the number of environments included in the service.
- Used Storage (GB): Indicates the storage space usage for each service.

- % of Total Storage: Indicates the percentage of storage space used by each service out of the total storage space available.

Exadata: Usage Table

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Exadata section, select Exadata: Usage, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

> **Note:** This report is available only for customers with customer-owned Exadata machines.

The Exadata: Usage table shows the amount of logical space used by the databases associated with the Exadata machine. To generate this report, select the device from the Machine drop-down list above the table.

Each record in this table provides the following information:

- Date: Specifies the date when the report was generated.
- Exadata Box Name: Specifies the Exadata device the report was generated for.
- Environment Label: Specifies the environment associated with the Exadata device.
- Disk Group: Specifies the database and recovery space.
- Used Space (GB): Specifies the usage for the disk group without including mirroring.

Exalogic: Usage Table

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Exalogic section, select Exalogic: Usage, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

> **Note:** This report is available only for customers with customer-owned Exalogic machines.

The Exalogic: Usage table shows the amount of physical space used from the filer associated with the Exalogic machine. To generate this report, select the device from the Exalogic Box Name menu.

Each record in this table provides the following information:

- Exalogic Machine: Specifies the Exalogic device the report was generated for.
- Date: Specifies the date when the report was generated.
- Environment Label: Specifies the environment associated with the Exalogic device.
- Used Space (GB): Specifies the usage for the environment without including mirroring.

Storage: Usage Table

Location: On the Storage dashboard for a selected environment. The Storage: Usage chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Storage: Usage table shows the storage usage and allocation by resource, mount point and host across all your organization's Managed Cloud and Technology Cloud environments, based on the latest collected data.

Depending on the type of environment, each record in the table shows the following information:

- Managed Cloud environments:
  - Collection Date: Specifies the date when the data was collected.
  - Customer Name: Specifies the customer for which the storage usage metrics were collected from Oracle Enterprise Manager.
  - Service Name: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
  - Environment Name: Specifies the environment for which the storage usage metrics were collected from Oracle Enterprise Manager.
  - Category: Provides high-level information about the type of storage being used, such as database, code, etc.
  - Host Name: Specifies the host the mount point is associated with.
  - Mount Point: Indicates storage as seen by the host.
  - Used Storage(GB): Indicates the storage space usage for each mount point.
  - Storage Owned By: Indicates the owner of a specific storage unit, either Oracle or the customer.
- Technology Cloud environments:
  - Collection Date: Specifies the date when the data was collected.
  - Category: Provides high-level information about the type of storage being used, such as database, code, etc.
  - Host Name: Specifies the host the mount point is associated with.
  - Mount Point: Indicates storage as seen by the host.
  - Used Storage(GB): Indicates the storage space usage for each mount point.
  - Allocated Storage (GB): Indicates the average storage space allocated for each mount point.

Analyzing Storage Growth

This section describes how to use the charts on the Storage dashboard to analyze storage growth, as explained in the following sections:

- Total Storage: Growth Chart
- Technology Cloud Total Storage: Growth Chart
- Exadata: Growth Chart
- Exalogic: Growth Chart

- Managed Cloud Prod Total Storage: Growth Chart
- Managed Cloud Non Prod Total Storage: Growth Chart
- Technology Cloud Non Prod Total Storage: Growth Chart
- Technology Cloud Prod Total Storage: Growth Chart
- Storage: Growth Chart
- Tablespace Usage: Growth Chart

Total Storage: Growth Chart

Location: On the Storage dashboard at Customer Level. The Total Storage: Growth chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Total Storage: Growth report shows the storage usage growth over the specified time interval across all your organization's Managed Cloud services. Use this report to understand if a current overage is likely to be a temporary incident or if there is a trend of continuous growth, as well as to understand how a change in the number of environments has impacted the growth.

Chart View: The chart view shows the storage usage growth over the specified time interval. Storage is displayed as a continuous orange line.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Total Storage: Growth table view in expanded mode.

Table View: The table view provides an overview of the average storage space usage by service, environment, category, and subcategory, over the specified time interval:

- Service: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Environment: Specifies the environment for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Category: Provides high-level information about the type of storage being used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage being used.
- Used Storage Avg (GB): Indicates the average storage space usage for each subcategory over the specified time interval.

Technology Cloud Total Storage: Growth Chart

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Technology Cloud section, select Technology Cloud Total Storage: Growth, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

> **Note:** This report is available only for customers with Technology Cloud environments.

The Technology Cloud Total Storage: Growth report shows the storage usage growth across all your organization's Technology Cloud environments over the specified time interval. Use this report to understand if a current overage is likely to be a temporary

incident or if there is a trend of continuous growth, as well as to understand how a change in the number of environments has impacted the growth.

Chart View: The chart view shows the storage usage growth across all your organization's Technology Cloud environments over the specified time interval. Used storage is displayed as a continuous blue line, while allocated storage is displayed as a continuous green line.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Technology Cloud Total Storage: Growth table view in expanded mode.

Table View: The table view provides an overview of the average storage space usage and allocation by service, environment, category, and subcategory, over the specified time interval:

- Service: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Environment: Specifies the environment for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Category: Provides high-level information about the type of storage being used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage being used.
- Mount Point: Indicates storage as seen by the host.
- Used Storage Avg (GB): Indicates the average storage space usage for each subcategory over the specified time interval.
- Allocated Storage Avg (GB): Indicates the average storage space allocated for each mount point over the specified time interval.

Exadata: Growth Chart

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Exadata section, select Exadata: Growth, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

> **Note:** This report is available only for customers with customer-owned Exadata machines.

The Exadata: Growth chart shows the growth in the logical space used by the databases associated with the Exadata machine over the specified time interval. To generate this report, select the device from the Machine menu.

Chart View: The chart view shows the growth in the logical space used by the databases associated with the Exadata machine over the specified time interval. Storage is displayed as a continuous green line.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Exadata: Growth table view in expanded mode.

Table View: The table view provides an overview of the average storage space usage by service, environment, category, and subcategory, over the specified time interval.

- Date: Specifies the date when the report was generated.

- Exadata Box Name: Specifies the Exadata device the report was generated for.
- Environment Label: Specifies the environment associated with the Exadata device.
- Disk Group: Specifies the database and recovery space.
- Used Space (GB): Specifies the usage for the disk group without including mirroring.

Exalogic: Growth Chart

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Exalogic section, select Exalogic: Growth, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with customer-owned Exalogic machines.

The Exalogic: Growth chart shows the growth in the physical space used from the filer associated with the Exalogic machine over the specified time interval. To generate this report, select the device from the Exalogic Box Name drop-down list above the chart.

Chart View: The chart view shows the growth in the physical space used from the filer associated with the Exalogic machine over the specified time interval. Storage is displayed as a continuous green line.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Exalogic: Growth table view in expanded mode.

Table View: The table view provides an overview of the average storage space usage by service, environment, category, and subcategory, over the specified time interval.

- Exalogic Machine: Specifies the Exalogic device the report was generated for.
- Date: Specifies the date when the report was generated.
- Environment Label: Specifies the environment associated with the Exalogic device.
- Used Space (GB): Specifies the usage for the environment without including mirroring.

Managed Cloud Prod Total Storage: Growth Chart

Location: On the Storage dashboard at Service Level. The Managed Cloud Prod Total Storage: Growth chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with Managed Cloud production environments.

The Managed Cloud Prod Total Storage: Growth chart shows the storage usage growth for your organization's Managed Cloud production environments over the specified time interval:

Chart View: The chart view shows the growth in **commercial storage**, **Oracle-owned storage**, and **customer-owned storage** for the selected service over the specified time interval, where:

- **Commercial Storage**, represented as a continuous orange line, tracks storage used, in Gigabytes, by Oracle Applications and by any tools required to run the applications, such as Oracle Database, Database and application software, and so on. This use of Oracle-owned storage is included in storage consumption metrics.
- **Oracle Owned Storage**, represented as a continuous blue line, shows the amount of storage used, in Gigabytes, in Oracle Data Centers. This does not include any servers that your organization owns in these data centers. This use of Oracle-owned storage is included in storage consumption metrics.
- **Customer Owned Storage**, represented as a continuous green line, displays the amount of storage used, in Gigabytes, in your organization's data centers and by any Exadata machine that your organization owns in Oracle data centers. Your organization's commercial storage use of its own storage is included in storage consumption metrics.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Managed Cloud Prod Total Storage: Growth table view in expanded mode.

Table View: The table view provides an overview of the average storage space usage by service, environment, category, and subcategory, over the specified time interval:

- Service: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Environment: Specifies the environment for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Category: Provides high-level information about the type of storage being used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage being used.
- Used Storage Avg (GB): Indicates the average storage space usage for each subcategory over the specified time interval.

Managed Cloud Non Prod Total Storage: Growth Chart

Location: On the Storage dashboard at Service Level. The Managed Cloud Non Prod Total Storage: Growth chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with Managed Cloud nonproduction environments.

The Managed Cloud Non Prod Total Storage: Growth chart shows the storage usage growth for your organization's Managed Cloud nonproduction environments over the specified time interval.

Chart View: The chart view shows the growth in **commercial storage**, **Oracle-owned storage**, and **customer-owned storage** for the selected service over the specified time interval, where:

- **Commercial Storage**, represented as a continuous orange line, tracks storage used, in Gigabytes, by Oracle Applications and by any tools required to run the applications, such as Oracle Database, Database and application software, and so on. This use of Oracle-owned storage is included in storage consumption metrics.

- **Oracle Owned Storage**, represented as a continuous blue line, shows the amount of storage used, in Gigabytes, in Oracle Data Centers. This does not include any servers that your organization owns in these data centers. This use of Oracle-owned storage is included in storage consumption metrics.
- **Customer Owned Storage**, represented as a continuous green line, displays the amount of storage used, in Gigabytes, in your organization's data centers and by any Exadata machine that your organization owns in Oracle data centers. Your organization's commercial storage use of its own storage is included in storage consumption metrics.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Managed Cloud Non Prod Total Storage: Growth table view in expanded mode.

Table View: The table view provides an overview of the average storage space usage by service, environment, category, and subcategory, over the specified time interval:

- Service: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Environment: Specifies the environment for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Category: Provides high-level information about the type of storage being used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage being used.
- Used Storage Avg (GB): Indicates the average storage space usage for each subcategory over the specified time interval.

Technology Cloud Non Prod Total Storage: Growth Chart

Location: On the Storage dashboard at Service Level. The Technology Cloud Non Prod Total Storage: Growth chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

> **Note:** This report is available only for customers with Technology Cloud nonproduction environments.

The Technology Cloud Non Prod Total Storage: Growth chart shows the storage usage growth for your organization's Technology Cloud nonproduction environments over the specified time interval.

Chart View: The chart view shows the growth in used storage and allocated storage for the selected service over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Technology Cloud Non Prod Total Storage: Growth table view in expanded mode.

Table View: The table view provides an overview of the average storage space usage and allocation by service, environment, category, subcategory, and mount point, over the specified time interval:

- Service: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Environment: Specifies the environment for which the storage usage metrics were collected from Oracle Enterprise Manager.

- Category: Provides high-level information about the type of storage being used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage being used.
- Mount Point: Indicates storage as seen by the host.
- Used Storage Avg (GB): Indicates the average storage space usage for each subcategory over the specified time interval.
- Allocated Storage Avg (GB): Indicates the average storage space allocated for each subcategory over the specified time interval.

Technology Cloud Prod Total Storage: Growth Chart

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Technology Cloud section, select Technology Cloud Prod Total Storage: Growth, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

> **Note:** This report is available only for customers with Technology Cloud production environments.

The Technology Cloud Prod Total Storage: Growth chart shows the storage usage growth for your organization's Technology Cloud production environments over the specified time interval.

Chart View: The chart view shows the growth in used storage and allocated storage for the selected service over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Technology Cloud Prod Total Storage: Growth table view in expanded mode.

Table View: The table view provides an overview of the average storage space usage and allocation by service, environment, category, subcategory, and mount point, over the specified time interval:

- Service: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Environment: Specifies the environment for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Category: Provides high-level information about the type of storage being used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage being used.
- Mount Point: Indicates storage as seen by the host.
- Used Storage Avg (GB): Indicates the average storage space usage for each subcategory over the specified time interval.
- Allocated Storage Avg (GB): Indicates the average storage space allocated for each subcategory over the specified time interval.

Storage: Growth Chart

Location: On the Storage dashboard for a selected environment. The Storage: Growth chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Storage: Growth chart shows the growth in total storage, Oracle-owned storage, and customer-owned storage for your organization's production and nonproduction Managed Cloud environments, or the growth in used storage and allocated storage for your organization's production and nonproduction Technology Cloud environments, over the specified time interval.

Chart View: The chart view shows the growth in used storage and allocated storage for the selected environment over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Storage: Growth table view in expanded mode.

Table View: The table view provides an overview of the used storage and the growth rate over the last month, the last quarter and the last year.

- Service: Specifies the service for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Environment: Specifies the environment for which the storage usage metrics were collected from Oracle Enterprise Manager.
- Category: Provides high-level information about the type of storage being used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage being used.
- Mount Point: Indicates storage as seen by the host.
- Used Storage Avg (GB): Indicates the average storage space usage for each mount point in each week or month over the specified time interval.
- Allocated Storage Avg (GB): Indicates the average storage space allocated for each mount point in each week or month over the specified time interval.

> **Note:** This column is available only for Technology Cloud environments.

Tablespace Usage: Growth Chart

Location: On the Storage dashboard for a selected environment. The Tablespace Usage: Growth chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Tablespace Usage: Growth chart shows the storage usage growth for the tablespaces available in your organization's production and nonproduction environments over the specified time interval:

- Daily: Use this option to show the daily storage growth in the last 5 days. This is the default time interval.
- Weekly: Use this option to show the weekly storage growth in the last 5 weeks.
- Monthly: Use this option to show the monthly storage growth in the last 5 months.
- Quarterly: Use this option to show the storage growth in the last three months.

- Yearly: Use this option to show the storage growth in the last 12 months.

Use the reporting of the tablespace usage inside the database to investigate how the change your project may implement impacts the overall usage inside the database.

Chart View: The chart view shows the growth in the amount of storage space used by the tablespaces available in your organization's production and nonproduction environments, over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Tablespace Usage: Growth table view in expanded mode.

Table View: The table view provides details about the amount of storage space used by the tablespaces available in your organization's production and nonproduction environments:

- Tablespace: Specifies the tablespace for which the storage usage metrics were collected.
- Used Storage Avg (GB): Indicates the average storage space usage for each tablespace over the specified time interval.

Analyzing Storage Projection

This section describes how to use the charts on the Storage dashboard to analyze storage projection, as explained in the following sections:

- Total Storage: Projection Chart
- Technology Cloud Total Storage: Projection Chart
- Exadata: Projection Chart
- Exalogic: Projection Chart
- Managed Cloud Prod Total Storage: Projection Chart
- Managed Cloud Non Prod Total Storage: Projection Chart
- Technology Cloud Non Prod Total Storage: Projection Chart
- Technology Cloud Prod Total Storage: Projection Chart
- Tablespace Usage: Projection Chart

Total Storage: Projection Chart

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Total Storage vs. Entitlement section, select Total Storage: Projection, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Total Storage: Projection chart shows the overall usage and the projected growth in storage usage over a fixed period of time, based on the data collected during the last month, the last quarter and the last year, across all your organization's Managed Cloud services. This report enables use of the most realistic prediction based on the knowledge of any specific changes in the business, such as new functionalities, an increase in the number of offices rolled out, the addition of new systems or whether they are representing more test/development or more business applications.

Chart View: The chart view shows the storage usage growth over the specified time interval. Overall usage is displayed as a continuous blue line, while the projected growth is displayed as dotted lines, as follows:

- The purple dotted line shows the projected growth based on the storage usage in the previous month.
- The orange dotted line shows the projected growth based on the storage usage in the previous quarter.
- The brown dotted line shows the projected growth based on the storage usage in the previous year.

Click the Open Table View icon ( ) in the lower right corner of the widget to open the Total Storage: Projection table view in expanded mode.

Table View: The table view provides an overview of the projected growth in storage usage, over the specified time interval:

- Collection Period: Indicates the period when the data was collected. Thus, this widget can be based on data collected over the last month, last quarter or last year.
- Storage Growth (%) over Collection Period: Indicates the growth rate, in percentage, over the period when the data was collected.
- Entitlement Extension Date: Indicates the time when the usage will likely exceed the entitlement, unless entitlement is increased or usage growth trend is decreased.

Technology Cloud Total Storage: Projection Chart

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Technology Cloud section, select Technology Cloud Total Storage: Projection, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with Technology Cloud environments.

The Technology Cloud Total Storage: Projection chart shows the overall usage and the projected growth in storage usage over a fixed period of time, based on the data collected during the last month, the last quarter and the last year, for all your organization's Technology Cloud environments. This report enables use of the most realistic prediction based on the knowledge of any specific changes in the business, such as new functionalities, an increase in the number of offices rolled out, the addition of new systems or whether they are representing more test/development or more business applications.

Chart View: The chart view shows the storage usage growth over the specified time interval for all your organization's Technology Cloud environments. Overall usage is displayed as a continuous blue line, while the projected growth is displayed as dotted lines, as follows:

- The purple dotted line shows the projected growth based on the storage usage in the previous month.
- The orange dotted line shows the projected growth based on the storage usage in the previous quarter.
- The brown dotted line shows the projected growth based on the storage usage in the previous year.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Technology Cloud Total Storage: Projection table view in expanded mode.

Table View: The table view provides an overview of the projected growth in storage usage, over the specified time interval:

- Collection Period: Indicates the period when the data was collected. Thus, this widget can be based on data collected over the last month, last quarter or last year.
- Storage Growth (%) over Collection Period: Indicates the growth rate, in percentage, over the period when the data was collected.
- Allocation Extension Date: Indicates the date when the entitlement is projected to be reached, based on your usage.

Exadata: Projection Chart

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Exadata section, select Exadata: Projection, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

> **Note:** This report is available only for customers with customer-owned Exadata machines.

The Exadata: Projection chart shows the overall usage and the projected growth in the logical space usage, based on the data collected during the last month, the last quarter and the last year. To generate this report, select the device from the Machine drop-down list above the table.

This report shows the growth in the logical space used by the databases associated with the Exadata machine over the specified time interval. Overall usage is displayed as a continuous blue line, while the projected growth is displayed as dotted lines, as follows:

- The purple dotted line shows the projected growth based on the storage usage in the previous month.
- The orange dotted line shows the projected growth based on the storage usage in the previous quarter.
- The brown dotted line shows the projected growth based on the storage usage in the previous year.

Exalogic: Projection Chart

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Exalogic section, select Exalogic: Projection, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

> **Note:** This report is available only for customers with customer-owned Exalogic machines.

The Exalogic: Projection chart shows the overall usage and the projected growth in the physical space usage, based on the data collected during the last month, the last quarter and the last year. To generate this report, select the device from the Exalogic Box Name menu.

This report shows the growth in the physical space used from the filer associated with the Exalogic machine over the specified time interval. Overall usage is displayed as a continuous blue line, while the projected growth is displayed as dotted lines, as follows:

- The purple dotted line shows the projected growth based on the storage usage in the previous month.
- The orange dotted line shows the projected growth based on the storage usage in the previous quarter.
- The brown dotted line shows the projected growth based on the storage usage in the previous year.

Managed Cloud Prod Total Storage: Projection Chart

Location: On the Storage dashboard at Service Level. The Managed Cloud Prod Total Storage: Projection chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with Managed Cloud production environments.

The Managed Cloud Prod Total Storage: Projection chart shows the overall usage and the projected growth in storage usage for your organization's Managed Cloud production environments over a fixed period of time. Using the data collected during the last month, the last quarter and the last year, this report enables you to estimate how much storage to plan for in the coming period.

Chart View: The chart view shows the overall usage and the projected growth in storage usage for the selected service. Overall usage is displayed as a continuous blue line, while the projected growth is displayed as dotted lines, as follows:

- The purple dotted line shows the projected growth based on the storage usage in the previous month.
- The orange dotted line shows the projected growth based on the storage usage in the previous quarter.
- The brown dotted line shows the projected growth based on the storage usage in the previous year.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Managed Cloud Prod Total Storage: Projection table view in expanded mode.

Table View: The table view provides an overview of the projected growth in storage usage:

- Collection: Specifies the period when the data was collected.
- Storage Growth over Collection Period (%): Indicates the growth rate, in percentage, over the period when the data was collected.

Managed Cloud Non Prod Total Storage: Projection Chart

Location: On the Storage dashboard at Service Level. The Managed Cloud Prod Total Storage: Projection chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with Managed Cloud nonproduction environments.

The Managed Cloud Non Prod Total Storage: Projection chart shows the overall usage and the projected growth in storage usage for your organization's Managed Cloud nonproduction environments over a fixed period of time, based on the data collected during the last month, the last quarter and the last year. The use of this report can help understand the impact of the number of nonproduction environments currently in use, which will further facilitate the potential discussion of whether the number should be increased or decreased or even if an investigation of how to reduce the test databases compared to the production databases should be considered to reduce the footprint of these environments.

Chart View: The chart view shows the overall usage and the projected growth in storage usage for the selected service. Overall usage is displayed as a continuous blue line, while the projected growth is displayed as dotted lines, as follows:

- The purple dotted line shows the projected growth based on the storage usage in the previous month.
- The orange dotted line shows the projected growth based on the storage usage in the previous quarter.
- The brown dotted line shows the projected growth based on the storage usage in the previous year.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Managed Cloud Non Prod Total Storage: Projection table view in expanded mode.

Table View: The table view provides an overview of the projected growth in storage usage:

- Collection: Specifies the period when the data was collected.
- Storage Growth over Collection Period (%): Indicates the growth rate, in percentage, over the period when the data was collected.

Technology Cloud Non Prod Total Storage: Projection Chart

Location: On the Storage dashboard at Service Level. The Technology Cloud Non Prod Total Storage: Projection chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with Technology Cloud nonproduction environments.

The Technology Cloud Non Prod Total Storage: Projection chart shows the overall usage and the projected growth in storage usage for your organization's Technology Cloud nonproduction environments over a fixed period of time, based on the data collected during the last month, the last quarter and the last year. The use of this report can help understand the impact of the number of nonproduction environments currently in use, which will further facilitate the potential discussion of whether the number should be increased or decreased or even if an investigation of how to reduce the test databases compared to the production databases should be considered to reduce the footprint of these environments.

Chart View: The chart view shows the overall usage and the projected growth in storage usage for the selected service. Overall usage is displayed as a continuous blue line, while the projected growth is displayed as dotted lines, as follows:

- The purple dotted line shows the projected growth based on the storage usage in the previous month.
- The orange dotted line shows the projected growth based on the storage usage in the previous quarter.
- The brown dotted line shows the projected growth based on the storage usage in the previous year.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Technology Cloud Non Prod Total Storage: Projection table view in expanded mode.

Table View: The table view provides an overview of the projected growth in storage usage:

- Collection: Specifies the period when the data was collected.
- Storage Growth over Collection Period (%): Indicates the growth rate, in percentage, over the period when the data was collected.
- Allocation Extension Date: Indicates the date when the entitlement is projected to be reached, based on your usage.

Technology Cloud Prod Total Storage: Projection Chart

Location: On the Storage dashboard at Service Level. The Technology Cloud Prod Total Storage: Projection chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

Note: This report is available only for customers with Technology Cloud production environments.

The Technology Cloud Prod Total Storage: Projection chart shows the overall usage and the projected growth in storage usage for your organization's Technology Cloud production environments over a fixed period of time. Using the data collected during the last month, the last quarter and the last year, this report enables you to estimate how much storage to plan for in the coming period.

Chart View: The chart view shows the overall usage and the projected growth in storage usage for the selected service. Overall usage is displayed as a continuous blue line, while the projected growth is displayed as dotted lines, as follows:

- The purple dotted line shows the projected growth based on the storage usage in the previous month.
- The orange dotted line shows the projected growth based on the storage usage in the previous quarter.
- The brown dotted line shows the projected growth based on the storage usage in the previous year.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Technology Cloud Prod Total Storage: Projection table view in expanded mode.

Table View: The table view provides an overview of the projected growth in storage usage:

- Collection: Specifies the period when the data was collected.
- Storage Growth over Collection Period (%): Indicates the growth rate, in percentage, over the period when the data was collected.
- Allocation Extension Date: Indicates the date when the entitlement is projected to be reached, based on your usage.

Tablespace Usage: Projection Chart

Location: On the Storage dashboard for a selected environment. The Tablespace Usage: Projection chart is displayed by default. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Tablespace Usage: Projection chart shows the overall usage and the projected growth in the amount of storage space used by the tablespaces available in your organization's production and nonproduction environments, based on the data collected during the last month, the last quarter and the last year.

Chart View: The chart view shows the growth in the amount of storage space used by the tablespaces available in your organization's production and nonproduction environments, based on the data collected during the last month, the last quarter and the last year. Overall usage is displayed as a continuous blue line, while the projected growth is displayed as dotted lines, as follows:

- The purple dotted line shows the projected growth based on the storage usage in the previous month.
- The orange dotted line shows the projected growth based on the storage usage in the previous quarter.
- The brown dotted line shows the projected growth based on the storage usage in the previous year.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Tablespace Usage: Projection table view in expanded mode.

Table View: The table view provides an overview of the storage growth compared to the last year, the last quarter and the last month:

- Calendar Date: Specifies the date when the data was collected.
- Based on Last Month: Indicates the growth rate, in percentage, over the last complete month. For example, on February 4, 2016, the Tablespace Usage: Projection table view displays the growth rate compared to the tablespace usage between January 1, 2016, and January 31, 2016.
- Based on Last Quarter: Indicates the growth rate, in percentage, over the last 3 complete months. For example, on February 4, 2016, the Tablespace Usage: Projection table view displays the growth rate compared to the tablespace usage in the last three months: November 2015, December 2015, and January 2016.
- Based on Last Year: Indicates the growth rate, in percentage, over the previous complete year. For example, on February 4, 2016, the Tablespace Usage: Projection table view displays the growth rate compared to the tablespace usage between January 1, 2015, and December 31, 2015.
- Overall Usage: Indicates the total tablespace usage at the collection date.

Additional Storage Reports

This section describes how to use the charts on the Storage dashboard to get details about the customer-owned storage devices across all your organization's services, as explained in the following sections:

- Device Mapping Table
- Assets Table

Device Mapping Table

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list, select Device Mapping, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Device Mapping table shows the relationship between the hosts, environments and the customer-owned storage devices being used across all your organization's services.

Each record in the table shows the following information for the corresponding storage device:

- Storage Device Name: Specifies the IP address associated with the storage device if the storage device is not monitored by Oracle Managed Cloud services. Otherwise, the device carries the name defined by Oracle Managed Cloud services.
- Environment Label: Specifies the environment the storage device is associated with.
- Host Name: Specifies the host the storage device is associated with.
- Parent Name: Specifies the host the storage device is associated with.

Assets Table

Location: On the Storage dashboard at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list, select Assets, then click **Apply**. For more information on how to access the Storage dashboard, see Accessing the Storage Dashboard.

The Assets table contains a list of the customer-owned storage devices being used across all your organization's services.

Each record in the table shows the following information for the corresponding storage device:

- Storage Device Name: Specifies the IP address associated with the storage device if the storage device is not monitored by Oracle Managed Cloud services. Otherwise, the device carries the name defined by Oracle Managed Cloud services.
- Type: Specifies whether the device is an Exadata, Exalogic or Exalytics machine.
- Children: Specifies the hosts or filers associated with the Exadata, Exalogic or Exalytics machines.
- Parent Name: Specifies the name of the Exadata, Exalogic or Exalytics machine.

Note: The Type, Children and Parent Name fields are only available if the customer owns Exadata, Exalogic or Exalytics machines.

Viewing Data for a Group of Services

Oracle Pulse lets you create groups of services for which to generate your reports. To do this:

1. Click the Configuration icon ( ) in the upper right corner of the page.

   The Configuration page opens.

2. Select the check boxes corresponding to the services you want to include in your service group. A minimum of 2 services is required.

3. Click **Apply** to save your changes and create your service group. The data on the Storage dashboard is refreshed to show data for the services you have selected, and the Service Group icon ( ) is displayed in the upper part of the dashboard.

For more information about the My Services feature, see the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse".

9

Using the Business Transaction Monitoring Reports

Use the Transactions menu in the navigation menu to see all transactions that are being monitored across your organization's services, as explained in the following sections:

- Transactions - General Aspects
- Accessing the Transactions Dashboard
- Analyzing the Performance of Business Transaction Monitoring Transactions
- Analyzing Stability and Performance
- Analyzing Oracle E-Business Suite Metrics
- Analyzing PeopleSoft Metrics
- Analyzing SOA Metrics
- Analyzing User Interaction Metrics
- Analyzing Login Transaction Management Metrics
- Filtering Records
- Searching for Records
- Viewing Data for a Group of Services

Transactions - General Aspects

Note: The Transactions Dashboard is displayed on the navigation bar 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 SDM can work with you to set up and identify your key business transactions for monitoring.

The terms **batch job** and **concurrent program** are used interchangeably in Oracle Pulse.

The Transactions menu ( ) provides information about the performance of your BTM transactions, as well as details about the stability and performance of each of your services or locations.

By default, the reports on the Transactions dashboard are generated in the GMT time zone. However, you can identify potential issues in your own time zone, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse". This allows you to easily relate performance metrics reflected by the reports to anomalies occurring across the selected environment. Moreover, the data in the corresponding exported output is also reported in your preferred time zone.

Where charts are available, you can click the Open Table View icon ( ) to see the data. You can use the tables on the Transactions dashboard to:

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Accessing the Transactions Dashboard

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

- Accessing the Transactions Dashboard at Customer Level
- Accessing the Transactions Dashboard at Service Level

Accessing 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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

The Pulse Dashboard is displayed by default.

2. Click Transactions in the navigation menu.

   The Transactions List page opens.

Accessing 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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   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.

Alternatively, the Transactions dashboard at Service Level can also be accessed from the Transactions dashboard at Customer Level:

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

OR

- Click a service name in the table in the Status tab.

Analyzing the Performance of Business Transaction Monitoring Transactions

This section describes how to use the Transactions List view, displayed by default when opening the Transactions dashboard at Customer and Service Level, to get a complete list of your transactions, allowing you to determine the BTM transactions that are experiencing a degradation in performance. For each batch job or user interaction record, the Transactions List view shows the transaction and service name, the environment running the job, the status of the latest request for the job, and the performance details. The Transactions List view also shows the response time of the last request for a batch job. The information on the Transactions List view is automatically refreshed every 15 minutes.

For more information about the reports available for each transaction type, see the following sections:

- Analyzing Oracle E-Business Suite Metrics
- Analyzing PeopleSoft Metrics
- Analyzing SOA Metrics
- Analyzing User Interaction Metrics
- Analyzing Login Transaction Management Metrics

Analyzing Performance for Oracle E-Business Suite Concurrent Managers and Programs

For each Oracle E-Business Suite batch job, the Transactions List view shows the transaction and service name, the Oracle E-Business Suite environment running the job, the status of the latest concurrent request for the batch job, and the performance details for all collected data. The Transactions List view also shows the response time of the last concurrent request for the batch job.

You can open detailed reports of recent and historical concurrent requests at both the individual batch job and batch job system levels, as well as detailed performance profile for each user interaction. For details on how to relate performance metrics reflected by the BTM reports to anomalies occurring across an environment, see Analyzing Oracle E-Business Suite Metrics.

Run By

The Run By column on the Transactions List view tracks the Oracle E-Business Suite environment running the batch job.

Detailed View: Click an Oracle E-Business Suite batch job to open detailed reports of all recent and historical concurrent requests for the corresponding batch job. The reports show concurrent requests in the job system run by the Oracle E-Business Suite environment that runs the batch job. For more information, see Analyzing Oracle E-Business Suite Metrics.

Status

The Status column on the Transactions List view shows the phase and status of the last concurrent request for the monitored batch job in Oracle Applications.

The Status column has the following values:

Note: These tables were correct on date of publication. The *Concurrent Request Phase and Status* section of the *Oracle Applications* documentation lists the latest definitions.

Phase	Status	Description
PENDING: Request is waiting to be run	Normal	Request is waiting for the next available manager.
	Standby	Program to run request is incompatible with other program(s) currently running.
	Scheduled	Request is scheduled to start at a future time or date.
	Waiting	A child request is waiting for its parent request to mark it ready to run. For example, a request in a request set that runs sequentially must wait for a prior request to complete.
RUNNING: Request is running	Normal	Request is running normally.
	Paused	Parent request pauses for all its child requests to finish running. For example, a request set pauses for all requests in the set to complete.
	Resuming	All requests submitted by the same parent request have completed running. The parent request resumes running.
	Terminating	Request is terminated using the **Cancel Request** button in Requests window.

Phase	Status	Description
COMPLETED: Request has finished	Normal	Request completed successfully.
	Error	Request failed to complete successfully.
	Warning	Request completed with warnings. For example, a request is generated successfully but fails to print.
	Canceled [1]	Pending or inactive request is cancelled using the **Cancel Request** button in the Requests window.
	Terminated	Request is terminated using the **Cancel Request** button in the Requests window
INACTIVE: Request cannot be run	Disabled	Program to run request is not enabled. Contact your system administrator.
	On Hold	Pending request is placed on hold using the **Hold Request** button in the Requests window.
	No Manager	No manager is defined to run the request. Check with your system administrator. This status also appears when all managers are locked by run-alone requests.

[1] Running requests that do not finish with a *Success*, *Warning* or *Error* status are marked as *Completed/Canceled*.

Detailed View: Click an Oracle E-Business Suite batch job to open detailed reports of all recent and historical concurrent requests for monitored batch jobs at the job level. For more information, see Analyzing Oracle E-Business Suite Metrics.

Last Response

The Last Response column on the Transactions List view shows the response time recorded when the batch job was last run as a concurrent request, with the date and time when the response was measured:

- *(Upper)* Last response time recorded for the batch job.
- *(Lower)* Date and time when the last response was recorded, in days, hours, minutes and seconds.

Performance

The Performance column on the Transactions List view shows the maximum runtime and the average response time for all collected data:

- *(Upper)* Average response time of all concurrent requests for the batch job for all collected data.
- *(Lower)* Maximum runtime measured from all concurrent requests for the batch job for all collected data.

Analyzing Performance for PeopleSoft Process Schedulers and Jobs

For each PeopleSoft batch job, the Transactions List view shows the transaction and service name, the PeopleSoft environment running the job, the status of the latest request for the batch job, and the performance details for all collected data. The Transactions List view also shows the response time of the last request for the batch job.

You can open detailed reports of recent and historical requests at both the individual batch job and system batch job levels. For details on how to relate performance metrics reflected by the BTM reports to anomalies occurring across an environment, see

Analyzing PeopleSoft Metrics.

Run By

The Run By column on the Transactions List view tracks the PeopleSoft environment running the batch job.

Detailed View: Click any PeopleSoft batch job to open detailed reports of all recent and historical requests for the corresponding batch job. The reports show requests in the job system run by the PeopleSoft environment that runs the batch job. For more information, see Analyzing PeopleSoft Metrics.

Status

The Status column on the Transactions List view shows the distribution and run status of the last request for the monitored batch job in PeopleSoft.

The run status indicates the current state of your process, while the distribution status indicates where the distribution agent resides in the report distribution process. Knowing the status of your job helps you see where it is in the queue or identify a problem if the process has an error.

Note: These tables were correct on date of publication. The *Viewing the Status of Processes* section of the *PeopleSoft PeopleTools* documentation lists the latest definitions.

Run Status	Description
Error	The program associated with the process request encountered an error while processing transactions within the program. In this case, delivered programs are coded to update the run status to *Error* prior to terminating.
Initiated	Indicates a Process Scheduler Server has acknowledged the new request. At this time, the Process Scheduler validates all the parameters associated with this request and submits the command line to start the process.
Not Successful	The program encountered an error within the transaction. *Not Successful* is different from *Error* because the process is marked as restartable. Application Engine is the only delivered process type that is restartable.
Processing	The Process Scheduler has successfully initiated the program. A status *Processing* indicates the program is running.
Queued	Status assigned to a new process request. The process request will remain Queued until a Process Scheduler Server has picked up the new request.
Success	The job finished successfully.
Success with Warning	The job finished successfully but with warnings.

Distribution Status	Description
Posted	The job result was posted successfully.
Posting	The job result is being posted.
Scheduled	The job result is scheduled to post.
Unable to Post	The job result cannot be posted.

Detailed View: Click any PeopleSoft batch job to open detailed reports of all recent and historical requests for monitored batch jobs at the job level. For more information, see Analyzing PeopleSoft Metrics.

Last Response

The Last Response column on the Transactions List view shows the response time recorded when the batch job was last run as a request, with the date and time when the response was measured:

- *(Upper)* Last response time recorded for the batch job.
- *(Lower)* Date and time when the last response was recorded, in minutes and seconds.

Performance

The Performance column on the Transactions List view shows the maximum runtime and the average response time for all collected data:

- *(Upper)* Average response time of all requests for the batch job for all collected data.
- *(Lower)* Maximum runtime measured from all requests for the batch job for all collected data.

Analyzing Performance for User Interaction Transactions

User interaction records, which show transactions that require action from the user in order to complete, can be accessed only from the Transactions List view. For each user interaction, BTM tracks the Oracle Enterprise Manager beacon running the transaction and the transaction status. BTM also records the last response time of the user interaction, and shows the difference between this response and both the baseline threshold and the 30-day average, as a measure of performance. With a tap you can open a detailed performance profile for each user interaction, charting the transaction's performance with respect to the threshold and other measures. Then flip to the table view to check the underlying metric data.

For each user interaction record, the Transactions List view shows the transaction and service name, the environment running the job, the status of the latest request for the job, and the performance details. BTM also shows the response time of the last request for the user interaction, as well as any alerts related to the transaction. For details on how to relate performance metrics reflected by the BTM reports to anomalies occurring across an environment, see Analyzing User Interaction Metrics.

Alert

The Alert column on the Transactions List view shows the user interaction transactions that require your attention. The icon helps you easily identify low performing transactions, while the icon highlights transactions undergoing a sustained stress period.

Run By

The Run By column on the Transactions List view shows the name of the Oracle Enterprise Manager beacon that runs the user interaction transaction. An Oracle Enterprise Manager beacon can be installed to one or more sites from which the customer wishes to execute their transaction(s). Running transactions from a specific beacon provides better insight into the user experience from that beacon site.

Status

The Status column on the Transactions List view shows the status of the user interaction transaction, having one of the following values:

- Succeeded: The transaction completed successfully.

- Completed with Error: The transaction completed with errors.
- Failed: The transaction did not complete or failed to start.
- Running: The transaction is running.
- Unavailable: The transaction is not available to be run.

Last Response

The Last Response column on the Transactions List view shows the response time recorded when the user interaction was last run, at the date and time listed.

- *(Upper)* Response time recorded when the user interaction was last run.
- *(Lower)* Date and time when the last response was recorded, in days, hours, minutes, and seconds.

Detailed View: Click any user interaction record to open a detailed performance profile for the transaction. For more information, see Analyzing User Interaction Metrics.

Performance

The Performance column on the Transactions List view compares the last response time recorded for the user interaction with the baseline threshold, set in Oracle Enterprise Manager, and with the average response time for the interaction:

- *(Upper)* Compares the last response time recorded for the user interaction with the baseline threshold, set in Oracle Enterprise Manager.
- *(Lower)* Compares the last response time recorded for the user interaction with the average response time for the user interaction over the last 90 days.

Analyzing Performance for Login Transaction Management Transactions

LTM transactions, which detect application access issues that may arise in relation to infrastructure components, capacity, performance, and access, can be accessed only from the Transactions List view. For each LTM transaction, BTM tracks the Oracle Enterprise Manager beacon running the transaction and the transaction status. BTM also records the last response time of the LTM transaction, and shows the difference between this response and both the baseline threshold and the 30-day average, as a measure of performance. With a tap you can open a detailed performance profile for each LTM transaction, charting the transaction's performance with respect to the threshold and other measures. Then flip to the table view to check the underlying metric data.

For each LTM transaction, the Transactions List view shows the transaction and service name, the environment running the job, the status of the latest request for the job, and the performance details. BTM also shows the response time of the last request for the transaction. For details on how to relate performance metrics reflected by the BTM reports to anomalies occurring across an environment, see Analyzing User Interaction Metrics.

Run By

The Run By column on the Transactions List view shows the name of the Oracle Enterprise Manager beacon that runs the LTM transaction. An Oracle Enterprise Manager beacon can be installed to one or more sites from which the customer wishes to execute their transaction(s). Running transactions from a specific beacon provides better insight into the user experience from that beacon site.

Status

The Status column on the Transactions List view shows the status of the user interaction transaction, having one of the following values:

- Succeeded: The transaction completed successfully.
- Completed with Error: The transaction completed with errors.
- Failed: The transaction did not complete or failed to start.
- Running: The transaction is running.
- Unavailable: The transaction is not available to be run.

Last Response

The Last Response column on the Transactions List view shows the response time recorded when the LTM transaction was last run, at the date and time listed.

- *(Upper)* Response time recorded when the LTM transaction was last run.
- *(Lower)* Date and time when the last response was recorded, in days, hours, minutes, and seconds.

Detailed View: Click any LTM transaction to open a detailed performance profile for the transaction. For more information, see Analyzing User Interaction Metrics.

Performance

The Performance column on the Transactions List view compares the last response time recorded for the LTM transaction with the baseline threshold, set in Oracle Enterprise Manager, and with the average response time for the transaction:

- *(Upper)* Compares the last response time recorded for the LTM transaction with the baseline threshold, set in Oracle Enterprise Manager.
- *(Lower)* Compares the last response time recorded for the LTM transaction with the average response time for the user interaction over the last 90 days.

Analyzing Performance for SOA Composites

For each SOA service, the Transactions List view shows the transaction and service name, the environment running the job, the status of the latest request for the job, and the performance details for all collected data. The Transactions List view also shows the response time of the last request for the job. For details on how to relate performance metrics reflected by the BTM reports to anomalies occurring across an environment, see Analyzing SOA Metrics.

Run By

The Run By column on the Transactions List view shows the SOA environment being reported on.

Detailed View: Click a SOA transaction to open detailed reports covering composite status, tablespace usage, faulted component details, and long running component details. For more information, see Analyzing SOA Metrics.

Status

The Status column on the Transactions List view gives the overall status of the last completed environment of a particular SOA partition.

Status	Description
Faulted	One or more composites within the partition have encountered a fault.
Succeeded	All composites within the partition have succeeded.

Detailed View: Click a SOA transaction to see additional detail about the SOA partition, including a status and performance summary over the last 2 and 24 hours. For more information, see Analyzing SOA Metrics.

Last Response

The Last Response column on the Transactions List view shows the response time recorded when SOA metrics were last collected for composites within a particular partition, with the date and time when the response was measured:

- *(Upper)* Last response time recorded for the SOA metrics.
- *(Lower)* Date and time when the last response was recorded, in minutes and seconds.

Performance

The Performance column on the Transactions List view provides average run time of the composite and the maximum run time of the composite:

- *(Upper)* Average response time of all runs for the composite.
- *(Lower)* Maximum runtime measured from all runs for the composite.

Analyzing Stability and Performance

This section describes how to use the filter in the upper right part of the Transactions Status view to analyze stability and performance for each service or location relevant to you, as follows:

- Select the User Experience by Location option to see the stability and performance status for each location available for your organization's services which were specifically configured to be monitored by the Oracle Pulse BTM functionality. Click any service stability or performance status indicator to open the Transactions List view at Service Level, filtered by the interactions for that location.
- Select the System Status: EBiz Suite option, which is only available for customers running EBS transactions, to see the stability and performance status for each Oracle E-Business Suite concurrent manager and concurrent program (job) that is monitored by Oracle Pulse:
  - **Oracle E-Business Suite concurrent managers** are background processes designed to manage concurrent requests and batch processing within Oracle Applications. Note that a concurrent manager is itself a concurrent program.
  - **Oracle E-Business Suite concurrent programs (jobs)** are executable files that run simultaneously with other concurrent programs and with online operations, fully utilizing your hardware capacity. Typically, a concurrent program is a long-running, data-intensive task, such as posting a journal or generating a report.

  Click any hyperlinked value in the Service column to open the Transactions List view at Service Level.

- Select the System Status: PeopleSoft option, which is only available for customers running PeopleSoft transactions, to see your organization's PeopleSoft batch processes (also referred to as batch jobs) that are in need of attention, the state of the processes in order to identify if further investigation is necessary, as well as the request and error history in order to set the current state in a historical context and manage capacity. It shows the stability and performance status for each PeopleSoft process scheduler and job that is monitored by Oracle Pulse:
  - **PeopleSoft process schedulers** are centralized tools that enable application developers, system administrators, and application users to manage PeopleSoft batch processes. When an application user submits a request to run a process, the request is entered into a database table that lists all of the requests. Process schedulers read requests from the table and start programs running.
  - **PeopleSoft batch jobs** are requests to run batch processes.

  Click any hyperlinked value in the Service column to open the Transactions List view at Service Level.
- Select the System Status: SOA option to see the overall availability and performance status for each SOA partition monitored by the BTM functionality in Oracle Pulse. Availability is based on the *UP/DOWN* status of the composites within a partition, while performance is based on the number of faulted composites within a partition.

  Click any hyperlinked value in the Service column to open the Transactions List view at Service Level.

The stability and performance status for each of these services and locations is described by means of indicators carrying mouse-over tooltips, as shown below:

- Red: This is an issue that requires attention.
- Amber: There is a potential issue.
- Green: All is as expected.
- Grey: This component is not functioning as required – it has not been possible to collect recent performance and stability data from the target component.
- Black: This component is under a planned outage.

Analyzing Oracle E-Business Suite Metrics

This section describes how to use the charts on the Transactions List view to analyze Oracle E-Business Suite metrics:

- the Analyzing Oracle E-Business Suite Batch Job System Metrics section describes how to use the charts on the Run By tab to analyze Oracle E-Business Suite batch job system metrics.
- the Analyzing Oracle E-Business Suite Batch Job Metrics section describes how to use the charts on the Status tab to analyze Oracle E-Business Suite batch job metrics.

Analyzing Oracle E-Business Suite Batch Job System Metrics

This section describes how to use the reports on the Run By tab to analyze Oracle E-Business Suite batch job system metrics. Click any Oracle E-Business Suite batch job

transaction record to see detailed metrics for batch jobs at system level, as explained in the following sections:

- Latest Requests
- Historical Requests

Latest Requests

The Latest Requests subtab shows a breakdown of the statuses assigned to the processes that execute the requests, as well as all the batch job executions in order of execution for the selected environment, as explained in the following sections:

- EBS Status Breakdown Table
- Top Longest Batch Requests Run by <environment name> Table

EBS Status Breakdown Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any EBS batch job transaction record associated with an environment. The Run By tab is displayed by default, showing the Latest Requests subtab, with the EBS Status Breakdown table at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The EBS Status Breakdown table shows a breakdown of the statuses assigned to the processes that execute the requests.

Each record in the EBS Status Breakdown table provides the following information:

- Process Name: Specifies the name of each batch process in each process scheduler domain supporting the selected environment.
- Status: Specifies the state of the process executing jobs the selected environment. Available options include:
  - Up
  - Down

Top Longest Batch Requests Run by <environment name> Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any EBS batch job transaction record associated with an environment. The Run By tab is displayed by default. Scroll down the Latest Requests subtab to see the Top Longest Batch Requests Run by <environment name> table. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Top Longest Batch Requests Run by <environment name> table shows all the batch job executions in order of execution for the selected environment.

Each record in the Top Longest Batch Requests Run by <environment name> table provides the following information:

- Program Name: Specifies the name of the program required to run the concurrent request.
- Program Short Name: Specifies the short name of the program required to run the concurrent request.
- Request ID: Specifies the concurrent request ID.

- Manager Name: Specifies the name of the concurrent manager running the request.
- EBS Request Start Date: Specifies the date and time when the concurrent request's start message was received.
- Running Time: Specifies for how long the request has been running, in days, hours, minutes, and seconds, as applicable.
- Phase: Specifies the Oracle Applications transaction phase. For more information, see Analyzing Performance for Oracle E-Business Suite Concurrent Managers and Programs.
- Status: Specifies the Oracle Applications transaction status. For more information, see Analyzing Performance for Oracle E-Business Suite Concurrent Managers and Programs.
- Collection Date: Specifies the date and time when these metrics were collected from Oracle Enterprise Manager and Oracle E-Business Suite.

Historical Requests

The Historical Requests subtab shows the top concurrent programs for the batch job, listed by runtime, during the period between the specified dates and times. Use the drop-down list in the upper left corner of the page to see only specific batch job programs, as explained in the following sections:

- Top Concurrent Programs by Runtime Table
- Top Concurrent Programs by Count Table

Top Concurrent Programs by Runtime Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any EBS batch job transaction record associated with an environment, then click Historical Requests. The Top Concurrent Programs by Runtime table is displayed by default. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Top Concurrent Programs by Runtime table shows the batch job programs with the highest runtime, allowing you to easily identify batch jobs with the longest execution time. By default, this report shows data for 24 hours before the current date. To define a custom reporting period, click the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Each record in the Top Concurrent Programs by Runtime table provides the following information:

- Program Short Name: Specifies the short name of the program required to run the concurrent request.
- Program Name: Specifies the name of the program required to run the concurrent request.
- Successful Executions (%): Shows the percentage of concurrent requests that completed successfully - that is, without warnings or errors.
- Total Executions: Shows the total number of concurrent requests run for the batch job.

- Total Runtime: Shows the total runtime for all concurrent requests run for the batch job.
- Collection Date: Specifies the date and time when these metrics were collected from Oracle Enterprise Manager and Oracle E-Business Suite.

Top Concurrent Programs by Count Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any EBS batch job transaction record associated with an environment, then click Historical Requests and select Top Concurrent Programs by Count from the list. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Top Concurrent Programs by Count table shows the batch jobs with the greatest number of concurrent requests during the report interval. By default, this report shows data for 24 hours before the current date. To define a custom reporting period, click the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Each record in the Top Concurrent Programs by Count table provides the following information:

- Program Name: Specifies the name of the program required to run the concurrent request.
- Program Short Name: Specifies the short name of the program required to run the concurrent request.
- Total Executions: Shows the total number of concurrent requests run for the batch job.
- Successful Executions (%): Shows the percentage of concurrent requests that completed successfully.
- Errored Executions (%): Shows the percentage of concurrent requests that did not complete successfully.
- Collection Date: Specifies the date and time when these metrics were collected from Oracle Enterprise Manager and Oracle E-Business Suite.

Analyzing Oracle E-Business Suite Batch Job Metrics

This section describes how to use the charts on the Status tab to analyze Oracle E-Business Suite batch job metrics. Click any Oracle E-Business Suite batch job transaction record to see recent and historical status reports for a specific batch job, as explained in the following sections:

- Current View
- Last 24 Hours
- Last 31 Days
- Historical Request

Current View

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any EBS batch job transaction record associated with an environment, then click Status. The Current View tab is displayed by default, with the Last 1 Hour Status table at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the

Transactions Dashboard.

The Current View tab shows the number of concurrent programs that have completed with a *Success* status and those that have completed within the median, 75th percentile, and 95th percentile of the runtime of the jobs completed successfully in the last hour.

Each record in the Last 1 Hour Status table provides the following information:

- Collection Date: Specifies the date and time when these metrics were collected from Oracle Enterprise Manager and Oracle E-Business Suite.
- Inactive No Manager: Shows the number of requests that could not be run in the last hour and for which no concurrent manager has been defined.
- Inactive On Hold: Shows the number of pending requests that could not be run in the last hour.
- Pending Normal: Shows the number of requests run in the last hour that are waiting for the next available concurrent manager.
- Pending Standby: Shows the number of requests run in the last hour for which the required program is incompatible with other program(s) currently running.
- Running: Shows the number of requests that have been running in the last hour.
- Completed Warnings: Shows the number of requests run in the last hour that completed with warnings.
- Completed Errors: Shows the number of requests run in the last hour that failed to complete successfully.
- Completed Success: Shows the number of requests run in the last hour that completed successfully.
- Total Requests: Shows the total number of requests run in the last hour.
- Normal Runtime: Shows the number of requests run in the last hour that completed successfully and whose runtime is below the 75th percentile of the runtime of the jobs completed successfully in the last 31 days.
- Above Average Runtime: Shows the number of requests run in the last hour that completed successfully, whose runtime is greater than or equal to the 75th and less than the 95th percentile of the runtime of the jobs completed successfully in the last 31 days.
- High Runtime: Shows the number of requests run in the last hour that completed successfully, whose runtime is greater than or equal to the 95th percentile of the runtime of the jobs completed successfully in the last 31 days.

Last 24 Hours

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any EBS batch job transaction record associated with an environment, then click Status and go to the Last 24 Hours subtab. The 24 Hours Summary chart is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Last 24 Hours subtab shows the number of concurrent programs that have completed with a *Success* status and those that have completed within the median, 75th percentile, and 95th percentile of historical runtime.

Chart View: The chart view shows the number of concurrent programs of each status for each hour in the previous 24 hours.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the 24 Hours Summary table view in expanded mode.

Table View: The table view shows the number of concurrent programs of each status for each hour in the previous 24 hours.

Each record in the 24 Hours Summary table provides the following information:

- Collection Date: Shows the date and time when these metrics were collected from Oracle Enterprise Manager and Oracle E-Business Suite.
- Inactive No Manager: Shows the number of requests that could not be run in the last 24 hours and for which no concurrent manager has been defined.
- Inactive On Hold: Shows the number of pending requests that could not be run in the last 24 hours.
- Pending Normal: Shows the number of requests run in the last 24 hours that are waiting for the next available concurrent manager.
- Pending Standby: Shows the number of requests run in the last 24 hours for which the required program is incompatible with other program(s) currently running.
- Running: Shows the number of requests that have been running in the last 24 hours.
- Completed Warnings: Shows the number of requests run in the last 24 hours that completed with warnings.
- Completed Errors: Shows the number of requests run in the last 24 hours that failed to complete successfully.
- Completed Success: Shows the number of requests run in the last 24 hours that completed successfully.
- Total Requests: Shows the total number of requests run in the last 24 hours.
- Normal Runtime: Shows the number of requests run in the last 24 hours that completed successfully and whose runtime is below the 75th percentile of the historical runtime.
- Above Average Runtime: Shows the number of requests run in the last 24 hours that completed successfully, whose runtime is greater than or equal to the 75th and less than the 95th percentile of the historical runtime.
- High Runtime: Shows the number of requests run in the last 24 hours that completed successfully, whose runtime is greater than or equal to the 95th percentile of the historical runtime.

Last 31 Days

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any EBS batch job transaction record associated with an environment, then click Status and go to the Last 31 Days subtab. The 31 Days Summary chart is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Last 31 Days subtab shows the number of concurrent programs that have completed with a *Success* status and those that have completed within the median, 75th percentile, and 95th percentile of historical runtime in the previous 31 days.

Chart View: The chart view shows the number of concurrent programs of each status for each of the last 31 days.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the 31 Days Summary table view in expanded mode.

Table View: The table view shows the number of concurrent programs of each status for each of the last 31 days.

Each record in the 31 Days Summary table provides the following information:

- Calendar Date: Indicates the date when the requests were run.
- Inactive No Manager: Shows the number of requests that could not be run in the last 31 days and for which no concurrent manager has been defined.
- Inactive On Hold: Shows the number of pending requests that could not be run in the last 31 days.
- Pending Normal: Shows the number of requests run in the last 31 days that are waiting for the next available concurrent manager.
- Pending Standby: Shows the number of requests run in the last 31 days for which the required program is incompatible with other program(s) currently running.
- Running: Shows the number of requests that have been running in the last 31 days.
- Completed Warnings: Shows the number of requests run in the last 31 days that completed with warnings.
- Completed Errors: Shows the number of requests run in the last 31 days that failed to complete successfully.
- Completed Success: Shows the number of requests run in the last 31 days that completed successfully.
- Total Requests: Shows the total number of requests run in the last 31 days.
- Normal Runtime: Shows the number of requests run in the last 31 days that completed successfully and whose runtime is below the 75th percentile of the historical runtime.
- Above Average Runtime: Shows the number of requests run in the last 31 days that completed successfully, whose runtime is greater than or equal to the 75th and less than the 95th percentile of the historical runtime.
- High Runtime: Shows the number of requests run in the last 31 days that completed successfully, whose runtime is greater than or equal to the 95th percentile of the historical runtime.

Historical Request

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any EBS batch job transaction record associated with an environment, then click Status and go to the Historical Request subtab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Historical Request subtab shows the requests that completed with error, the long pending requests, the pending requests, the requests that completed with warning, as well as the requests that completed with success over the 24 hours before the specified date. You can see table data for each of the aforementioned reports using the ALL

category, which facilitates comparison across the categories, and may help you determine the conditions under which specific jobs can be more successful.

By default, this report shows data for 24 hours before the current date. To define a custom reporting period, click the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the drop-down list in the upper left corner of the page to see only specific requests for the selected batch job:

- ALL: Shows all requests that were run over the 24 hours before the specified date. This is the default selection.
- Requests Completed with Error: Shows concurrent requests that were completed with error over the 24 hours before the specified date. Oracle recommends that you investigate any errors.
- Long Pending Requests: Shows concurrent requests with a long *Pending* phase over the 24 hours before the specified date.
- Pending Requests: Shows concurrent program requests that have been in *Pending* phase over the 24 hours before the specified date, with any of the associated status values.
- Requests Completed with Warning: Shows concurrent program requests that were completed with one or more warnings over the 24 hours before the specified date. Oracle recommends that you investigate any warnings.
- Requests Completed Successfully: Shows concurrent program requests that were successfully completed over the 24 hours before the specified date.

Each record in the Historical Request report provides the following information:

- Request ID: Specifies the concurrent request identifier.
- Request Manager: Indicates the concurrent manager handling the concurrent request. Depending on how the batch job is configured in Oracle Enterprise Manager and Oracle E-Business Suite, this field may be blank.
- Requested by User: Specifies the identifier of the user who submitted the concurrent request.
- Phase: Specifies the Oracle Applications transaction phase. For more information, see Analyzing Performance for Oracle E-Business Suite Concurrent Managers and Programs.
- Status: Specifies the Oracle Applications transaction status. For more information, see Analyzing Performance for Oracle E-Business Suite Concurrent Managers and Programs.
- Program Name: Specifies the name of the program required to run the concurrent request.
- Program Short Name: Specifies the short name of the program required to run the concurrent request.
- EBS Request Start Date: Specifies the date and time when the concurrent request was started.
- Execution Time: Specifies the date and time when the concurrent request was run.

Analyzing PeopleSoft Metrics

This section describes how to use the charts on the Transactions List view to analyze PeopleSoft metrics:

- the Analyzing PeopleSoft Batch Job System Metrics section describes how to use the charts on the Run By tab to analyze PeopleSoft batch job system metrics.
- the Analyzing PeopleSoft Batch Job Metrics section describes how to use the charts on the Status tab to analyze PeopleSoft batch job metrics.

Analyzing PeopleSoft Batch Job System Metrics

This section describes how to use the reports on the Run By tab to analyze PeopleSoft batch job system metrics. Click any PeopleSoft batch job transaction record to see detailed metrics for batch jobs at system level, as explained in the following sections:

- Current Status
- Process Scheduler
- 24HR Summary

Current Status

The Current Status subtab shows the current process status breakdown, the jobs currently in alert state since the last data collection, and the jobs in alert state within the last 7 days, as explained in the following sections:

- Process Status Breakdown Table
- Jobs in Alert State Table
- Jobs in Alert State History - Last 7 Days Table

Process Status Breakdown Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view () is displayed by default. Click any PSFT batch job transaction record associated with an environment. The Run By tab is displayed by default, showing the Current Status subtab, with the Process Status Breakdown table at the top. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Process Status Breakdown table provides a list of the processes that execute the requests and their assigned statuses, offering a starting point from where to analyze a batch issue. Each record in the Process Status Breakdown table provides the following information:

- Process Name: Specifies the name of each batch process in each process scheduler domain supporting the selected environment.
- Domain Name: Specifies the name of the domain of the process scheduler.
- Host: Specifies the host where the process is run.
- Status: Specifies the state of the process. Available options include:
  - Up
  - Down

Jobs in Alert State Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any PSFT batch job transaction record associated with an environment. The Run By tab is displayed by default. Scroll down the Current Status subtab to see the Jobs in Alert State table. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Jobs in Alert State table shows the jobs that have failed, the jobs that have had the *InitiatedPendingJobs*, *InPostingJobs*, *UnableToPostJobs* or *QueuedPendingJobs* status for more than 30 minutes, or the jobs that are running for more than 10% of the average runtime. Each record in the Jobs in Alert State table provides the following information:

- Job ID: Specifies the identification number of the PeopleSoft batch job, as available in PeopleSoft.
- Status: Specifies the current run request state of the PeopleSoft batch job. Knowing the status of a job helps you determine where it is in the queue or identify a problem if the process has an error. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Distribution: Specifies the distribution status of the PeopleSoft batch job. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Name: Specifies the name of the PeopleSoft batch job, as available in PeopleSoft.
- Type: Specifies the type of the PeopleSoft job.
- User: Specifies the user ID of the person who submitted the PeopleSoft batch job request.
- Start: Specifies the date and time when the PeopleSoft batch job started.
- End: Specifies the date and time when the PeopleSoft batch job ended.
- Running Time (Mins): Specifies the duration required for the PeopleSoft batch job to end, in minutes.
- Host: Specifies the host where the PeopleSoft batch job is run.
- Transaction ID: Specifies the identification number of the transaction.

Jobs in Alert State History - Last 7 Days Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any PSFT batch job transaction record associated with an environment. The Run By tab is displayed by default. Scroll down the Current Status subtab to see the Jobs in Alert State History - Last 7 Days table. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Jobs in Alert State History - last 7 Days table shows a 7-day history of the Jobs in Alert State report, allowing you to look at the history of the jobs that have failed, the jobs that have had the *InitiatedPendingJobs*, *InPostingJobs*, *UnableToPostJobs* or *QueuedPendingJobs* status for more than 30 minutes, or the jobs that are running for more than 10% of the average runtime over the last 7 days, and providing historical context to the current report. Each record in the Jobs in Alert State History - last 7 Days table provides the following information:

- Job ID: Specifies the identification number of the PeopleSoft batch job, as available in PeopleSoft.

- Status: Specifies the current run request state of the PeopleSoft batch job. Knowing the status of a job helps you determine where it is in the queue or identify a problem if the process has an error. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Distribution: Specifies the distribution status of the PeopleSoft batch job. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Name: Specifies the name of the PeopleSoft batch job, as available in PeopleSoft.
- Type: Specifies the type of the PeopleSoft job.
- User: Specifies the user ID of the person who submitted the PeopleSoft batch job request.
- Start: Specifies the date and time when the PeopleSoft batch job started.
- End: Specifies the date and time when the PeopleSoft batch job ended.
- Running Time (Mins): Specifies the duration required for the PeopleSoft batch job to end, in minutes.
- Host: Specifies the host where the PeopleSoft batch job is run.
- Transaction ID: Specifies the identification number of the transaction.

Process Scheduler

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view (☰) is displayed by default. Click any PSFT batch job transaction record associated with an environment, then click Process Scheduler. The Process Scheduler table is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Process Scheduler subtab shows the jobs that are currently queued in the job system, providing important details on the scheduling processes. Export information on the offending schedulers and send it to concerned parties to gather information about the function of the scheduling processes. This will further allow you to determine whether it is safe to restart the DOWN processes in order to free the resources currently being consumed and to have the system return to normal execution.

Each record in the Process Scheduler table provides the following information:

- Scheduler: Indicates the process scheduler for the jobs in the specified environment.
- Host: Specifies the host where the PeopleSoft batch job is run.
- Status: Specifies the current run request state of the PeopleSoft batch job. Knowing the status of a job helps you determine where it is in the queue or identify a problem if the process has an error. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Max CPU %: Specifies the current CPU usage as a percentage of the total CPU available.
- Disk Space Used (MB): Specifies the amount of disk space used by the Process Scheduler, in megabytes.
- Start: Specifies the date and the time when the PeopleSoft batch job started.
- Queued Jobs: Specifies the number of jobs that are in line to run by the process scheduler but have not been started yet.

24HR Summary

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any PSFT batch job transaction record associated with an environment, then click 24HR Summary. The 24 Hours Summary table is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The 24HR Summary subtab shows the number of job requests of various statuses within the last 24 hours, allowing you to determine whether a slowdown in the system performance is related to a certain scheduled process or to a process occuring during regular working hours.

Chart View: The chart view shows the count of each status hour by hour for the last 24 hours.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the 24 Hours Summary table view in expanded mode.

Table View: The table view shows the count of each status hour by hour for the last 24 hours and those that have completed within the median, 75th percentile, and 95th percentile of historical runtime in the last 24 hours.

Each record in the 24 Hours Summary table provides the following information:

- Collection Date: Shows the date and time when these metrics were collected from Oracle Enterprise Manager and PeopleSoft.
- Error: Shows the number of jobs that encountered an error while processing transactions within the program.
- Failed: Shows the number of jobs that failed.
- Successful With Warnings: Shows the number of jobs that finished successfully but with warnings.
- Pending: Shows the number of jobs that are waiting for the previous item in the PeopleSoft job before being released by the PeopleSoft Process Scheduler.
- Initiated Pending: Shows the number of jobs that have been initiated to run and are gathering runtime parameters.
- Unposted: Shows the number of jobs for which the Distribution Agent was not able to transfer the reports to the Report Manager.
- Processing: Shows the number of jobs that are currently running.
- Posted: Shows the number of jobs that finished and were posted.
- Success: Shows the number of jobs that completed successfully.
- Not Successful: Shows the number of jobs that encountered an error while processing transactions within the program and are marked as restartable.
- Total: Shows the total number of jobs run every hour in the last 24 hours.
- Normal Runtime: Shows the number of jobs run every hour in the last 24 hours that completed successfully and whose runtime is below the 75th percentile of the historical runtime.
- Above Avg. Runtime: Shows the number of jobs run every hour in the last 24 hours that completed successfully, whose runtime is greater than or equal to the 75th and less than the 95th percentile of the historical runtime.

- High Runtime: Shows the number of jobs run every hour in the last 24 hours that completed successfully, whose runtime is greater than or equal to the 95th percentile of the historical runtime.

Analyzing PeopleSoft Batch Job Metrics

This section describes how to use the charts on the Transactions dashboard to analyze PeopleSoft batch job metrics. Click any PeopleSoft batch job transaction record to see recent and historical status reports for a specific batch job, as explained in the following sections:

- Request History
- Error History

Request History

The Request History subtab shows the last 10 runs of a specific job, as well as the runs of each status of a specific job in the last 24 hours and 31 days, as explained in the following sections:

- Request Summary - Latest Table
- Request Summary History - Last 24 Hours Chart
- Request Summary History - Last 31 Days Chart

Request Summary - Latest Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any PSFT batch job transaction record associated with an environment, then click Status. The Request History subtab is displayed by default, with the Request Summary - Latest table at the top. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Request Summary - Latest table shows the last 10 runs of each status of a specific job. Each record in the Request Summary - Latest table provides the following information:

- Job ID: Specifies the identification number of the PeopleSoft batch job, as available in PeopleSoft.
- Status: Specifies the current state of the PeopleSoft batch job. Knowing the status of a job helps you determine where it is in the queue or identify a problem if the process has an error. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Distribution: Specifies the distribution status of the PeopleSoft batch job. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Name: Specifies the name of the PeopleSoft batch job, as available in PeopleSoft.
- Type: Specifies the type of the PeopleSoft job.
- User: Specifies the user ID of the person who submitted the PeopleSoft batch job request.
- Start: Specifies the date and time when the PeopleSoft batch job started.
- End: Specifies the date and time when the PeopleSoft batch job ended.

- Running Time (Min): Specifies the duration required for the PeopleSoft batch job to end, in minutes.
- Host: Specifies the host where the PeopleSoft batch job is run.

Request Summary History - Last 24 Hours Chart

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any PSFT batch job transaction record associated with an environment, then click Status. Scroll down the Request History subtab to see the Request Summary History - Last 24 Hours table. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Request Summary History - Last 24 Hours chart shows the runs of each status of a specific job in the last 24 hours.

Chart View: The chart view shows a series for each status hour by hour for the last 24 hours, with the count of jobs and the time based on the start time:

- Successful With Warnings: Shows the number of jobs that finished successfully but with warnings.
- Pending: Shows the number of jobs that are waiting for the previous item in the PeopleSoft job before being released by the PeopleSoft Process Scheduler.
- Not Successful: Shows the number of jobs that encountered an error while processing transactions within the program and are marked as restartable.
- Success: Shows the number of jobs that completed successfully.
- Initiated Pending: Shows the number of jobs that have been placed in the pending queue.
- Unposted: Shows the number of jobs jobs for which the Distribution Agent was not able to transfer the reports to the Report Manager.
- Posted: Shows the number of jobs that finished and were posted.
- Processing: Shows the number of jobs that are currently running.
- Failed: Shows the number of jobs that failed.
- Error: Shows the number of jobs that encountered an error while processing transactions within the program.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Request Summary History - Last 24 Hours table view in expanded mode.

Table View: The table view shows the runs of each status hour by hour for the last 24 hours.

Each record in the Request Summary History - Last 24 Hours report provides the following information:

- Job ID: Specifies the identification number of the PeopleSoft batch job, as available in PeopleSoft.
- Status: Specifies the current state of the PeopleSoft batch job. Knowing the status of a job helps you determine where it is in the queue or identify a problem if the process has an error. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.

- Distribution: Specifies the distribution status of the PeopleSoft batch job. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Name: Specifies the name of the PeopleSoft batch job, as available in PeopleSoft.
- Type: Specifies the type of the PeopleSoft job.
- User: Specifies the user ID of the person who submitted the PeopleSoft batch job request.
- Start: Specifies the date and the time when the PeopleSoft batch job started.
- End: Specifies the date and the time when the PeopleSoft batch job ended.
- Running Time (Min): Specifies the duration required for the PeopleSoft batch job to end, in minutes.
- Host: Specifies the host where the PeopleSoft batch job is run.

Request Summary History - Last 31 Days Chart

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any PSFT batch job transaction record associated with an environment, then click Status. Scroll down the Request History subtab to see the Request Summary History - Last 31 Days table. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Request Summary History - Last 31 Days chart shows the runs of each status day by day for the last 31 days, with the count of jobs and the time based on the start time.

Chart View: The chart view shows a series for each status day by day for the last 31 days, with the count of jobs and the time based on the start time:

- Successful With Warnings: Shows the number of jobs that finished successfully but with warnings.
- Pending: Shows the number of jobs that are waiting for the previous item in the PeopleSoft job before being released by the PeopleSoft Process Scheduler.
- Not Successful: Shows the number of jobs that encountered an error while processing transactions within the program and are marked as restartable.
- Success: Shows the number of jobs that completed successfully.
- Initiated Pending: Shows the number of jobs that have been placed in the pending queue.
- Unposted: Shows the number of jobs for which the Distribution Agent was not able to transfer the reports to the Report Manager.
- Posted: Shows the number of jobs that finished and were posted.
- Processing: Shows the number of jobs that are currently running.
- Failed: Shows the number of jobs that failed.
- Error: Shows the number of jobs that encountered an error while processing transactions within the program.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Request Summary History - Last 31 Days table view in expanded mode.

Table View: The table view shows the runs of each status day by day for the last 31 days.

Each record in the Request Summary History - Last 31 Days table provides the following information:

- Job ID: Specifies the identification number of the PeopleSoft batch job, as available in PeopleSoft.
- Status: Specifies the current state of the PeopleSoft batch job. Knowing the status of a job helps you determine where it is in the queue or identify a problem if the process has an error. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Distribution: Specifies the distribution status of the PeopleSoft batch job. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Name: Specifies the name of the PeopleSoft batch job, as available in PeopleSoft.
- Type: Specifies the type of the PeopleSoft job.
- User: Specifies the user ID of the person who submitted the PeopleSoft batch job request.
- Start: Specifies the date and the time when the PeopleSoft batch job started.
- End: Specifies the date and the time when the PeopleSoft batch job ended.
- Running Time (Min): Specifies the duration required for the PeopleSoft batch job to end, in minutes.
- Host: Specifies the host where the PeopleSoft batch job is run.

Error History

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any PSFT batch job transaction record associated with an environment, then click Status and go to the Error History subtab. The Request Summary History table is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Error History subtab shows the errors reported on a specific day for a specific job. Each record in the Request Summary History table provides the following information:

- Job ID: Specifies the identification number of the PeopleSoft batch job, as available in PeopleSoft.
- Status: Specifies the current state of the PeopleSoft batch job. Knowing the status of a job helps you determine where it is in the queue or identify a problem if the process has an error. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Distribution: Specifies the distribution status of the PeopleSoft batch job. For more information, see Analyzing Performance for PeopleSoft Process Schedulers and Jobs.
- Name: Specifies the name of the PeopleSoft batch job, as available in PeopleSoft.
- Type: Specifies the type of the PeopleSoft job.
- User: Specifies the user ID of the person who submitted the PeopleSoft batch job request.
- Start: Specifies the date and the time when the PeopleSoft batch job started.

- End: Specifies the date and the time when the PeopleSoft batch job ended.
- Host: Specifies the host where the PeopleSoft batch job is run.
- Log File: Specifies the destination and file name of the log generated by PeopleSoft during execution of the jobs.

Analyzing SOA Metrics

This section describes how to use the charts on the Transactions List view to analyze Service-Oriented Architecture (SOA) metrics:

- the Analyzing SOA Environment Metrics section describes how to use the charts on the Run By tab to analyze SOA environment metrics.
- the Analyzing SOA Partition Metrics section describes how to use the charts on the Status tab to analyze SOA environment metrics.

Analyzing SOA Environment Metrics

This section describes how to use the reports on the Run By tab to analyze SOA environment metrics. Click any SOA transaction record to see detailed metrics for SOA environments, as explained in the following sections:

- Composite Status
- Tablespace Usage

Composite Status

The Composite Status subtab shows information about the status of SOA service targets and of the monitored SOA composites, as explained in the following sections:

- Service Status Table
- Composite Status Table

Service Status Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any SOA transaction record associated with an environment. The Run By tab is displayed by default, showing the Composite Status subtab, with the Service Status table at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Service Status table shows the *UP/DOWN* status of the following SOA service targets:

- weblogic_j2eeserver - The WebLogic server used to run SOA Infrastructure.
- weblogic_cluster - A WebLogic Server cluster consists of multiple WebLogic Server server instances running simultaneously and working together to provide increased scalability and reliability.
- oracle_soainfra - SOA Infrastructure is a Java EE-compliant application running in Oracle WebLogic Server. The application manages composites and their lifecycle, service engines, and binding components.
- oracle_soainfra_cluster - A SOA Infrastructure application cluster consists of multiple SOA Infrastructure application instances running simultaneously and working together to provide increased scalability and reliability.

Each record in the Service Status table provides the following information:

- Target Name: Specifies the name of the SOA infrastructure target where composites run.
- Target Type: Specifies the type of target.
- Status: Specifies the status of the target. Available options include:
  - Target Down
  - Target Up

Composite Status Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any SOA transaction record associated with an environment. The Run By tab is displayed by default. Scroll down the Composite Status subtab to see the Composite Status table. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Composite Status table provides a high-level view of the latest status for the SOA composites being monitored.

Each record in the Composite Status table provides the following information:

- Partition Name: Specifies the name of the the group the composite target belongs to.
- Composite Name: Specifies the name of the composite target.
- Last Instantiated Name: Specifies the time when the composite target was last started.
- Composite Revision: Specifies the version of the composite target.
- Status: Specifies the status of the target. Available options include:
  - Target Down
  - Target Up
- Total Instance Since Startup: Specifies the total number of times the composite target was run since the SOA server startup.
- Asynchronous Response Time (s): Specifies the response time for the composite target's asynchronous operations.
- Synchronous Response Time (s): Specifies the response time for the composite target's synchronous operations.

Tablespace Usage

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any SOA transaction record associated with an environment, then click Tablespace Usage. The Tablespace Usage table is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Tablespace Usage subtab allows you to monitor SOA storage space growth. This report shows both a chart and a table view for overall tablespace usage and tablespace usage specifically for the FUSION_TS_TOOLS tablespace, the main tablespace for storing SOA metadata and runtime data.

Chart View: The chart view shows a breakdown of the average storage usage by tablespace, in GB.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Tablespace Usage table view in expanded mode.

Table View: The table view lists all your organization's tablespaces. It displays the name of each tablespace and the average storage used by the tablespace.

Each record in the Tablespace Usage table provides the following information:

- Tablespace: Specifies the name of the database tablespace.
- Used Storage Avg (GB): Specifies the average amount of space used, in GB.

Analyzing SOA Partition Metrics

This section describes how to use the reports on the Status tab to analyze SOA environment metrics. Click any SOA transaction record to see recent and historical status reports for a specific SOA partition, as explained in the following sections:

- Partition Status Table
- Component Performance Summary Last 2 Hours Table
- Component Performance Summary Last 24 Hours Table
- Faulted Components Table
- Long Running Components Table

Partition Status Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any SOA transaction record associated with an environment, then click Status. The Partition Status subtab is displayed by default, with the Partition Status table at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Partition Status table provides a high-level view of the latest status for each composite within a partition.

Each record in the Partition Status table provides the following information:

- Target Name: Specifies the name of the SOA infrastructure target where composites run.
- Target Type: Specifies the type of target.
- Status: Specifies the status of the target. Available options include:
  - Target Down
  - Target Up

Component Performance Summary Last 2 Hours Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any SOA transaction record associated with an environment, then click Status and go to the Component Performance Summary Last 2 Hours subtab. The Component Performance Summary Last 2 Hours table is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Component Performance Summary Last 2 Hours table provides a high-level summary of the status of each component in the last 2 hours, broken down by partition name, composite name and composite revision.

Each record in the Component Performance Summary Last 2 Hours table provides the following information:

- Partition Name: Specifies the name of the group the composite target belongs to.
- Composite Name: Specifies the name of the composite target.
- Composite Revision: Specifies the version of the composite target.
- Component Name: Specifies the name of the component.
- Component Type: Specifies the type of the component (BPEL/Mediator).
- Avg Response Time (ms): Specifies the average response time of the component, in milliseconds.
- Total Faults: Specifies the total number of faults for the component.
- Total Instances Last Collection: Specifies the total number of times the component has run since the last time information was collected.
- Business Faults: Specifies the total number of business faults for the component, which are caused by a failure to meet a certain business rule.
- System Faults: Specifies the total number of system faults for the component, which are caused by errors in the underlying infrastructure or middleware components on which applications run.
- Recoverable Faults: Specifies the total number of recoverable faults for the component.
- Total Recoverable Faults Since Startup: Specifies the total number of recoverable faults for the component since the SOA server startup.
- Avg Response Time (s): Specifies the average response time for the component, in seconds.
- Collection Timestamp: Specifies the date and time when the information was collected.

Component Performance Summary Last 24 Hours Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any SOA transaction record associated with an environment, then click Status and go to the Component Performance Summary Last 24 Hours subtab. The Component Performance Summary Last 24 Hours table is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Component Performance Summary Last 24 Hours table provides a high-level summary of the status of each component in the last 24 hours, broken down by partition name, composite name and composite revision.

Each record in the Component Performance Summary Last 24 Hours table provides the following information:

- Partition Name: Specifies the name of the group the composite target belongs to.
- Composite Name: Specifies the name of the composite target.
- Composite Revision: Specifies the version of the composite target.

- Component Name: Specifies the name of the component.
- Component Type: Specifies the type of the component (BPEL/Mediator).
- Avg Response Time (ms): Specifies the average response time of the component, in milliseconds.
- Total Faults: Specifies the total number of faults for the component.
- Business Faults: Specifies the total number of business faults for the component, which are caused by a failure to meet a certain business rule.
- Total Instances Last Collection: Specifies the total number of times the component has run since the last time information was collected.
- System Faults: Specifies the total number of system faults for the component, which are caused by errors in the underlying infrastructure or middleware components on which applications run.
- Recoverable Faults: Specifies the total number of recoverable faults for the component.
- Total Recoverable Faults Since Startup: Specifies the total number of recoverable faults for the component since the SOA server startup.
- Avg Response Time (s): Specifies the average response time for the component, in seconds.
- Successful Instances Since Startup: Specifies the number of times the composite target ran successfully since the SOA server startup.
- Long Running Instances: Specifies the number of instances that have been running for longer than a predefined threshold.

Faulted Components Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any SOA transaction record associated with an environment, then click Status and go to the Faulted Components subtab. The Faulted Components table is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Faulted Components table allows you to review the current status of processes in SOA domains, and helps with the faster identification of the issue. This table provides details about all the faulted environments, including the error message.

Each record in the Faulted Components table provides the following information:

- Partition Name: Specifies the name of the group the composite target belongs to.
- Composite Name: Specifies the name of the composite target.
- Component Type: Specifies the type of the component (BPEL/Mediator).
- Composite Revision: Specifies the version of the composite target.
- Component Name: Specifies the name of the component.
- Environment: Specifies the name of the related database instance.
- Fault Type: Specifies the type of fault that has occured.
- Error Message: Specifies the error message associated with the fault.
- Collection Timestamp: Specifies the date and time when the information was collected.

Long Running Components Table

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any SOA transaction record associated with an environment, then click Status and go to the Long Running Components subtab. The Long Running Components table is displayed at the top of the tab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Long Running Components table allows you to review the current status of processes in SOA domains. This table provides details about all the components running above the normal run time.

Each record in the Long Running Components table provides the following information:

- Partition Name: Specifies the name of the group the composite target belongs to.
- Composite Name: Specifies the name of the composite target.
- Component Type: Specifies the type of the component (BPEL/Mediator).
- Composite Revision: Specifies the version of the composite target.
- Component Name: Specifies the name of the component.
- Last Instantiated Time: Specifies the time when the composite target was last started.
- Environment: Specifies the name of the related database instance.
- Running Time: Specifies the length of time the component has been running for.
- Collection Timestamp: Specifies the date and time when the information was collected.

Analyzing User Interaction Metrics

This section describes how to use the charts on the Transactions List view to analyze the performance of user interaction transactions and the sustained stress periods:

- the Current View section describes how to use the charts on the Current View tab to see the performance chart for individual collection points or for all the associated collection points.
- the Sustained Stress section describes how to use the charts on the Sustained Stress tab to see an overview of the beacon performance.

Current View

This section describes how to use the charts on the Current View tab to analyze the response time for the user interaction over the specified reporting interval for one or more of your collection points. Click any user interaction record to see detailed information about the performance of your collection points, as explained in the following sections:

The performance charts on the Current View tab allow you to determine when the performance issue started, as well as the user zone affected by the issue. The performance threshold and the historical median are included on the chart for reference. The performance threshold is the longest acceptable response time set for the user interaction transaction. You can set the threshold in Oracle Enterprise Manager in consultation with your Oracle SDM. The historical median is the value lying at the midpoint of the range of response times measured.

- Collection Point
- Compare

Collection Point

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view () is displayed by default. Click any user interaction record associated with an environment. The Current View tab is displayed by default, showing the Collection Point subtab. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

The Collection Point subtab shows the performance chart for each individual collection point. Use the drop-down list at the top of the dashboard to select the collection point of your focus.

By default, information on the Collection Point subtab is displayed for the current day. For more information on how to change the time period for your reports, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

The chart name uses the following format:

```
{Location} {Transaction Long Name} {Beacon Name}
```

where

- `Location` is @Oracle or @Customer.
- `Transaction Long Name` is the long name of the transaction.
- `Beacon Name` is the name of the beacon running the transaction.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the table view in expanded mode, then click the Export icon ( ) in the upper right corner to export the data, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Depending on the selected time period, different information is available for each record in the performance profile flip view, as explained below:

- the one-day report shows the following information:
  - Collection Point: Specifies the name of the Oracle Enterprise Manager beacon monitoring the user interaction transaction.
  - Date/Time: Indicates the time when the metrics displayed were collected.
  - Time (sec): Specifies the length of time between the moment when the user interaction start request was received and the moment when the user interaction transaction was completed, in seconds.
  - 30 Day Avg (sec): Specifies the running mean of all response times for the user interaction transaction over the preceding 30 days.
  - Threshold: Specifies the longest acceptable runtime for the transaction, in seconds.
  - Metric Status: Indicates where the transaction resides in the resolution process.
  - Transaction Type: Indicates the category the transaction is organized into.
- the one-week report shows the following information:
  - Collection Point: Specifies the name of the Oracle Enterprise Manager beacon monitoring the user interaction transaction.

  - Date/Hour: Indicates the time when the metrics displayed were collected.
  - Avg (sec): Specifies the average runtime for transaction responses in the past hour for the given transaction or beacon.
  - 30 Day Avg (sec): Specifies the running mean of all response times for the user interaction transaction over the preceding 30 days.
  - Threshold: Specifies the longest acceptable runtime for the transaction, in seconds.
  - Historical Median: Specifies the median runtime value for all transaction responses in the past 90 days.
- the one-month report shows the following information:
  - Collection Point: Specifies the name of the Oracle Enterprise Manager beacon monitoring the user interaction transaction.
  - Time (Average): Specifies the daily average value of responses for the transaction, in seconds.
  - Threshold: Specifies the longest acceptable runtime for the transaction, in seconds.
  - 30 Day Average: Specifies the running mean of all response times for the user interaction transaction over the preceding 30 days.

Compare

Location: On the Transactions dashboard at Customer and Service Level. The Transactions List view ( ) is displayed by default. Click any user interaction record associated with an environment, then click Compare. For more information on how to access the Transactions dashboard, see Accessing the Transactions Dashboard.

In the case of transactions for multiple beacons, the Compare subtab shows the performance chart for all the collection points.

By default, information on the Compare subtab is displayed for the current day. For more information on how to change the time period for your reports, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

The chart name uses the following format:

```
{Location} {Transaction Long Name} {Beacon Name}
```

where

- `Location` is @Oracle or @Customer.
- `Transaction Long Name` is the long name of the transaction.
- `Beacon Name` is the name of the beacon running the transaction.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the table view in expanded mode, then click the Export icon ( ) in the upper right corner to export the data, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Depending on the selected time period, different information is available for each record in the performance profile flip view, as explained below:

- the one-day report shows the following information:

  - Collection Point: Specifies the name of the Oracle Enterprise Manager beacon monitoring the user interaction transaction.
  - Date/Time: Indicates the time when the metrics displayed were collected.
  - Time (sec): Specifies the length of time between the moment when the user interaction start request was received and the moment when the user interaction transaction was completed, in seconds.
  - 30 Day Avg (sec): Specifies the running mean of all response times for the user interaction transaction over the preceding 30 days.
  - Threshold: Specifies the longest acceptable runtime for the transaction, in seconds.
  - Metric Status: Indicates where the transaction resides in the resolution process.
  - Transaction Type: Indicates the category the transaction is organized into.
- the one-week report shows the following information:
  - Collection Point: Specifies the name of the Oracle Enterprise Manager beacon monitoring the user interaction transaction.
  - Date/Hour: Indicates the time when the metrics displayed were collected.
  - Avg (sec): Specifies the average runtime for transaction responses in the past hour for the given transaction or beacon.
  - 30 Day Avg (sec): Specifies the running mean of all response times for the user interaction transaction over the preceding 30 days.
  - Threshold: Specifies the longest acceptable runtime for the transaction, in seconds.
  - Historical Median: Specifies the median runtime value for all transaction responses in the past 90 days.
- the one-month report shows the following information:
  - Collection Point: Specifies the name of the Oracle Enterprise Manager beacon monitoring the user interaction transaction.
  - Time (Average): Specifies the daily average value of responses for the transaction, in seconds.
  - Threshold: Specifies the longest acceptable runtime for the transaction, in seconds.
  - 30 Day Average: Specifies the running mean of all response times for the user interaction transaction over the preceding 30 days.

Sustained Stress

Click the Sustained Stress (Last 24 Hours) icon ( ) in the Alert column and navigate to the Sustained Stress tab, showing an overview of the transaction performance, as follows:

- the Response Time (sec) table shows an overview of the transaction performance for a specified beacon, with information about the duration of the stress period, as well as the minimum and maximum thresholds which show the usual response time range for the transaction. The following details are displayed on mouse-over:
  - Date/Time
  - Performance(sec)

Use the zoom-in option in the Response Time (Sec) table to gain a closer view of interesting issue periods, their duration, and proximity to previous issue periods.

- the Proximate Events table shows information about the possible events contributing to the sustained stress periods. Depending on the event type, the following details are displayed on mouse-over:
  - functional events (outages and service interruptions):
    * Outage ID
    * MOS Ref#
  - change requests and service requests:
    * MOS Ref#
    * Subject

Note: To see information about change requests and service requests in the Sustained Stress tab, you must have the applicable Request for Change (RFC) and Service Request (SR) privileges for your organization in MOS. Please contact your SDM for more details.

By default, information on the Sustained Stress tab is displayed for the last 24 hours, with the option to see details over the last 6 months. For more information on how to change the time period for your reports, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Analyzing Login Transaction Management Metrics

This section describes how to use the charts on the Transactions dashboard to analyze Login Transaction Management (LTM) metrics. Click any LTM transaction to open the Current View tab, containing a detailed report of the transaction's performance, as follows:

- the Collection Point subtab shows the performance chart for each individual collection point. Use the drop-down list at the top of the dashboard to select the collection point of your focus.
- the Compare subtab shows the performance chart for all the collection points.

By default, information on the Current View tab is displayed for the current day. For information on how to change the time period for your reports, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

The chart name uses the following format:

```
{Location} {Transaction Long Name} {Beacon Name}
```

where

- `Location` is @Oracle or @Customer.
- `Transaction Long Name` is the long name of the transaction.
- `Beacon Name` is the name of the beacon running the transaction.

The performance chart shows the response time for the user interaction over the specified reporting interval, allowing you to determine when the performance issue started, as well as the user zone affected by the issue. The performance threshold and the historical median are included on the chart for reference. The performance

threshold is the longest acceptable response time set for the LTM transaction. You can set the threshold in Oracle Enterprise Manager in consultation with your Oracle SDM. The historical median is the value lying at the midpoint of the range of response times measured.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the table view in expanded mode, then click the Export icon ( ) in the upper right corner to export the data, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Depending on the selected time period, different information is available for each record in the performance profile flip view, as explained below:

- the one-day report shows the following information:
  - Collection Point: Specifies the name of the Oracle Enterprise Manager beacon monitoring the LTM transaction.
  - Date/Time: Indicates the time when the metrics displayed were collected.
  - Time (sec): Specifies the length of time between the moment when the user interaction start request was received and the moment when the LTM transaction was completed, in seconds.
  - 30 Day Avg (sec): Specifies the running mean of all response times for the LTM transaction over the preceding 30 days.
  - Threshold: Specifies the longest acceptable runtime for the transaction, in seconds.
  - Metric Status: Indicates where the transaction resides in the resolution process.
  - Transaction Type: Indicates the category the transaction is organized into.
- the one-week report shows the following information:
  - Collection Point: Specifies the name of the Oracle Enterprise Manager beacon monitoring the LTM transaction.
  - Date/Hour: Indicates the time when the metrics displayed were collected.
  - Avg (sec): Specifies the average runtime for transaction responses in the past hour for the given transaction or beacon.
  - 30 Day Avg (sec): Specifies the running mean of all response times for the LTM transaction over the preceding 30 days.
  - Threshold: Specifies the longest acceptable runtime for the transaction, in seconds.
  - Historical Median: Specifies the median runtime value for all transaction responses in the past 90 days.
- the one-month report shows the following information:
  - Collection Point: Specifies the name of the Oracle Enterprise Manager beacon monitoring the LTM transaction.
  - Time (Average): Specifies the daily average value of responses for the transaction, in seconds.
  - Threshold: Specifies the longest acceptable runtime for the transaction, in seconds.
  - 30 Day Average: Specifies the running mean of all response times for the LTM transaction over the preceding 30 days.

Filtering Records

Use the filter in the upper right part of the Transactions List view at Customer and Service Level to display only the records of interest. Depending on your services, available options include:

- All Transactions: Use this option to display all the transactions associated with your organization's services or environments which were specifically configured to be monitored by the Oracle Pulse BTM functionality.
- EBiz Suite Batch Job: Use this option to display only the Oracle® E-Business Suite batch jobs associated with your organization's services or environments which were specifically configured to be monitored by the Oracle Pulse BTM functionality.
- PeopleSoft Batch Job: Use this option to display only the PeopleSoft batch jobs associated with your organization's services or environments which were specifically configured to be monitored by the Oracle Pulse BTM functionality.
- User Interaction: Use this option to display only the BTM synthetic user experience transactions associated with your organization's services or environments which were specifically configured to be monitored by the Oracle Pulse BTM functionality.
- SOA Partition: Use this option to display only the transactions associated with your SOA partitions which were specifically configured to be monitored by the Oracle Pulse BTM functionality.

Icon	Name	Description
	EBiz Suite Batch Job	A sequence of steps required to complete an Oracle® E-Business Suite task, performed without user interaction.
	E-Business Suite Concurrent Manager	Administrative concurrent programs that manage application requests to invoke concurrent programs, batch jobs, and reports.
	PeopleSoft Batch Job	A sequence of steps required to complete a PeopleSoft task, performed without user interaction.
	PeopleSoft Process Scheduler	Centralized tools that enable application developers, system administrators, and application users to manage PeopleSoft batch processes.
	User Interaction	A sequence of steps that a user takes to complete a task.
	LTM Transaction	A sequence of steps that logs into the application home page and immediately logs out, allowing application access issues that may arise in relation to infrastructure components, capacity, performance, and access to be reported and tracked.
	SOA Partition	A separate section of the SOA infrastructure where SOA composite applications are deployed.

Searching for Records

Use the search box at the top of the Transactions List view to search the records of interest by the transaction name.

Viewing Data for a Group of Services

Oracle Pulse lets you create groups of services for which to generate your reports. To do this:

1. Click the Configuration icon ( ) in the upper right corner of the page.

The Configuration page opens.

2. Select the check boxes corresponding to the services you want to include in your service group. A minimum of 2 services is required.
3. Click **Apply** to save your changes and create your service group. The data on the Transactions dashboard is refreshed to show data for the services you have selected, and the Service Group icon ( ) is displayed in the upper part of the dashboard.

For more information about the My Services feature, see the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse".

10

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, as explained in the following sections:

- Business Insight - General Aspects
- Accessing the Business Insight Dashboard
- Setting Up a Business Insight Report
- Monitoring Business Insight Metrics

Business Insight - General Aspects

> **Note:** The Business Insight dashboard is displayed in the navigation menu only for services where Business Insight has been enabled. To enable Business Insight for your services, please contact your Service Delivery Manager.

The Business Insight menu ( ) in Oracle Pulse uses two categories to provide data:

- **Key Performance Indicators (KPI) charts** provide a high-level view of the current status of the KPI metrics that you requested to include in your Business Insight report. Apart from the data points in your target environment that you indicated to be used to represent your business KPI for each Business Insight report, the KPI chart also displays other highly flexible elements. For example, you can select the threshold you want to set, if any, the type of chart (pie, bar, line), or the title.
- **Table views** are designed to allow you to gather additional details that complement the detail you get from the KPI chart. These details provide further information that help you take more insightful and proactive actions to address any developing issue. For example, the KPI chart may show the overall accounts status for Month End Closing (i.e., how many accounts are open or closed). If there are open accounts close to the end of the period, you may use the table view to review additional detail which will help you see which specific account names have the *Open* status, and who is a key contact point for those accounts.

Accessing the Business Insight Dashboard

To access the Business Insight dashboard:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Click Business Insight in the navigation menu.

   The Business Insight page opens.

Setting Up a Business Insight Report

To use the Business Insight functionality, you need to work with your Service Delivery Manager to define business reports. Your SDM will help you consider which business KPIs and associated detail metrics would be appropriate for monitoring via Business Insight. Apart from the KPI and associated metrics, the SDM will guide you through the options available for Business Insight reports, such as selecting a chart type which best displays your KPI data, and setting thresholds and alerts. You will find that Business Insight reporting is very flexible to cater to your specific high-level business reporting needs.

Once you have defined your report, Oracle will create the report query and calculations to achieve the result requested. The ongoing execution and maintenance of the report will be managed by Oracle.

Monitoring Business Insight Metrics

The content of the Business Insight metrics table varies with the standard report type you requested, or the bespoke report created by Oracle for you. Details in this table provide further insight into the summary details you see in the KPI chart and will assist you to make insightful decisions faster. Each record in the Business Insight metrics table shows the following information for the corresponding metric:

- Metric Name: Identifies the name of each Business Insight report listed in the filtered table.
- Environment: Identifies the application environment on which each Business Insight report listed is based. Business Insight reports can be based on Applications Unlimited environments, and may extend to other application environments.
- Status: Identifies the status range associated with each Business Insight report listed. Available options include:
  - All
  - Normal
  - Attention Required

Click any record to see a graphical representation of the data, then click the Open Table View icon ( ) for more details about the metric of your focus.

Use the metric details table to:

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

11

Using the Performance Reports

Use the Performance menu in the navigation menu to review host and database metrics for the selected environment, as explained in the following sections:

- Performance - General Aspects
- Accessing the Performance Dashboard
- Using Host Metrics
- Using Database Metrics
- Viewing Data for a Group of Services

> **Note:** The host and database metrics listed here are correct at the time of writing. Owing to the highly flexible and dynamic nature of Oracle Pulse, the host and database metrics in the live app may differ.

Performance - General Aspects

The Performance menu ( ) provides information about each host and database associated with your environments.

When you first access the Performance dashboard, a message will be displayed asking you to select an environment to report metrics for. To do this, follow the steps in the Personalizing Environments section in Chapter 3, "Working with Oracle Pulse".

By default, host and database metric reports on the Performance dashboard are generated in the GMT time zone. However, you can identify potential issues in your own time zone by changing the time zone in which the reports are generated, as explained in the Changing the Timezone of Your Reports section in Chapter 3, "Working with Oracle Pulse". This allows you to easily relate performance metrics reflected by individual host and database charts and metric comparison charts to anomalies occurring across the selected environment.

Accessing the Performance Dashboard

To access the Performance dashboard:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Click Performance in the navigation menu.

   The Performance page opens.

Using Host Metrics

Oracle Pulse shows key metrics for each host in the selected environment. Host metrics are shown by default when you select an environment using the Select environment icon ( ).

Depending on the data collected for the selected host, each record in the table may show the following information:

- Max CPU (I/O Wait1 %): This metric represents the average number of jobs waiting for I/O in the last interval. The table shows the maximum number of such jobs over the last 24 hours.
- Max CPU (Sys Mode %): For UNIX-based platforms, this metric represents the amount of CPU being used in `SYSTEM` mode as a percentage of the total CPU processing power. The table shows the maximum amount of CPU over the last 24 hours.

  For Windows, this metric represents the percentage of time the process threads spent executing code in privileged mode. The table shows the maximum percentage over the last 24 hours.
- Max CPU (User Mode %): For UNIX-based platforms, this metric represents the amount of CPU being used in `USER` mode as a percentage of the total CPU processing power. The table shows the maximum amount of CPU over the last 24 hours.

  For Windows, this metric represents the percentage of time the processor spends in `USER` mode. This metric displays the average busy time as a percentage of the sample time. The table shows the maximum percentage over the last 24 hours.
- Avg CPU (Util %): For UNIX-based platforms, this metric represents the amount of CPU utilization as a percentage of the total CPU processing power available. The table shows the average CPU utilization over the last 24 hours.

  For Windows, this metric represents the percentage of time the CPU spends to execute a non-idle thread. CPU (Util %) is the primary indicator of processor activity. The table shows the average percentage over the last 24 hours.
- Max Mem (Util %): This metric represents the amount of used memory as a percentage of the total memory. The table shows the maximum amount of used memory over the last 24 hours.
- Max Paged In (per sec): For UNIX-based systems, this metric represents the number of pages paged in (read from disk to resolve fault memory references) per second. This metric checks the number of pages paged in for the CPU(s) specified by the `Host CPU(s)` parameter, such as `cpu_stat0` or `*` (for all CPUs on the system). The table shows the maximum number of pages paged in over the last 24 hours.

  For Windows, this metric is the rate at which pages are read from disk to resolve hard page faults. Hard page faults occur when a process refers to a page in virtual memory that is not in its working set or elsewhere in physical memory, and must be retrieved from the disk. When a page is faulted, the system tries to read multiple contiguous pages into memory to maximize the benefit of the read operation. The table shows the maximum page reading rate over the last 24 hours.
- Max Paged Out (per sec): For UNIX-based systems, this metric represents the number of pages written out (per second) by the virtual memory manager. This statistic represents the amount of real I/O initiated by the virtual memory manager. This metric checks the number of pages paged out for the CPU(s)

specified by the `Host CPU(s)` parameter, such as `cpu_stat0` or `*` (for all CPUs on the system). The table shows the maximum number of pages written out over the last 24 hours.

For Windows, this metric is the rate at which pages are written to disk to free up space in physical memory. Pages are written back to disk only if they are changed in physical memory, so they are likely to hold data, not code. A high rate of pages output might indicate a memory shortage. Windows writes more pages back to the disk to free up space when physical memory is in short supply. The table shows the maximum page writing rate over the last 24 hours.

- Max Run Q Length (5 min avg,per core): This metric represents the average number of processes in memory and subject to be run in the last interval. It checks the run queue. The table shows the maximum number of processes over the last 24 hours.

  Note: This metric is not available on Windows.

- Max Swap (Util %): For UNIX-based platforms, this metric represents the percentage of swapped memory in use for the last interval. The table shows the maximum percentage over the last 24 hours.

  For Windows, this metric represents the percentage of page file environment used. The table shows the maximum percentage over the last 24 hours.

- Max Total Processes: This metric represents the total number of processes currently running on the system. It checks the number of processes running on the system. The table shows the maximum number of processes over the last 24 hours.

  Note: For more information, see *1.2.1 How to Analyze Host Metrics* in the *Oracle Fusion Applications Performance and Tuning Guide*.

Use the table to:

- sort the records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- display graphical representations of host metrics, as explained in Using Host Metrics Charts.
- compare metrics for up to five hosts, as explained in Comparing Host Metrics.

Using Host Metrics Charts

The Performance dashboard also displays graphical representations with detailed information about the corresponding host metric. By default, the chart corresponding to the first metric and host for which there is available data is displayed. However, charts cannot be displayed for metrics and hosts marked with NA, for which there is no data available.

Chart View: The chart view provides a visual representation of the data collected for the host metric, over the specified time interval:

- Custom Timeframe: Use this option to show the data collected over a time interval of your choice for a period of up to 3 full months, as explained in the Using the Widget Time Selector section in Chapter 3, "Working with Oracle Pulse".

- Last 24 hours: Use this option to show the data collected over the last 24 hours. By default, data is collected every 5 minutes.

  This is the default option. Click the other tabs to see the data collected for your desired time interval.
- Last 7 days: Use this option to show the data collected over the last 7 days. By default, data is collected every hour.
- Last 30 days: Use this option to show the data collected over the last 30 days. By default, data is collected every day, at the same time.
- Last 90 days: Use this option to show the data collected over the last 90 days.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the table view in expanded mode.

Table View: The table view provides detailed information about the selected metric:

- Date: Specifies the date and time (GMT time zone) when the data was collected from Oracle® Enterprise Manager.

  Note: For the Last 24 hours report, this column is called Date & Time.

- Host: Specifies the host the data was collected for.

  Note: For the Last 24 hours report, this column is called Host Name.

- Metric: Specifies the name of the metric.
- Value: Specifies the metric value at the date and time when the data was collected from Oracle® Enterprise Manager.

  Note: This column is only available for the Last 24 hours report.

- Avg.: Specifies the average metric value across the selected time interval.

  Note: This column is only available for the 1 Week, 1 Month and 3 Months reports, as well as for reports generated for a custom time period.

- Max.: Specifies the maximum metric value recorded across the selected time interval.

  Note: This column is only available for the 1 Week, 1 Month and 3 Months reports, as well as for reports generated for a custom time period.

- Min.: Specifies the minimum metric value recorded across the selected time interval.

> **Note:** This column is only available for the 1 Week, 1 Month and 3 Months reports, as well as for reports generated for a custom time period.

- Std. Deviation: Specifies the amount of variation or dispersion of a set of data values.

> **Note:** This column is only available for the 1 Week, 1 Month and 3 Months reports, as well as for reports generated for a custom time period.

Use the table to:

- sort the records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export the data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Comparing Host Metrics

Oracle Pulse allows you to review the same metric for up to five different hosts, making it possible for you to compare load on different hosts. Metrics for which there is no data available for a specific time interval can be added for comparison, as data may be available for at least one of the available time intervals.

To compare metrics across different hosts:

1. Click a host metric for which there is data available.
2. Click **Compare**.

   The Metric Comparison window opens, showing the metric and the host you have selected.
3. In the Select Hosts (Max 5) section, select the check boxes corresponding to the hosts that you would like to include in the comparison.
4. Click **Submit**.

   The comparison chart for the selected metric and hosts is displayed.

   By default, the comparison chart shows data for one day. Click any of the 1 Week, 1 Month or 3 Months to display a comparison between the maximum values for the selected hosts over the specified time interval.
5. *(Optional)* If you would like to display the comparison chart for a metric other than the one you have selected, use the Metric list to specify the desired metric.

   To change the hosts for which you would like to display the comparison chart, expand the Select Hosts (Max 5) section, select the desired hosts, then click **Submit**.
6. Click to return to the Performance dashboard.

Using Database Metrics

Oracle Pulse shows key metrics for each database in the selected environment. To see database metrics for the environment, select Database from the list in the upper left corner of the Performance dashboard.

Each record in the table shows the following information for the corresponding database:

- Avg Current Logons Count: This metric represents the current number of logons. The table shows the average number of logons over the last 24 hours.
- Avg Global Cache Avg CR Block Req Time (centisec): This metric represents the average time that the current request (CR) block was received, measured in 100ths of a second. The table shows the average time over the last 24 hours.

> **Note:** This metric is available only for RAC node databases.

- Avg Network Bytes (per sec): This metric represents the total number of bytes sent and received through the SQL Net layer to and from the database. The table shows the average number of bytes over the last 24 hours.
- Avg Physical Writes (per sec): This metric represents the number of data blocks written to the disk per second during this sample period. The table shows the average number of data blocks over the last 24 hours.
- Avg Process Limit Util (%): This metric checks for the utilization of the process resource against the values (percentage) specified by the threshold arguments. The table shows the average utilization over the last 24 hours.
- Avg Session Limit Util (%): This metric checks for the utilization of the session resource against the values (percentage) specified by the threshold arguments. The table shows the average utilization over the last 24 hours.
- Avg Session Logical Reads (per sec): This metric represents the number of logical reads per second during the sample period. The table shows the average number of reads over the last 24 hours.
- Avg Total Mem Util (MB): This metric displays the total amount of memory used, in MB. The table shows the average amount of memory over the last 24 hours.

> **Note:** For more information, see *1.2.1 How to Analyze Host Metrics* in the *Oracle Fusion Applications Performance and Tuning Guide*.

Use the table to:

- sort the records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- display graphical representations of database metrics, as explained in Using Database Metrics Charts.

Using Database Metrics Charts

The Performance dashboard also displays graphical representations with detailed information about the corresponding database metric. By default, the chart corresponding to the first metric and database for which there is available data is

displayed. However, charts cannot be displayed for metrics and databases marked with NA, for which there is no data available.

Chart View: The chart view provides a visual representation of the data collected for the database metric, over the specified time interval:

- Custom Timeframe: Use this option to show the data collected over a time interval of your choice for a period of up to 3 full months, as explained in the Using the Widget Time Selector section in Chapter 3, "Working with Oracle Pulse".
- Last 24 hours: Use this option to show the data collected over the last 24 hours. By default, data is collected every 5 minutes.

  This is the default option. Click the other tabs to see the data collected for your desired time interval.
- Last 7 days: Use this option to show the data collected over the last 7 days. By default, data is collected every hour.
- Last 30 days: Use this option to show the data collected over the last 30 days. By default, data is collected every day, at the same time.
- Last 90 days: Use this option to show the data collected over the last 90 days.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the table view in expanded mode.

Table View: The table view provides detailed information about the selected metric:

- Date & Time: Specifies the date and time (GMT time zone) when the data was collected from Oracle® Enterprise Manager.
- Database Environment: Specifies the database the data was collected for.
- Metric: Specifies the name of the metric.
- Value: Specifies the metric value at the date and time when the data was collected from Oracle® Enterprise Manager.

  Note: This column is only available for the Last 24 Hours report.

- Avg.: Specifies the average metric value across the selected time interval.

  Note: This column is only available for the 1 Week, 1 Month and 3 Months reports, as well as for reports generated for a custom time period.

- Max.: Specifies the maximum metric value recorded across the selected time interval.

  Note: This column is only available for the 1 Week, 1 Month and 3 Months reports, as well as for reports generated for a custom time period.

- Min.: Specifies the minimum metric value recorded across the selected time interval.

> **Note:** This column is only available for the 1 Week, 1 Month and 3 Months reports, as well as for reports generated for a custom time period.

- Std. Deviation: Specifies the amount of variation or dispersion of a set of data values.

> **Note:** This column is only available for the 1 Week, 1 Month and 3 Months reports, as well as for reports generated for a custom time period.

Use the table view to:

- sort the records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Viewing Data for a Group of Services

Oracle Pulse lets you create groups of services for which to generate your reports. To do this:

1. Click the Configuration icon ( ) in the upper right corner of the page.

   The Configuration page opens.

2. Select the check boxes corresponding to the services you want to include in your service group. A minimum of 2 services is required.
3. Click **Apply** to save your changes and create your service group. The data on the Performance dashboard is refreshed to show data for the services you have selected, and the Service Group icon () is displayed in the upper part of the dashboard.

For more information about the My Services feature, see the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse".

12

Using the Incident Management Reports

Use the Incidents option in the navigation menu to see reports of service requests across all services and environments for all your services, as explained in the following sections:

- Incident Management - General Aspects
- Accessing the Incidents Dashboard
- Navigating the Incidents Dashboard
- Analyzing Service Request Count
- Viewing Service Request Details
- Analyzing Service Request Trends
- Filtering Records
- Searching for Records
- Viewing Data for a Group of Services

Incident Management - General Aspects

The Incidents menu ( ) provides information about the count of service requests associated with your services and environments, and the trends in the number of such service requests.

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 display all open service requests, as well as service requests in a particular month or period across the previous year, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

> **Note:** Only valid timeframes can be selected, where the end date is higher than the start date.

You can click the widgets and charts on the Incidents Dashboard and Chart views to open detailed table views, as explained in Using the KPI Widget Table View and Using the Chart Table View. Then use the table views to:

- open the SR Detail page on the My Oracle Support portal. To do this, click any row in the table.

Note: This option is available only for the widget table view.

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Use the various filters included with Oracle Pulse to easily identify the service requests of interest, as explained in Filtering Records, or search for specific service requests, as explained in Searching for Records.

Using the KPI Widget Table View

If there is at least one open service request associated with your organization's production and nonproduction environments, you can click anywhere inside the widget to open the corresponding table. Each record in the table shows the following information for the corresponding service request:

- SR ID: Specifies the SR identifier from My Oracle Support.
- Environment: Indicates the environment the service request is associated with.
- Subject: Provides a short description of the service request, as entered in My Oracle Support.
- Create Date (UTC): Specifies the date when the service request was created.
- Update Date (UTC): Specifies the date when the service request was updated.
- Severity: Specifies the impact that the service request has on your organization's services.
- Status: Indicates whether the service request is open or closed.
- Sub Status: Indicates where the service request resides in the lifecycle. Examples include *New*, *Customer Working*, *Auto-Close*.

Using the Chart Table View

Click the Open Table View icon ( ) in the lower right corner of a chart to open the table view in expanded mode. The table view lists detailed records for all open service requests associated with your organization's services:

- SR ID: Specifies the SR identifier from My Oracle Support.
- Subject: Provides a short description of the service request, as entered in My Oracle Support.
- Severity: Specifies the impact that the service request has on your organization's services.
- Contact: Specifies the name of the contact person for the service request.
- Status: Indicates whether the service request is open or closed.
- Sub Status: Indicates where the service request resides in the lifecycle. Examples include *New*, *Customer Working*, *Auto-Close*.
- Source: Represents the source from where the service request was created.
- Create Date (UTC): Specifies the date when the service request was created.

- Closed Date (UTC): Specifies the date when the service request was closed. For service requests that have not been closed yet, this column is blank.
- Service Description: Indicates the friendly name of the service.
- Service Name: Indicates the service the service request is associated with.
- Environment: Indicates the environment the service request is associated with.
- Component Name: Indicates the component type.
- Subcomp Name: Indicates the service request subcomponent category.
- Product Name: Indicates the product the service request is associated with in My Oracle Support.
- Update Date (UTC): Specifies the date when the service request was updated.
- Contact Email: Specifies the email address of the contact person for the service request.
- Related SRs: Specifies the identifiers of other service requests in My Oracle Support, if any, that are related to the service request.

Accessing the Incidents Dashboard

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

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

Accessing 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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Click Incidents in the navigation menu.

   The Incidents Dashboard page opens.

Accessing 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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   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.

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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Accessing 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.

Navigating the Incidents Dashboard

The Incidents menu provides information about all the service requests created for your organization's production and nonproduction environments. Click the icons in the upper left corner to access 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.

Analyzing Service Request Count

This section describes how to use the widgets, charts, and tables on the Incidents dashboard to analyze the service request count, as explained in the following sections:

- Analyzing Service Request Count by Environment
- Analyzing Service Request Count by Environment Type
- Analyzing Service Request Count by Product
- Analyzing Service Request Count by Service
- Analyzing Service Request Count by Severity
- Analyzing Service Request Count by Status

Analyzing Service Request Count by Environment

This section describes how to use the Incidents per Environment table on the Incidents dashboard to analyze the service request count by the active and inactive

environments associated with your services, as explained in Incidents per Environment Table.

Incidents per Environment Table

Location: On the Incidents Dashboard view ( ) at Service Level. For information on how to access the Incidents Dashboard view, see Accessing the Incidents Dashboard.

The Incidents per Environment table shows the count of service requests divided by the active and inactive environments associated with the selected service, as follows:

- Severity1: Shows the count of open Severity 1 service requests.
- Open: Shows the count of open service requests requiring action by either Oracle or the customer.
- Not Upated Over 30 Days: Shows the count of open service requests for the selected service, for which no updates have been made in the last 30 days.
- Customer Review: Shows the count of open service requests with the *Customer Working* substatus that require action from the customer.

By default, this report shows data as of the current day, allowing you to quickly establish whether there are any outstanding service requests that have already been logged with Oracle and that may be contributing to a degradation in the performance of any of your environments. Active environments for which there are no service requests are also included in this table. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

Analyzing Service Request Count by Environment Type

This section describes how to use the Prod vs Nonprod widget on the Incidents dashboard to analyze the service request count by environment type, as explained in Prod vs Nonprod Widget.

Prod vs Nonprod Widget

Location: On the Incidents Dashboard view ( ) at Customer and Service Level. For information on how to access the Incidents Dashboard view, see Accessing the Incidents Dashboard.

The Prod vs Nonprod widget provides insight into the distribution of the open service requests between your organization's production and nonproduction environments. All service requests that are not associated with a specific environment are considered to be nonproduction service requests. The Production Only filter does not apply to this report.

If there is at least one open service request associated with your organization's production and nonproduction environments, you can click anywhere inside the widget to open the Prod vs Nonprod table, displaying the service requests for both production and nonproduction targets. Each record in the table shows detailed information for the corresponding service request, as explained in Using the KPI Widget Table View.

Analyzing Service Request Count by Product

This section describes how to use the Backlog by Category chart on the Incidents dashboard to analyze the service request count by product, as explained in the following sections:

- Backlog by Category Chart

- Created Product Support by Category
- Created: Managed Cloud by Category

Backlog by Category Chart

Location: On the Incidents Dashboard view ( ) at Customer and Service Level. For information on how to access the Incidents Dashboard view, see Accessing the Incidents Dashboard.

The Backlog by Category chart provides an overview of all open service requests, grouped into four product categories (Oracle Managed Cloud Services, CEMLI, Functional Service Desk, Product Support), which have been created over the specified time interval:

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

Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the count of service requests open for each of the four product categories, grouped by the creation date. Click the legend items to control the information subject to the report.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Backlog by Category table view in expanded mode.

Table View: The table view lists detailed records for all open service requests associated with your organization's services, as explained in Using the Chart Table View.

Created Product Support by Category

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created Product Support by Category, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created Product Support by Category chart shows the trend in the number of service requests for the Product Support category, which have been created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of Product Support service requests that have been created or closed over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created Product Support by Category table view in expanded mode.

Table View: The table view lists detailed records for all the Product Support service requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Created: Managed Cloud by Category

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: Managed Cloud by Category, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created: Managed Cloud by Category chart shows the trend in the number of service requests for the Managed Cloud category, which have been created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of Managed Cloud service requests that have been created or closed over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: Managed Cloud by Category table view in expanded mode.

Table View: The table view lists detailed records for all the Managed Cloud service requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Analyzing Service Request Count by Service

This section describes how to use the Incidents per Service table on the Incidents dashboard to analyze the count of service requests divided by the active and inactive services in your organization, as explained in Incidents per Service Table.

Incidents per Service Table

Location: On the Incidents Dashboard view ( ) at Customer Level. For information on how to access the Incidents Dashboard view, see Accessing the Incidents Dashboard.

The Incidents per Service table shows the count of service requests divided by the active and inactive services in your organization, as follows:

- Severity1: Shows the count of open Severity 1 service requests per service, for both the active and inactive services in your organization.
- Open: Shows the count of open service requests requiring action by either Oracle or the customer, for both the active and inactive services in your organization.

- Not Updated Over 30 Days: Shows the count of open service requests for which no updates have been made in the last 30 days, for both the active and inactive services in your organization.
- Customer Review: Shows the count of open service requests with the *Customer Working* substatus that can be performed immediately by the customer, for both the active and inactive services in your organization.

By default, this report shows data as of the current day, allowing you to quickly establish whether there are any outstanding service requests that have already been logged with Oracle and that may be contributing to a degradation in the performance of any of your services. Active services for which there are no service requests are also included in this table. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

Click an active service to open the Incidents menu at Service Level. For more information about accessing the Incidents menu at Service Level, see Accessing the Incidents Dashboard at Service Level.

Analyzing Service Request Count by Severity

This section describes how to use the Severity 1 widget on the Incidents dashboard to analyze the service request count by severity, as explained in Severity 1 Widget.

Severity 1 Widget

Location: On the Incidents Dashboard view ( ) at Customer and Service Level. For information on how to access the Incidents Dashboard view, see Accessing the Incidents Dashboard.

The Severity 1 widget provides an overview of the number of open Severity 1 service requests. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

If there is at least one open Severity 1 service request, you can click anywhere inside the widget to open the Severity 1 table, displaying the service requests that are currently set to *Open* and are classified as *Severity 1*. Each record in the table shows detailed information for the corresponding service request, as explained in Using the KPI Widget Table View.

Analyzing Service Request Count by Status

This section describes how to use the widgets and charts on the Incidents dashboard to analyze the service request count by status, as explained in the following sections:

- Open Widget
- Not Updated over 30 Days Widget
- Customer Review Widget
- Created: By Requester Chart
- Created: By Environment Chart
- Created: By Service Chart
- Created: By SR Product Chart
- Created: By Severity Chart
- Top 5 Long Running Product Support Incidents

- Top 5 Long Running Managed Cloud Incidents
- Closed: By Requester Chart
- Closed: By Environment Chart
- Closed: By Service Chart
- Closed: By SR Product Chart
- Closed: By Severity Chart

Open Widget

Location: On the Incidents Dashboard view ( ) at Customer and Service Level. For information on how to access the Incidents Dashboard view, see Accessing the Incidents Dashboard.

The Open widget shows the count of open service requests for both your organization's production and nonproduction environments, requiring action by either Oracle or the customer, as explained below:

- Open service requests with the following substatus require action by the customer:
  - Automation Awaiting Customer
  - Customer Working
  - Solution Offered
- Open service requests with the following substatus require action by Oracle:
  - Auto-Close
  - Awaiting Internal Response
  - Close Initiated
  - Close Requested
  - Development Working
  - In Automation
  - New
  - Operations Working
  - Review Defect
  - Review Task
  - Review Update
  - Work in Progress

This widget provides insight into the breakdown of responsibilities, allowing you to identify the owner of specific actions required for the open service requests. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

If there is at least one open service request requiring action by either you or Oracle, you can click anywhere inside the widget to open the Open Incidents table, displaying the number of service requests split by specific SR substatuses. Each record in the table shows the following information for the corresponding service request:

- Sub Status: Indicates where the service request resides in the lifecycle. Examples include *New*, *Customer Working*, *Auto-Close*.

- Customer: Specifies the number of service requests with the corresponding substatus, requiring action by the customer.
- Oracle: Specifies the number of service requests with the corresponding substatus, requiring action by Oracle.
- Total: Specifies the total number of service requests with the corresponding substatus.

Not Updated over 30 Days Widget

Location: On the Incidents Dashboard view ( ) at Customer and Service Level. For information on how to access the Incidents Dashboard view, see Accessing the Incidents Dashboard.

The Not Updated over 30 Days widget shows the count of open service requests for both your organization's production and nonproduction environments, for which no updates have been made in the last 30 days. This widget offers you the opportunity to review the outstanding items, and either close them or schedule them for implementation. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

If there is at least one service request open in the last 30 days, you can click anywhere inside the widget to open the Not Updated Over 30 Days table, displaying the service requests open in the last 30 days. Each record in the table shows detailed information for the corresponding service request, as explained in Using the KPI Widget Table View.

Customer Review Widget

Location: On the Incidents Dashboard view ( ) at Customer and Service Level. For information on how to access the Incidents Dashboard view, see Accessing the Incidents Dashboard.

The Customer Review widget shows the count of open service requests with the *Customer Working* substatus that can be performed immediately by the customer. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

If there is at least one open service request with the substatus above, you can click anywhere inside the widget to open the Customer Review table, displaying the open service requests with the *Customer Working* substatus. Each record in the table shows detailed information for the corresponding service request, as explained in Using the KPI Widget Table View.

Created: By Requester Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: By Requester, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created: By Requester chart provides an overview of the number of service requests divided by the owner of the service request - either Oracle or the customer - which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of service requests that have been created over the specified time interval, divided by the owner of the service request.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By Requester table view in expanded mode.

Table View: The table view lists detailed records for the service requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: By Environment Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. The Created: By Environment chart is displayed by default. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created: By Environment chart provides an overview of the number of service requests divided by environment, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight environments, only environments that count 80% of the number of service requests are displayed individually, while the rest of the environments are grouped as Other.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the distribution of the service requests that have been created over the specified time interval between your organization's environments.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By Environment table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: By Service Chart

Location: On the Incidents Chart view ( ) at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: By

Service, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created: By Service chart provides an overview of the number of service requests divided by service, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight services, only services that count 80% of the number of service requests are displayed individually, while the rest of the services are grouped as Others.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the distribution of the service requests that have been created over the specified time interval between your organization's services.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By Service table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: By SR Product Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: By SR Product, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created: By SR Product report provides an overview of the number of service requests divided by the SR product, as defined in My Oracle Support, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight products, only SR products that count 80% of the number of service requests are displayed individually, while the rest of the products are grouped as Others.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of open service requests that have been created over the specified time interval, divided by the SR product.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By SR Product table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: By Severity Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: By Severity, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created: By Severity report provides an overview of the number of service requests divided by severity, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of service requests that have been created over the specified time interval, divided by severity, as defined in My Oracle Support:

- 1-Critical
- 2-Significant
- 3-Standard
- 4-Minimal

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By Severity table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Top 5 Long Running Product Support Incidents

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Top 5 Long Running Product Support Incidents, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Top 5 Long Running Product Support Incidents table shows details about the 5 Product Support service requests that have been opened for the longest time period, as follows:

- Product Name: Indicates the product the service request is associated with in My Oracle Support.
- Component Name: Indicates the component type.
- Category: Indicates the service request subcomponent category.
- SR ID: Specifies the SR identifier from My Oracle Support.
- Aging (Days): Shows the number of days between the creation date of the service request, which is prior to the end date specified in the page or widget time selector, and the said date.

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Top 5 Long Running Managed Cloud Incidents

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Top 5 Long Running Managed Cloud Incidents, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Top 5 Long Running Managed Cloud Incidents table shows details about the 5 Managed Cloud service requests that have been opened for the longest time period, as follows:

- Product Name: Indicates the product the service request is associated with in My Oracle Support.
- Component Name: Indicates the component type.
- Category: Indicates the service request subcomponent category.
- SR ID: Specifies the SR identifier from My Oracle Support.
- Aging (Days): Shows the number of days between the creation date of the service request, which is prior to the end date specified in the page or widget time selector, and the said date.

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Closed: By Requester Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Closed section, select

Closed: By Requester, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Closed: By Requester chart provides an overview of the number of service requests divided by the owner of the service request - either Oracle or the customer - which have been closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of service requests that have been closed over the specified time interval, divided by the owner of the service request.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Closed: By Requester table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been closed over the specified time interval, as explained in Using the Chart Table View.

Closed: By Environment Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Closed section, select Closed: By Environment, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Closed: By Environment chart provides an overview of the number of service requests divided by environment, which have been closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight environments, only environments that count 80% of the number of service requests are displayed individually, while the rest of the environments are grouped as Others.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the distribution of the service requests that have been closed over the specified time interval between your organization's environments.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Closed: By Environment table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been closed over the specified time interval, as explained in Using the Chart Table View.

Closed: By Service Chart

Location: On the Incidents Chart view ( ) at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Closed section, select Closed: By Service, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Closed: By Service chart provides an overview of the number of service requests divided by service, which have been closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight services, only services that count 80% of the number of service requests are displayed individually, while the rest of the services are grouped as Others.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the distribution of the service requests that have been closed over the specified time interval between your organization's services.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Closed: By Service table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been closed over the specified time interval, as explained in Using the Chart Table View.

Closed: By SR Product Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Closed section, select Closed: By SR Product, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Closed: By SR Product chart provides an overview of the number of service requests divided by the SR product, as defined in My Oracle Support, which have been closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight products, only SR products that count 80% of the number of service requests are displayed individually, while the rest of the products are grouped as Others.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of service requests that have been closed over the specified period, divided by the SR product.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Closed: By SR Product table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been closed over the specified time interval, as explained in Using the Chart Table View.

Closed: By Severity Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Closed section, select Closed: By Severity, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Closed: By Severity report provides an overview of the number of service requests divided by severity, which have been closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of service requests that have been closed over the specified time interval, divided by severity, as defined in My Oracle Support:

- 1-Critical
- 2-Significant
- 3-Standard
- 4-Minimal

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Closed: By Severity table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been closed over the specified time

interval, as explained in Using the Chart Table View.

Viewing Service Request Details

Location: On the Incidents List view (☰) at Customer and Service Level. For information on how to access the Incidents List view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard. Reports with closed service requests are available for individual environments, as explained in Accessing Service Request Information for Environments. Service request details can be accessed by clicking any record in the table view of widgets on the Incidents Dashboard view.

By default, the Incidents List view provides data for the current month, allowing you to determine whether any service requests were in progress at the time when a degradation in the performance of your transactions occurred. To see data for a different period of time, use the page time selector in the upper right corner, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type. Each record in the table on the Incidents List view displays the following information:

- The service request description, including:
  - SR Number: Specifies the service request number listed in My Oracle Support.
  - Summary: Provides a very brief description of the service request entered in My Oracle Support.
- The severity level: 1-Critical, 2-Significant, 3-Standard, and 4-Minimal.
- The environment the service request is associated with
- The service request status and substatus
- The product version the service request is associated with
- The date and time when the service request was created
- The date and time when the service request was last updated

To see the full service request summary, click any row in the table, which will open the SR Detail page on the My Oracle Support portal.

Analyzing Service Request Trends

This section describes how to use the charts on the Incidents dashboard to analyze service request trends, as explained in the following sections:

- Created vs. Closed Incidents Chart
- Created vs. Closed Trend Chart
- Prod vs. Non Prod Trend Chart
- Created vs Closed Product Support Trend Chart
- Created vs Closed CEMLI Trend Chart
- Created vs Closed Managed Cloud Trend Chart
- Created vs Closed Functional Service Desk Trend Chart
- Created Product Support by Severity Trend

- Created Managed Cloud by Severity Trend

Created vs. Closed Incidents Chart

Location: On the Incidents Dashboard view ( ) at Customer and Service Level. For information on how to access the Incidents Dashboard view, see Accessing the Incidents Dashboard.

The Created vs. Closed Incidents chart provides an overview of the number of service requests that have been created or closed in the last 30 days. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows a breakdown of service requests that have been created or closed in the last 30 days. Click the legend items to control the information subject to the report.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created vs. Closed Incidents table view in expanded mode.

Table View: The table view lists detailed records for all service requests, open and closed, for all your organization's services, as explained in Using the Chart Table View.

Created vs. Closed Trend Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. The Created vs. Closed Trend chart is displayed by default. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created vs. Closed Trend chart shows the trend in the number of service requests created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows a breakdown of the service requests created or closed over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created vs. Closed Trend table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Prod vs. Non Prod Trend Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Prod vs. Non Prod Trend, then click **Apply**. For information on how to access the

Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Prod vs. Non Prod Trend chart shows the trend in the number of service requests that have been created over the specified time interval for both your organization's production and nonproduction environments:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

The environment filter does not apply to this report.

Chart View: The chart view shows the distribution of the service requests that have been created over the specified time interval between your organization's production and nonproduction environments.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Prod vs. Non Prod Trend table view in expanded mode.

Table View: The table view lists detailed records for all the service requests associated with your organization's services, over the specified time interval, as explained in Using the Chart Table View.

Created vs Closed Product Support Trend Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Created vs Closed Product Support Trend, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created vs Closed Product Support Trend chart shows the trend in the number of Product Support service requests, which have been created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows a breakdown of the Product Support service requests created or closed over the specified time interval, and the average time required for resolution for all the Product Support service requests that have been closed in each month over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created vs Closed Product Support Trend table view in expanded mode.

Table View: The table view lists detailed records for all the Product Support service requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Created vs Closed CEMLI Trend Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Created vs Closed CEMLI Trend, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created vs Closed CEMLI Trend chart shows the trend in the number of service requests belonging to the Oracle Managed Cloud product family in My Oracle Support, defined for a component containing *CEMLI*, which have been created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows a breakdown of the CEMLI service requests created or closed over the specified time interval, and the average time required for resolution for all the CEMLI service requests that have been closed in each month over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created vs Closed CEMLI Trend table view in expanded mode.

Table View: The table view lists detailed records for all the CEMLI service requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Created vs Closed Managed Cloud Trend Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Created vs Closed Managed Cloud Trend, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created vs Closed Managed Cloud Trend chart shows the trend in the number of Managed Cloud service requests belonging to the Oracle Managed Cloud product family in My Oracle Support, with the exception of service requests created for CEMLI, Functional Service Desk and SaaS Operations components, which have been created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows a breakdown of the Managed Cloud service requests created or closed over the specified time interval, and the average time required for resolution for all the Managed Cloud service requests that have been closed in each month over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created vs Closed Managed Cloud Trend table view in expanded mode.

Table View: The table view lists detailed records for all the Managed Cloud service requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Created vs Closed Functional Service Desk Trend Chart

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Created vs Closed Functional Service Desk Trend, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created vs Closed Functional Service Desk Trend chart shows the trend in the number of service requests created for the Oracle Functional Service Desk product description in My Oracle Support, which have been created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows a breakdown of the Functional Service Desk service requests created or closed over the specified time interval, and the average time required for resolution for all the Functional Service Desk service requests that have been closed in each month over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created vs Closed Functional Service Desk Trend table view in expanded mode.

Table View: The table view lists detailed records for all the Functional Service Desk service requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Created Product Support by Severity Trend

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Created Product Support by Severity Trend, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created Product Support by Severity Trend chart shows the trend in the number of service requests for the Product Support category, grouped by severity, which have been created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of Product Support service requests that have been created over the specified time interval, divided by severity, as defined in My Oracle Support:

- 1-Critical
- 2-Significant
- 3-Standard
- 4-Minimal

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created Product Support by Severity Trend table view in expanded mode.

Table View: The table view lists detailed records for all the Product Support service requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Created Managed Cloud by Severity Trend

Location: On the Incidents Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Created vs Closed Functional Service Desk Trend, then click **Apply**. For information on how to access the Incidents Chart view, see Accessing the Incidents Dashboard and Navigating the Incidents Dashboard.

The Created Managed Cloud by Severity Trend chart shows the trend in the number of service requests for the Managed Cloud category, grouped by severity, which have been created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the

widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of Managed Cloud service requests that have been created over the specified time interval, divided by severity, as defined in My Oracle Support:

- 1-Critical
- 2-Significant
- 3-Standard
- 4-Minimal

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created vs Closed Functional Service Desk Trend table view in expanded mode.

Table View: The table view lists detailed records for all the Functional Service Desk service requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Filtering Records

Oracle Pulse incorporates filters to allow you to easily identify the service requests of your interest, as explained in the following sections:

- Filtering Records by Environment Type
- Filtering Records by Service Request Status

The selected filter is automatically remembered across the Incidents menu, at all levels of information, as shown in the Configuration menu. However, if you select an individual environment in the List view and then move to another view, the filter returns to the default selection (All Environments).

Filtering Records by Environment Type

To see only the service requests related to either production or non-production environments, use the environment filter on the Dashboard, List and Chart views at Customer and Service Level to select the type of environments for which you want to generate your reports, as follows:

- All Environments: At Customer Level, use this option to see the open service requests for all the environments across all your services. At Service Level, use this option to see the open service requests for all the environments associated with the selected service. This is the default selection.
- Production Environment(s): Use this option to see only the open service requests related to production environments.
- Non-Production Environment(s): Use this option to see only the open service requests related to non-production environments.
- Individual Environment: Use this option to see both the open and closed service requests related to one of the active environments associated with the selected service. This option is available only on the List view at Service Level.

Filtering Records by Service Request Status

At Service Level, use the Individual Environment option in the environment filter on the List view to display only the relevant service requests associated with your selected environment. Available options include:

- Status
  - Open
  - Closed

Searching for Records

Use the search box at the top of the Incidents List view at Customer and Service Level to search the records of interest. Available search criteria include:

- locator number
- summary

Viewing Data for a Group of Services

Oracle Pulse lets you create groups of services for which to generate your reports. To do this:

1. Click the Configuration icon ( ) in the upper right corner of the page.

   The Configuration page opens.

2. Select the check boxes corresponding to the services you want to include in your service group. A minimum of 2 services is required.

3. Click **Apply** to save your changes and create your service group. The data on the Incidents dashboard is refreshed to show data for the services you have selected, and the Service Group icon () is displayed in the upper part of the dashboard.

For more information about the My Services feature, see the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse".

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Using the Change Management Reports

Use the Changes menu in the navigation menu to see reports of change requests across all services and environments for all your services, as explained in the following sections:

- Change Management - General Aspects
- Accessing the Changes Dashboard
- Navigating the Changes Dashboard
- Analyzing Change Request Count
- Viewing Change Request Details
- Analyzing Change Request Trends
- Filtering Records
- Searching for Records
- Viewing Data for a Group of Services

Change Management - General Aspects

The Changes menu ( ) provides information about the count of change requests associated with your services and environments, and the trends in the number of such change requests.

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 display all open change requests, as well as change requests in a particular month or period across the previous year, see the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

> **Note:** Only valid timeframes can be selected, where the end date is higher than the start date.

You can click the widgets and charts on the Changes Dashboard and Chart views to open detailed table views, as explained in Using the KPI Widget Table View and Using the Chart Table View. Then use the table views to:

- open the View RFC page on the My Oracle Support portal. To do this, click any row in the table.

Note: This option is available only for the widget table view.

- sort records, as explained in the Sorting Records section in Chapter 3, "Working with Oracle Pulse".
- export data, as explained in the Exporting Data section in Chapter 3, "Working with Oracle Pulse".

Use the various filters included with Oracle Pulse to easily identify the change requests of interest, as explained in Filtering Records, or search for specific change requests, as explained in Searching for Records.

Using the KPI Widget Table View

If there is at least one open change request associated with your organization's production and nonproduction environments, you can click anywhere the widget to open the corresponding table. Each record in the table shows the following information for the corresponding change request:

- RFC ID: Specifies the RFC identifier from My Oracle Support.
- Environment: Indicates the environment the change request is associated with.
- Subject: Provides a short description of the change request, as entered in My Oracle Support.
- Type: Specifies the type the change request is associated with in My Oracle Support.
- Sub Status: Indicates where the change request resides in the lifecycle. Examples include *New*, *Customer Working*, *Awaiting Customer*.
- Create Date (UTC): Specifies the date when the change request was created.
- Update Date (UTC): Specifies the date when the change request was updated.
- Duration (Min): Indicates for how long your Oracle services were impacted by the change request.

Using the Chart Table View

Click the Open Table View icon ( ) in the lower right corner of a chart to open the table view in expanded mode. The table view lists detailed records for the open change requests associated with your organization's services:

- RFC ID: Specifies the RFC identifier from My Oracle Support.
- Service Name: Indicates the service the change request is associated with.
- Service Description: Indicates the friendly name of the service.
- Environment: Indicates the environment the change request is associated with.
- Contact Email: Specifies the email address of the contact person for the change request.
- Severity: Specifies the impact that the change request has on your organization's services.
- Status: Indicates whether the change request is open or closed.
- Sub Status: Indicates where the change request resides in the lifecycle. Examples include *New*, *Customer Working*, *Awaiting Customer*.

- Subject: Provides a short description of the change request, as entered in My Oracle Support.
- Type: Specifies the type the change request is associated with in My Oracle Support.
- Create Date (UTC): Specifies the date when the change request was created.
- Planned Start Date (UTC): Indicates the date when the change request is scheduled to begin.
- Planned End Date (UTC): Indicates the date when the change request is scheduled to complete.
- Update Date (UTC): Specifies the date when the change request was updated.

Accessing the Changes Dashboard

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

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

Accessing 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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Click Changes in the navigation menu.

   The Changes Dashboard page opens.

Accessing 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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   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.

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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Follow the steps in Accessing 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.

Navigating the Changes Dashboard

The Changes menu provides information about all the change requests created for your organization's production and nonproduction environments. Click the icons in the upper left corner to access the tabs in the Changes menu:

- Click to access the Changes Dashboard view.
- Click to access the Changes List view.
- Click to access the Changes Chart view.

Analyzing Change Request Count

This section describes how to use the widgets, charts, and tables on the Changes dashboard to analyze the change request count, as explained in the following sections:

- Analyzing Change Request Count by Environment
- Analyzing Change Request Count by Environment Type
- Analyzing Change Request Count by RFC Type
- Analyzing Change Request Count by Service
- Analyzing Change Request Count by Status

Analyzing Change Request Count by Environment

This section describes how to use the Changes per Environment table on the Changes dashboard to analyze the change request count by the active and inactive environments associated with your services, as explained in Changes per Environment Table.

Changes per Environment Table

Location: On the Changes Dashboard view ( ) at Service Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Changes per Environment table shows the count of change requests divided by the active and inactive environments associated with the selected service, as follows:

- Open: Shows the count of open change requests requiring action by either Oracle or the customer.
- Not Updated Over 30 Days: Shows the count of open change requests for the production and nonproduction environments associated with the selected service, for which no updates have been made in the last 30 days.
- Refreshes Used: Shows the count of change requests with the Refresh type that were used during the current month.
- Backups Used: Shows the count of change requests with the Backup type that were applied during the current month.

By default, this report shows data as of the current day, allowing you to quickly establish whether there are any outstanding change requests that have already been logged with Oracle and that may be contributing to a degradation in the performance of any of your environments. Active services for which there are no change requests are also included in this table. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

Analyzing Change Request Count by Environment Type

This section describes how to use the Prod vs Nonprod widget on the Changes dashboard to analyze the change request count by environment type, as explained in Prod vs Nonprod Widget.

Prod vs Nonprod Widget

Location: On the Changes Dashboard view ( ) at Customer and Service Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Prod vs NonProd widget provides insight into the distribution of the open change requests between your organization's production and nonproduction environments. All change requests that are not associated with a specific environment are considered to be nonproduction change requests.

By default, this report shows data as of the current day. The Production Only filter does not apply to this report.

If there is at least one open change request associated with your organization's production and nonproduction environments, you can click anywhere inside the widget to open the Prod vs Nonprod table, displaying the change requests for both production and nonproduction targets. Each record in the table shows detailed information for the corresponding change request, as explained in Using the KPI Widget Table View.

Analyzing Change Request Count by RFC Type

This section describes how to use the charts and widgets on the Changes dashboard to analyze the change request count by RFC type, as explained in the following sections:

- Backlog by Type Chart
- Monthly Backup Widget
- Monthly Refresh Widget

Backlog by Type Chart

Location: On the Changes Dashboard view ( ) at Customer and Service Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Backlog by Type chart provides an overview of the open change requests, grouped by the My Oracle Support RFC type. By default, this report shows data as of the current day. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows a breakdown of the types of change requests pending for all your organization's services:

- CEMLI
- Bounce
- Patch
- Refresh
- Other

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Backlog by Type table view in expanded mode. Click the legend items to control the information subject to the report.

Table View: The table view lists detailed records for the open change requests associated with your organization's services, as explained in Using the Chart Table View.

Monthly Backup Widget

Location: On the Changes Dashboard view ( ) at Service Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Monthly Backup widget shows the count of change requests with the Backup type in My Oracle Support that were currently applied in current month, as well as data on the count of available change requests with the Backup type.

If there is at least one used backup, you can click anywhere inside the widget to open the Monthly Backup table, displaying the change requests with the Backup type applied during the current month. Each record in the table shows detailed information for the corresponding backup change request, as explained in Using the KPI Widget Table View.

Monthly Refresh Widget

Location: On the Changes Dashboard view ( ) at Service Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Monthly Refresh widget shows the count of change requests with the Refresh type that were used during the current month against the entitlement for the month, allowing you to identify any overages for the refresh entitlement.

If there is at least one used refresh, you can click anywhere inside the widget to open the Monthly Refresh table, displaying the change requests with the Refresh type used during the current month. Each record in the table shows detailed information for the corresponding change request with the Refresh type, as explained in Using the KPI Widget Table View.

Analyzing Change Request Count by Service

This section describes how to use the Changes per Service table on the Changes dashboard to analyze the count of change requests divided by the active and inactive services in your organization, as explained in Changes per Service Table.

Changes per Service Table

Location: On the Changes Dashboard view ( ) at Customer Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Changes per Service table shows the count of open change requests divided by the active and inactive services in your organization, as follows:

- In Progress: Shows the count of open change requests for both your organization's production and nonproduction environments, which are scheduled for work at the current time.
- Open: Shows the count of open change requests for both your organization's production and nonproduction environments, requiring action by either Oracle or the customer.
- Not Updated Over 30 Days: Shows the count of open change requests for both your organization's production and nonproduction environments, for which no updates have been made in the last 30 days.
- Awaiting Customer: Shows the count of open change requests with the Awaiting Customer, Awaiting Customer Approval, Awaiting Customer UAT or Customer Working substatus for both your organization's production and nonproduction environments, which require action from the customer.

By default, this report shows data as of the current day, allowing you to quickly establish whether there are any outstanding change requests that have already been logged with Oracle and that may be contributing to a degradation in the performance of any of your services. Active services for which there are no change requests are also included in this table. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

Click either row to open the Changes menu at Service Level. For more information about accessing the Changes menu at Service Level, see Accessing the Changes Dashboard at Service Level.

Analyzing Change Request Count by Status

This section describes how to use the widgets and charts on the Changes dashboard to analyze the change request count by status, as explained in the following sections:

- In Progress Widget
- Open Widget
- Not Updated over 30 Days Widget
- Awaiting Customer Widget
- Created: By Requester Chart
- Created: By Environment Chart
- Created: By Service Chart
- Created: By RFC Type Chart
- Created: CEMLIs by Environment Chart

- Created: PMPs by Environment Chart
- Created: By Severity Chart
- Created: Backups by Environment Chart
- Created: Refreshes by Environment Chart
- Created: Backups by Service Chart
- Created: Refreshes by Service Chart
- Applied: By Requester Chart
- Applied: By Environment Chart
- Applied: By Service Chart
- Applied: By RFC Type Chart
- Applied: CEMLIs by Environment Chart
- Applied: PMPs by Environment Chart
- Applied: By Severity Chart
- Applied: Backups by Environment Chart
- Applied: Refreshes by Environment Chart
- Applied: Backups by Service Chart
- Applied: Refreshes by Service Chart

In Progress Widget

Location: On the Changes Dashboard view ( ) at Customer Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The In Progress widget shows the count of open change requests for both your organization's production and nonproduction environments, which are scheduled for work at the current time, providing you with insight into the work performed at a particular point in time, and allowing you to ensure the adherence to the approved schedule.

By default, this report shows data as of the current day. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

If there is at least one open change request associated with your organization's production and nonproduction environments that is scheduled for work at the current time, you can click anywhere inside the widget to open the In Progress table, displaying the change requests that are currently in progress. Each record in the table shows detailed information for the corresponding change request, as explained in Using the KPI Widget Table View.

Open Widget

Location: On the Changes Dashboard view ( ) at Customer and Service Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Open widget shows the count of open change requests for both your organization's production and nonproduction environments, requiring action by either Oracle or the customer, as explained below:

- Open change requests with the following substatus require action by the customer:

  - Awaiting Auto-Closure
  - Awaiting Customer
  - Awaiting Customer Approval
  - Awaiting Customer UAT
  - Cancel Confirmed
  - Cancelled
  - Customer Working
  - Ready for Scheduling/Approval
- Open change requests with the following substatus require action by Oracle:
  - 1-Callback
  - 2-Callback
  - Accepted
  - Analysis Pending
  - Approved and Scheduled
  - Assessed
  - Awaiting Internal Response
  - Change In Progress
  - Closed Requested By Customer
  - Draft
  - Execution Aborted
  - Execution Cancelled
  - Execution Completed
  - Execution Failed
  - Execution In Progress
  - Failed
  - New
  - On Hold
  - Pending Buddycheck
  - Pending Healthcheck
  - Ready for Execution
  - Ready for Internal Approval
  - Requested
  - Review Update
  - Sent for Execution
  - Sent for Internal Rescheduling

This widget provides insight into the breakdown of responsibilities, allowing you to identify the owner of specific actions required for the open change requests.

By default, this report shows data as of the current day. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

If there is at least one open change request requiring action by either you or Oracle, you can click anywhere inside the widget to open the Open Changes table, displaying the number of change requests split by specific RFC substatuses. Each record in the table shows the following information for the corresponding change request:

- Sub Status: Indicates where the change request resides in the lifecycle. Examples include *New*, *Customer Working*, *Awaiting Customer*.
- Customer: Specifies the number of change requests with the corresponding substatus, requiring action by the customer.
- Oracle: Specifies the number of change requests with the corresponding substatus, requiring action by Oracle.
- Total: Specifies the total number of change requests with the corresponding substatus.

Not Updated over 30 Days Widget

Location: On the Changes Dashboard view ( ) at Customer and Service Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Not Updated over 30 Days widget shows the count of open change requests for both your organization's production and nonproduction environments, for which no updates have been made in the last 30 days. This widget offers you the opportunity to review the outstanding items, and either close them or schedule them for implementation.

By default, this report shows data as of the current day. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

If there is at least one change request open in the last 30 days, you can click anywhere inside the widget to open the Not Updated Over 30 Days table, displaying the change requests open in the last 30 days. Each record in the table shows detailed information for the corresponding change request, as explained in Using the KPI Widget Table View.

Awaiting Customer Widget

Location: On the Changes Dashboard view ( ) at Customer Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Awaiting Customer widget shows the count of open change requests for both your organization's production and nonproduction environments, which have the following substatus and require action from the customer:

- Awaiting Customer
- Awaiting Customer Approval
- Awaiting Customer UAT
- Customer Working

By default, this report shows data as of the current day. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

If there is at least one open change request with the substatuses above, you can click anywhere inside the widget to open the Awaiting Customer Review table, displaying the change requests requiring action by the customer. Each record in the table shows detailed information for the corresponding change request, as explained in Using the KPI Widget Table View.

Created: By Requester Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. The Created: By Requester chart is displayed by default. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: By Requester report provides an overview of the number of change requests divided by the owner of the change request - either Oracle or the customer - which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests that have been created over the specified time interval, divided by the owner of the change request.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By Requester table view in expanded mode.

Table View: The table view lists detailed records for the change requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: By Environment Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: By Environment, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: By Environment chart provides an overview of the number of change requests divided by environment, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight environments, only environments that count 80% of the number of change requests are displayed individually, while the rest of the environments are grouped as Other.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the distribution of the change requests that have been created over the specified time interval between your organization's environments.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By Environment table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: By Service Chart

Location: On the Changes Chart view ( ) at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: By Service, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: By Service report provides an overview of the number of change requests divided by service, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight services, only services that count 80% of the number of change requests are displayed individually, while the rest of the services are grouped as Other.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the distribution of the change requests that have been created over the specified period between your organization's services.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By Service table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: By RFC Type Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: By RFC Type, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: By RFC Type chart provides an overview of the number of change requests divided by the change request type, as defined in My Oracle Support, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Only change request types that count 80% of the number of change requests are displayed individually, while the rest of the change request types are grouped as Other.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests that have been created over the specified time interval, divided by the change request type.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By RFC Type table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: CEMLIs by Environment Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: CEMLIs by Environment, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: CEMLIs By Environment report provides an overview of the number of change requests with the CEMLI type in My Oracle Support, divided by environment, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of CEMLI change requests, which have been created over the specified time interval, divided by environment.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: CEMLIs By Environment table view in expanded mode.

Table View: The table view lists detailed records for the change requests with the CEMLI type in My Oracle Support, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: PMPs by Environment Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: PMPs by Environment, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: PMPs By Environment report provides an overview of the number of change requests with the Orion RFC type containing PMP, divided by environment, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Orion RFC type containing PMP, which have been created over the specified time interval, divided by environment.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: PMPs By Environment table view in expanded mode.

Table View: The table view lists detailed records for the change requests with the Orion RFC type containing PMP associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: By Severity Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: By Severity, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: By Severity report provides an overview of the number of change requests divided by severity, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests that have been created over the specified time interval, divided by severity, as defined in My Oracle Support:

- 1-Critical
- 2-Significant
- 3-Standard
- 4-Minimal

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: By Severity table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: Backups by Environment Chart

Location: On the Changes Chart view ( ) at Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: Backups by Environment, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: Backups By Environment report provides an overview of the number of change requests with the Backup type in My Oracle Support, divided by environment, which are associated with the selected service and have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month.The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Backup type, divided by environment.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: Backups By Environment table view in expanded mode.

Table View: The table view lists detailed records for the change requests with the Backup type in My Oracle Support, which are associated with the selected service and have been created over the specified time interval, as explained in Using the Chart Table View.

Created: Refreshes by Environment Chart

Location: On the Changes Chart view ( ) at Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: Refreshes by Environment, then click **Apply**. For information on how to access the Changes

Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: Refreshes By Environment report provides an overview of the number of change requests with the Refresh type in My Oracle Support, divided by environment, which are associated with the selected service and have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Refresh type, divided by environment.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: Refreshes By Environment table view in expanded mode.

Table View: The table view lists detailed records for the change requests with the Refresh type in My Oracle Support, which are associated with the selected service and have been created over the specified time interval, as explained in Using the Chart Table View.

Created: Backups by Service Chart

Location: On the Changes Chart view ( ) at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: Backups by Service, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: Backups By Service report provides an overview of the number of change requests with the Backup type in My Oracle Support, divided by service, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Backup type, divided by service.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: Backups By Service table view in expanded mode.

Table View: The table view lists detailed records for the change requests with the Backup type in My Oracle Support, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created: Refreshes by Service Chart

Location: On the Changes Chart view ( ) at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Created section, select Created: Refreshes by Service, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created: Refreshes By Service report provides an overview of the number of change requests with the Refresh type in My Oracle Support, divided by service, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Refresh type, divided by service.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created: Refreshes By Service table view in expanded mode.

Table View: The table view lists detailed records for the change requests with the Refresh type in My Oracle Support, which have been created over the specified time interval, as explained in Using the Chart Table View.

Applied: By Requester Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: By Requester, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: By Requester report provides an overview of the number of change requests divided by the owner of the change request - either Oracle or the customer - which have been applied over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests that have been applied over the specified time interval, divided by the owner of the change request.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: By Requester table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: By Environment Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: By Environment, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: By Environment report provides an overview of the number of change requests divided by environment, which have been applied over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight environments, only environments that count 80% of the number of change requests are displayed individually, while the rest of the environments are grouped as Other.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the distribution of the change requests that have been applied over the specified time interval between your organization's environments.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: By Environment table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: By Service Chart

Location: On the Changes Chart view ( ) at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: By Service, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: By Service report provides an overview of the number of change requests divided by service, which have been applied over the specified time interval:

- the last year

- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

If there are more than eight services, only services that count 80% of the number of change requests are displayed individually, while the rest of the services are grouped as Other.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the distribution of the change requests that have been applied over the specified time interval between your organization's services.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: By Service table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: By RFC Type Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. The Applied: By RFC Type chart is displayed by default. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: By RFC Type report provides an overview of the number of change requests, divided by the change request type, as defined in My Oracle Support, which have been applied over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Only change request types that count 80% of the number of change requests are displayed individually, while the rest of the change request types are grouped as Other.

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests that have been applied over the specified period, divided by the change request type.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: By RFC Type table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: CEMLIs by Environment Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: CEMLI s by Environment, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: CEMLIs By Environment report provides an overview of the number of change requests with the CEMLI type in My Oracle Support, divided by environment, which have been applied over the specified time interval:

- the last year
- any of the last four months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of CEMLI change requests, which have been applied over the specified time interval, divided by environment.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: CEMLIs By Environment table view in expanded mode.

Table View: The table view lists detailed records for the change requests with the CEMLI type in My Oracle Support, which have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: PMPs by Environment Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: PMPs by Environment, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: PMPs By Environment report provides an overview of the number of change requests with the Orion RFC type containing PMP, divided by environment, which have been applied over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Orion RFC type containing PMP, which have been applied over the specified time interval, divided by environment.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: PMPs By Environment table view in expanded mode.

Table View: The table view lists detailed records for all the change requests with the Orion RFC type containing PMP associated with your organization's services, which have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: By Severity Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: By Severity, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: By Severity report provides an overview of the number of change requests divided by severity, which have been applied over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests that have been applied over the specified time interval, divided by severity, as defined in My Oracle Support:

- 1-Critical
- 2-Significant
- 3-Standard
- 4-Minimal

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: By Severity table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: Backups by Environment Chart

Location: On the Changes Chart view ( ) at Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: Backups by Environment, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: Backups By Environment report provides an overview of the number of change requests with the Backup type in My Oracle Support, divided by environment, which are associated with the selected service and have been applied over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Backup type in My Oracle Support, divided by environment.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: Backups By Environment table view in expanded mode.

Table View: The table view lists detailed records for all the change requests with the Backup type in My Oracle Support, which are associated with the selected service and have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: Refreshes by Environment Chart

Location: On the Changes Chart view ( ) at Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: Refreshes by Environment, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: Refreshes By Environment report provides an overview of the number of change requests with the Refresh type in My Oracle Support, divided by environment, which are associated with the selected service and have been applied over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Refresh type in My Oracle Support, divided by environment.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: Refreshes By Environment table view in expanded mode.

Table View: The table view lists detailed records for all the change requests with the Refresh type in My Oracle Support, which are associated with the selected service and

have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: Backups by Service Chart

Location: On the Changes Chart view ( ) at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: Backups by Service, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: Backups By Service report provides an overview of the number of change requests with the Backup type in My Oracle Support, divided by service, which have been applied over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Backup type in My Oracle Support, divided by service.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: Backups By Service table view in expanded mode.

Table View: The table view lists detailed records for all the change requests with the Backup type in My Oracle Support, which have been applied over the specified time interval, as explained in Using the Chart Table View.

Applied: Refreshes by Service Chart

Location: On the Changes Chart view ( ) at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Applied section, select Applied: Refreshes by Service, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Applied: Refreshes By Service report provides an overview of the number of change requests with the Refresh type in My Oracle Support, divided by service, which have been applied over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests with the Refresh type in My Oracle Support, divided by service.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Applied: Refreshes By Service table view in expanded mode.

Table View: The table view lists detailed records for all the change requests with the Refresh type in My Oracle Support, which have been applied over the specified time interval, as explained in Using the Chart Table View.

Viewing Change Request Details

Location: On the Changes List view ( ) at Customer and Service Level. For information on how to access the Changes List view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard. Reports with closed change requests are available for individual environments, as explained in Accessing Change Request Information for Environments. Change request details can be accessed by clicking any record in the table view of widgets on the Changes Dashboard view or by clicking the corresponding color-coded event in either the Calendar Monthly View or List View tabs.

By default, the Changes List view provides data for the current month, allowing you to determine whether any change requests were in progress at the time when a degradation in the performance of your transactions occurred. To see data for a different period of time, use the page time selector in the upper right corner, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type. Each record in the table on the Changes List view displays the following information:

- The change request description, including:
  - RFC Number: Specifies the change request number listed in My Oracle Support.
  - Summary: Provides a very brief description of the change request entered in My Oracle Support.
- The change request status and substatus
- The environment the change request is associated with
- The start and end date and time the change request is scheduled for
- The duration
- The date and time when the change request was created
- The date and time when the change request was last updated
- The severity level: 1-Critical, 2-Significant, 3-Standard, and 4-Minimal

To see the full change request summary, click any row in the table, which will open the View RFC page on the My Oracle Support portal.

Analyzing Change Request Trends

This section describes how to use the charts on the Changes dashboard to analyze the change request trends, as explained in the following sections:

- Change Request Activity Chart

- Changes by Severity Chart
- Created vs. Closed Trend Chart
- Prod vs. Non Prod Trend Chart
- Refreshes: Created vs. Applied Trend Chart
- Backups: Created vs. Applied Trend Chart
- Created by Severity Trend Chart
- Created by RFC Type Trend Chart
- Created by Service Trend Chart
- Refresh Entitlement Chart
- Change Request Activity Trend Chart

Change Request Activity Chart

Location: On the Changes Dashboard view ( ) at Customer Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Change Request Activity chart shows the trend in the number of change requests that have been created or closed on a date in the last 30 days or which are scheduled on a date in the last 30 days. The information is displayed for each week, with a maximum of 4 or 5 weeks displayed on the chart. For example, if you choose to see the open change request count on February 10, the chart shows information for the last two weeks in the month of January and the first two weeks in the month of February.

Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows a breakdown of change requests that have been created or closed on a date in the last 30 days or which are scheduled on a date in the last 30 days. Click the legend items to control the information subject to the report.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Change Request Activity table view in expanded mode.

Table View: The table view lists detailed records for the change requests that have been created or closed on a date in the last 30 days or which are scheduled on a date in the last 30 days, as explained in Using the Chart Table View.

Changes by Severity Chart

Location: On the Changes Dashboard view ( ) at Service Level. For information on how to access the Changes Dashboard view, see Accessing the Changes Dashboard.

The Changes by Severity report shows the trend in the severity of the change requests for the selected service, created over the specified time interval.

By default, this report shows data as of the current day. Select the Production Only check box to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the open change requests, divided by severity, as defined in My Oracle Support:

- 1-Critical
- 2-Significant

- 3-Standard
- 4-Minimal

  Click the legend items to control the information subject to the report.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Changes by Severity table view in expanded mode.

Table View: The table view lists detailed records for the change requests for the selected service, created over the specified time interval, as explained in Using the Chart Table View.

Created vs. Closed Trend Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. The Created vs. Closed Trend chart is displayed by default. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created vs. Closed Trend chart shows the trend in the number of change requests created or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three omplete months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows a breakdown of the change requests created or closed over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created vs. Closed Trend table view in expanded mode.

Table View: The table view lists detailed records for the change requests associated with your organization's services, which have been created or closed over the specified time interval, as explained in Using the Chart Table View.

Prod vs. Non Prod Trend Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Prod vs. Non Prod Trend, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Prod vs. Non Prod Trend chart shows the trend in the number of change requests that have been created over the specified time interval for both your organization's production and nonproduction environments:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

The environment filter does not apply to this report.

Chart View: The chart view shows the distribution of the change requests that have been created over the specified time interval between your organization's production and nonproduction environments.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Prod vs. Non Prod Trend table view in expanded mode.

Table View: The table view lists detailed records for the change requests that have been created over the specified time interval for both your organization's production and nonproduction environments, as explained in Using the Chart Table View.

Refreshes: Created vs. Applied Trend Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Refreshes: Created vs. Applied Trend, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Refreshes: Created vs. Applied Trend report shows the trend in the number of change requests with the Refresh type in My Oracle Support, which have been created or scheduled over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the trend in the number of change requests with the Refresh type that have been created or scheduled over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Refreshes: Created vs. Applied Trend table view in expanded mode.

Table View: The table view lists detailed records for the change requests with the Refresh type in My Oracle Support, which have been created or scheduled over the specified time interval, as explained in Using the Chart Table View.

Backups: Created vs. Applied Trend Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Backups: Created vs. Applied Trend, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Backups: Created vs. Applied Trend report shows the trend in the number of change requests with the Backup type in My Oracle Support, which have been created or scheduled over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the trend in the number of change requests with the Backup type that have been created or scheduled over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Backups: Created vs. Applied Trend table view in expanded mode.

Table View: The table view lists detailed records for the change requests with the Backup type in My Oracle Support, which have been created or scheduled over the specified time interval, as explained in Using the Chart Table View.

Created by Severity Trend Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Created by Severity Trend, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created by Severity Trend report shows the trend in the number of change requests divided by severity, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view provides an overview of the number of change requests that have been created over the specified time interval, divided by severity, as defined in My Oracle Support:

- 1-Critical
- 2-Significant
- 3-Standard
- 4-Minimal

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created by Severity Trend table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created by RFC Type Trend Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Created by RFC Type Trend, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created by RFC Type Trend report shows the trend in the number of change requests divided by the change request type, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the number of change requests divided by the change request type, which have been created over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created by RFC Type Trend table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been created over the specified time interval, as explained in Using the Chart Table View.

Created by Service Trend Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Created by Service Trend, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Created by Service Trend report shows the trend in the number of change requests divided by service, which have been created over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the number of change requests divided by service, which have been created over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Created by Service Trend table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, as explained in Using the Chart Table View.

Refresh Entitlement Chart

Location: On the Changes Chart view ( ) at Customer Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Refresh Entitlement, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Refresh Entitlement report shows the available and used refreshes for each of your services, over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the table, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

The View menu allows you the switch between the two tables included in this report:

- the Summary table, which is displayed by default, provides an overview of the refreshes available and used for each active service over the selected time period. Each record in the table shows the following information for the corresponding service:
  - Month: Specifies the month subject to the report.
  - Services: Specifies the service subject to the report.
  - Entitlement: Specifies the number of refreshes you are entitled to for the specified service and month.
  - Total Used: Specifies the total number of refreshes used for a service during the specified month.
- the Details table shows all the change requests with the Refresh type that have been used, as explained in Using the Chart Table View.

Change Request Activity Trend Chart

Location: On the Changes Chart view ( ) at Customer and Service Level. Click the Personalize charts icon ( ) to open the Personalize list. In the Trend section, select Change Request Activity Trend, then click **Apply**. For information on how to access the Changes Chart view, see Accessing the Changes Dashboard and Navigating the Changes Dashboard.

The Change Request Activity Trend report shows the trend in the number of change requests that have been created, applied or closed over the specified time interval:

- the last year
- any of the last 12 months

By default, this report shows data for three months prior to the current month. The reporting period can be changed from both the chart and the table view. To define a custom reporting period, click the page time selector in the upper right corner or the widget time selector above the chart, as explained in the Generating Reports for Different Time Periods section in Chapter 3, "Working with Oracle Pulse".

Use the environment filter to further customize your data, as explained in Filtering Records by Environment Type.

Chart View: The chart view shows the number of change requests that have been created, applied or closed over the specified time interval.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the Change Request Activity Trend table view in expanded mode.

Table View: The table view lists detailed records for all the change requests associated with your organization's services, which have been created, applied or closed over the specified time interval, as explained in Using the Chart Table View.

Filtering Records

Oracle Pulse incorporates filters to allow you to easily identify the change requests of your interest, as explained in the following sections:

- Filtering Records by Environment Type
- Filtering Records by Change Request Status

The selected filter is automatically remembered across the Changes menu, at all levels of information. However, if you select an individual environment in the List view and then move to another view, the filter returns to the default selection (All Environments).

Filtering Records by Environment Type

To see only the change requests related to either production or non-production environments, use the environment filter on the Dashboard, List and Chart views at Customer and Service Level to select the type of environments for which you want to generate your reports, as follows:

- All Environments: At Customer Level, use this option to see the open change requests for all the environments across all your services. At Service Level, use this option to see the open change requests for all the environments associated with the selected service. This is the default selection.
- Production Environment(s): Use this option to see only the open change requests related to production environments.
- Non-Production Environment(s): Use this option to see only the open change requests related to non-production environments.
- Individual Environment: Use this option to see both the open and closed change requests related to one of the active environments associated with the selected service, as shown in the Configuration menu. This option is available only on the List view at Service Level.

Filtering Records by Change Request Status

At Service Level, use the Individual Environment option in the environment filter on the List view to display only the relevant change requests associated with your selected environment. Available options include:

- Status
  - Open
  - Closed

Searching for Records

Use the search box at the top of the Changes List view at Customer and Service Level to search the records of interest. Available search criteria include:

- locator number
- summary

Viewing Data for a Group of Services

Oracle Pulse lets you create groups of services for which to generate your reports. To do this:

1. Click the Configuration icon ( ) in the upper right corner of the page.

   The Configuration page opens.

2. Select the check boxes corresponding to the services you want to include in your service group. A minimum of 2 services is required.

3. Click **Apply** to save your changes and create your service group. The data on the Changes dashboard is refreshed to show data for the services you have selected, and the Service Group icon () is displayed in the upper part of the dashboard.

For more information about the My Services feature, see the Working with Service Groups section in Chapter 3, "Working with Oracle Pulse".

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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), as explained in the following sections:

- Service Catalog - General Aspects
- Accessing the Services Menu

Service Catalog - General Aspects

The Services menu presents a common look and feel of the service catalog available for users of either CAP and OASP, as well as the ACS services these users are entitled to. Click any of the views on this page for information about the various service categories on offer.

Click **Learn more** to the right of each service category for a full description of the service category, with information about the scope of the service, your obligations and service assumptions, and the Oracle Managed Cloud policies.

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 the Accessing Oracle Pulse section in Chapter 1, "Introduction".

   The Pulse Dashboard is displayed by default.

2. Click Services in the navigation menu.

   The Solution Support Center page opens.

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Troubleshooting

This chapter focuses on the errors that you may encounter while using Oracle Pulse.

Error Message	Possible Cause	Action
An unexpected error occurred during the login process. Please check back later or contact Oracle Support.	■ There was an issue retrieving your user information.	Contact your Service Delivery Manager or Oracle Support.
ERROR	■ Backend responded with an error page.	Contact your Service Delivery Manager or Oracle Support.
	■ Communication error.	
	■ Error when processing the document.	
	■ Invalid document.	
	■ Invalid request (missing parameter).	
No activity during selected month.	■ There are no activities created that count towards CSU charges.	Contact your Service Delivery Manager or Oracle Support.
No data found.	■ No data for the selected time period.	Contact your Service Delivery Manager or Oracle Support.
	■ No data corresponding to the search or filter criteria.	
	■ No data found in the backend side.	Contact your Service Delivery Manager or Oracle Support.
Oracle Cloud Service Units enable a flexible way to consume optional services for your environment. Please contact your service delivery manager to learn more.	■ No CSU activity has been registered for any of your Oracle Public Cloud services.	Contact your Service Delivery Manager or Oracle Support.
Unable to retrieve requested data.	■ Backend responded with an error page.	Contact your Service Delivery Manager or Oracle Support.
	■ Communication error.	
	■ Error when processing the document.	
	■ Invalid document.	
	■ Invalid request (missing parameter).	