Oracle® Pulse

User's Guide

Release 21.3
F41227-03
August 2021

Oracle Pulse User's Guide, Release 21.3

F41227-03

Copyright © 2021, Oracle and/or its affiliates.

Primary Author: Oracle Corporation

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

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

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

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software" or "commercial computer software documentation" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government’s use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

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

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

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

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

Contents

Preface

Audience xiv
Documentation Accessibility xiv
Conventions xiv

1 Introduction

What's New in This Release 1-1
Requirements 1-1
Supported Web Browser Versions 1-2
Supported Apple iOS Versions 1-2
Accessing Oracle Pulse 1-2
- Accessing Oracle Pulse on Your iPad 1-2
- Accessing Oracle Pulse on Your Mobile Device or Desktop 1-3

2 Key Concepts

Availability Metrics 2-1
Storage Metrics 2-2
Incident Metrics 2-4
Change Metrics 2-5
Self Healing Metrics 2-6
Business Transaction Monitoring Metrics 2-6
Business Insight Metrics 2-10
Host and Database Metrics 2-11

3 Working with Oracle Pulse

Understanding the Pulse Dashboard and Levels of Information 3-1
- Navigating to the Service Level 3-2
- Navigating to Information for Environments 3-2
  - Accessing Availability, Incident Management and Change Management Information for an Environment 3-2

Accessing Storage Information for an Environment 3-3
Accessing BTM Information for an Environment 3-3
Understanding the User Interface 3-3
Oracle Pulse Dashboard Layout 3-3
Navigation Menu 3-4
Controls 3-4
Understanding the Service and Environment Configuration 3-6
Accessing the Configuration Page 3-6
Analyzing Environments 3-7
Environments Widget 3-7
Status Widget 3-7
Disaster Recovery Widget 3-7
Managed Security Service Widget 3-8
Service and Environment Configuration 3-8
Viewing Environment Details 3-9
Working with Service Groups 3-10
Creating a Service Group 3-10
Editing a Service Group 3-11
Removing a Service Group 3-11
Identifying Contacts for Your Organization 3-11
Viewing Notifications 3-12
Generating Reports for Different Time Periods 3-12
Using the Page Time Selector 3-13
Using the Widget Time Selector 3-13
Changing the Timezone of Your Reports 3-14
My Charts and Environments 3-15
My Charts 3-15
My Environments 3-15
Exporting Data 3-16
Sorting Records 3-17

4 Checking the Performance of Your Services

Pulse Dashboard - General Aspects 4-1
Accessing the Pulse Dashboard 4-1
Analyzing Business Insight 4-1
Business Insight Widget 4-2
Analyzing Changes 4-2
Upcoming Changes Widget 4-3
Last 30 Days (Minutes) Widget 4-3
Analyzing Incidents 4-4

Severity 1 Incidents Widget 4-4
Analyzing Services' Stability and Performance 4-5
Analyzing Storage 4-7
Managed Application Cloud Metering Widget 4-7
Storage Usage 4-7
Oracle CPU (OCPU) Usage 4-7
Storage Utilization Widget 4-8
Storage Utilization Widget for Service Groups 4-8
Analyzing Systems' Availability 4-8
Production Availability Widget 4-8
Last 30 Days (Minutes) Widget 4-9
Analyzing Sustained Stress 4-10
Viewing Data for a Group of Services 4-10

5 Using the Calendar Reports

Calendar - General Aspects 5-1
Accessing the Calendar Dashboard 5-2
Navigating the Calendar Dashboard 5-2
Using the Calendar Monthly View 5-2
Using the Calendar List View 5-3
Downloading the Service Plan 5-3
Working with Business Events 5-4
Creating a Business Event 5-5
Viewing a Business Event 5-6
Editing a Business Event 5-7
Deleting a Business Event 5-8
Creating and Scheduling RFCs for CPU Patching Events 5-9
Viewing CPU Events with an Associated RFC 5-9
Filtering Records 5-9
Searching for Records 5-9
Viewing Data for a Group of Services 5-10

6 Using the Cloud Service Units Reports

CSU - General Aspects 6-1
Accessing the CSU Dashboard 6-1
Navigating the CSU Dashboard 6-2
Analyzing Your Account Details 6-2
Balance of Last Statement Widget 6-2
Purchased Widget 6-2

Credits Widget 6-3
Posted Charges Widget 6-3
Pending Charges Widget 6-3
Posted Activities Chart 6-3
Pending Activities Chart 6-4
Starting Balance Widget 6-4
Consumed Widget 6-4
Ending Balance Widget 6-4
Analyzing Consumed Cloud Service Units 6-5
Consumed by Activity Chart 6-5
Consumed by Environment Chart 6-5
Viewing Cloud Service Units Details 6-5
Activities Table 6-5
Viewing CSU Consumption Summary 6-7
Disputing Activities 6-8
Entitlement Table 6-9
Filtering Records 6-10
Analyzing Cloud Service Units Trends 6-10
Projection Chart 6-10

7 Using the Availability Reports

Availability - General Aspects 7-1
Using the KPI Widget Table View 7-2
Using the Chart Table View 7-2
Accessing the Availability Dashboard 7-2
Accessing the Availability Dashboard at Customer Level 7-3
Accessing the Availability Dashboard at Service Level 7-3
Accessing Availability Information for Environments 7-3
Navigating the Availability Dashboard 7-3
Analyzing Service Status 7-4
Production Availability Widget 7-4
Analyzing Availability Event Count 7-4
Unplanned Outages Widget 7-4
Service Interruptions Widget 7-5
Planned Maintenance Widget 7-5
Analyzing Outage Duration 7-5
Availability Metrics Table 7-5
Production Unplanned Outage Minutes Chart 7-6
Production Uptime Chart 7-6
Analyzing Availability Trends 7-7

Production Availability Trend Chart 7-7
Planned Maintenance Trend Chart 7-8
Service Interruption Trend Chart 7-8
All Production Instances Availability Chart 7-9
Viewing Outage Details 7-10
Searching for Records 7-12
Viewing Data for a Group of Services 7-12

8 Using the Storage Reports

Storage Management - General Aspects 8-1
Accessing the Storage Dashboard 8-1
Accessing the Storage Dashboard at Customer Level 8-2
Accessing the Storage Dashboard at Service Level 8-2
Accessing Storage Information for Environments 8-2
Analyzing Storage Usage 8-3
Total Storage: Usage Table 8-3
Storage Usage by Service Chart 8-3
Exadata: Usage Table 8-4
Exalogic: Usage Table 8-4
Storage: Usage Table 8-5
Analyzing Storage Growth 8-6
Total Storage: Growth Chart 8-6
Exadata: Growth Chart 8-7
Exalogic: Growth Chart 8-7
Prod Total Storage: Growth Chart 8-8
Non Prod Total Storage: Growth Chart 8-9
Storage: Growth Chart 8-9
Tablespace Usage: Growth Chart 8-10
Analyzing Storage Projection 8-11
Total Storage: Projection Chart 8-11
Exadata: Projection Chart 8-12
Exalogic: Projection Chart 8-13
Prod Total Storage: Projection Chart 8-13
Non Prod Total Storage: Projection Chart 8-14
Tablespace Usage: Projection Chart 8-15
Additional Storage Reports 8-16
Device Mapping Table 8-16
Assets Table 8-16
Viewing Data for a Group of Services 8-17

9 Using the Business Transaction Monitoring Reports

Transactions - General Aspects 9-1
Accessing the Transactions Dashboard 9-2
Accessing the Transactions Dashboard at Customer Level 9-2
Accessing the Transactions Dashboard at Service Level 9-2
Analyzing the Performance of Business Transaction Monitoring Transactions 9-3
Analyzing Performance for Oracle E-Business Suite Concurrent Managers and Programs 9-3
Analyzing Performance for PeopleSoft Process Schedulers and Jobs 9-5
Analyzing Performance for User Interaction Transactions 9-7
Analyzing Performance for Login Transaction Management Transactions 9-8
Analyzing Performance for SOA Composites 9-9
Analyzing Stability and Performance 9-10
Analyzing Oracle E-Business Suite Metrics 9-11
Analyzing Oracle E-Business Suite Batch Job System Metrics 9-12
Latest Requests 9-12
Historical Requests 9-13
Analyzing Oracle E-Business Suite Batch Job Metrics 9-14
Current View 9-15
Last 24 Hours 9-15
Last 31 Days 9-16
Historical Request 9-17
Analyzing PeopleSoft Metrics 9-19
Analyzing PeopleSoft Batch Job System Metrics 9-19
Current Status 9-19
Process Scheduler 9-21
24HR Summary 9-22
Analyzing PeopleSoft Batch Job Metrics 9-23
Request History 9-23
Error History 9-26
Analyzing SOA Metrics 9-27
Analyzing SOA Environment Metrics 9-27
Composite Status 9-27
Tablespace Usage 9-28
Analyzing SOA Partition Metrics 9-29
Partition Status Table 9-29
Component Performance Summary Last 2 Hours Table 9-30
Component Performance Summary Last 24 Hours Table 9-30
Faulted Components Table 9-31
Long Running Components Table 9-32
Analyzing User Interaction Metrics 9-32

Current View 9-33
Collection Point 9-33
Compare 9-34
Sustained Stress 9-36
Analyzing Login Transaction Management Metrics 9-36
Filtering Records 9-38
Searching for Records 9-39
Viewing Data for a Group of Services 9-39

10 Using the Business Insight Reports

Business Insight - General Aspects 10-1
Accessing the Business Insight Dashboard 10-1
Setting Up a Business Insight Report 10-2
Monitoring Business Insight Metrics 10-2

11 Using the Performance Reports

Performance - General Aspects 11-1
Accessing the Performance Dashboard 11-1
Using Host Metrics 11-2
Using Host Metrics Charts 11-3
Comparing Host Metrics 11-5
Using Database Metrics 11-7
Using Database Metrics Charts 11-8
Viewing Data for a Group of Services 11-9

12 Using the Self Healing Reports

Self Healing - General Aspects 12-1
Using the KPI Widget Table View 12-2
Using the Chart Table View 12-2
Accessing the Self Healing Dashboard 12-2
Navigating the Self Healing Dashboard 12-3
Analyzing Production vs Non Production Corrective Actions 12-3
Actions Widget 12-3
Prod vs Non Prod Chart 12-3
Prod vs Non Prod Chart 12-4
Analyzing Corrective Actions By Trend 12-4
Trend Widget 12-5
Trend Chart 12-5
Analyzing Corrective Actions by Type 12-5

By Type Widget 12-6
By Service Chart 12-6
Actions By Type Chart 12-6
Viewing Corrective Actions Details 12-7
Searching for Records 12-7

13 Using the Incident Management Reports

Incident Management - General Aspects 13-1
Using the KPI Widget Table View 13-2
Using the Chart Table View 13-2
Accessing the Incidents Dashboard 13-3
Accessing the Incidents Dashboard at Customer Level 13-3
Accessing the Incidents Dashboard at Service Level 13-3
Accessing Service Request Information for Environments 13-4
Navigating the Incidents Dashboard 13-4
Analyzing Service Request Count 13-4
Analyzing Service Request Count by Environment 13-4
Incidents per Environment Table 13-5
Analyzing Service Request Count by Environment Type 13-5
Prod vs Nonprod Widget 13-5
Analyzing Service Request Count by Product 13-5
Backlog by Category Chart 13-6
Created Product Support by Category 13-6
Created: Managed Cloud by Category 13-7
Analyzing Service Request Count by Service 13-7
Incidents per Service Table 13-8
Analyzing Service Request Count by Severity 13-8
Severity 1 Widget 13-8
Analyzing Service Request Count by Status 13-9
Open Widget 13-9
Not Updated over 30 Days Widget 13-10
Customer Review Widget 13-10
Created: By Requester Chart 13-11
Created: By Environment Chart 13-11
Created: By Service Chart 13-12
Created: By SR Product Chart 13-13
Created: By Severity Chart 13-13
Top 5 Long Running Product Support Incidents 13-14
Top 5 Long Running Managed Cloud Incidents 13-14
Closed: By Requester Chart 13-15

Closed: By Environment Chart 13-16
Closed: By Service Chart 13-16
Closed: By SR Product Chart 13-17
Closed: By Severity Chart 13-18
Viewing Service Request Details 13-18
Analyzing Service Request Trends 13-19
Created vs. Closed Incidents Chart 13-19
Created vs. Closed Trend Chart 13-20
Prod vs. Non Prod Trend Chart 13-20
Created vs Closed Product Support Trend Chart 13-21
Created vs Closed CEMLI Trend Chart 13-22
Created vs Closed Managed Cloud Trend Chart 13-22
Created vs Closed Functional Service Desk Trend Chart 13-23
Created Product Support by Severity Trend 13-24
Created Managed Cloud by Severity Trend 13-24
Filtering Records 13-25
Filtering Records by Environment Type 13-25
Filtering Records by Service Request Status 13-26
Searching for Records 13-26
Viewing Data for a Group of Services 13-26

14 Using the Change Management Reports

Change Management - General Aspects 14-1
Using the KPI Widget Table View 14-2
Using the Chart Table View 14-2
Accessing the Changes Dashboard 14-3
Accessing the Changes Dashboard at Customer Level 14-3
Accessing the Changes Dashboard at Service Level 14-3
Accessing Change Request Information for Environments 14-4
Navigating the Changes Dashboard 14-4
Analyzing Change Request Count 14-4
Analyzing Change Request Count by Environment 14-4
Changes per Environment Table 14-5
Analyzing Change Request Count by Environment Type 14-5
Prod vs Nonprod Widget 14-5
Analyzing Change Request Count by RFC Type 14-6
Backlog by Type Chart 14-6
Monthly Backup Widget 14-6
Monthly Refresh Widget 14-7
Analyzing Change Request Count by Service 14-7

Changes per Service Table 14-7
Analyzing Change Request Count by Status 14-8
In Progress Widget 14-8
Open Widget 14-9
Not Updated over 30 Days Widget 14-10
Awaiting Customer Widget 14-11
Created: By Requester Chart 14-11
Created: By Environment Chart 14-12
Created: By Service Chart 14-12
Created: By RFC Type Chart 14-13
Created: CEMLIs by Environment Chart 14-14
Created: PMPs by Environment Chart 14-14
Created: By Severity Chart 14-15
Created: Backups by Environment Chart 14-15
Created: Refreshes by Environment Chart 14-16
Created: Backups by Service Chart 14-17
Created: Refreshes by Service Chart 14-17
Applied: By Requester Chart 14-18
Applied: By Environment Chart 14-19
Applied: By Service Chart 14-19
Applied: By RFC Type Chart 14-20
Applied: CEMLIs by Environment Chart 14-20
Applied: PMPs by Environment Chart 14-21
Applied: By Severity Chart 14-22
Applied: Backups by Environment Chart 14-22
Applied: Refreshes by Environment Chart 14-23
Applied: Backups by Service Chart 14-24
Applied: Refreshes by Service Chart 14-24
Viewing Change Request Details 14-25
Analyzing Change Request Trends 14-26
Change Request Activity Chart 14-26
Changes by Severity Chart 14-26
Created vs. Closed Trend Chart 14-27
Prod vs. Non Prod Trend Chart 14-27
Refreshes: Created vs. Applied Trend Chart 14-28
Backups: Created vs. Applied Trend Chart 14-29
Created by Severity Trend Chart 14-29
Created by RFC Type Trend Chart 14-30
Created by Service Trend Chart 14-31
Change Request Activity Trend Chart 14-31
Filtering Records 14-32

Filtering Records by Environment Type 14-32
Filtering Records by Change Request Status 14-32
Searching for Records 14-33
Viewing Data for a Group of Services 14-33

15 Using the Management Accounts

Requesting or Viewing Access for Linux Account 15-1
Requesting or Viewing Access for Windows Account 15-2
Resetting Password for Linux and Windows 15-2
Refreshing Policies 15-3

16 Managing Users in Pulse

Creating Initial Admin Users 16-1
Accessing the Users Menu 16-2
Searching Users 16-2
Adding a New User 16-2
Editing an Existing User 16-6
Deleting an Existing User 16-9
Assigning Roles to Users in Bulk 16-10
Removing Users in Bulk 16-12
Syncing with MOS 16-13
Working with the Host Report 16-13

17 Troubleshooting

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 enables you to truly take the 'Pulse' of your business, understanding the health of all your Oracle services. Sign in with your My Oracle Support (MOS) user name and password to see service information for your organization. If your user name 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 21.3 introduces the following:

OMCS Host Access – Phase 2 – Customer Administrator users

- This functionality applies for OCI customers and services only.
- Ability for customer administrator users to manage contacts and roles for OCI services through Pulse portal.
- Granular host access level accessibility per specific OCI services and/or instances.

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.

Task	Required Privilege(s)
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 analyze 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
- Self Healing 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 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 Using the Availability Reports.
- analyze availability events. For more information, see the following sections in Using the Availability Reports:
  - Unplanned Outages Widget
  - Service Interruptions Widget
  - Planned Maintenance Widget
- analyze outage duration. For more information, see the following sections in 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 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 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.

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 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 Using the Storage Reports:
  - Total Storage: Usage Table
  - 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 Using the Storage Reports:
  - Total Storage: Growth Chart
  - Exadata: Growth Chart
  - Exalogic: Growth Chart
  - Prod Total Storage: Growth Chart
  - Non Prod Total Storage: Growth Chart
  - Storage: Growth Chart
  - Tablespace Usage: Growth Chart

- analyze storage projection. For more information, see the following sections in Using the Storage Reports:
  - Total Storage: Projection Chart
  - Exadata: Projection Chart
  - Exalogic: Projection Chart
  - Prod Total Storage: Projection Chart
  - Non 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 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 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 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 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 Using the Incident Management Reports.
- analyze service request trends. For more information, see the following sections , , sections in 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 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 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 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 Using the Change Management Reports.
- analyze change request trends. For more information, see the following sections in 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

  - 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 Using the Change Management Reports.

Self Healing Metrics

Oracle Pulse provides self healing metrics, represented by corrective actions performed on your organization's services. This section defines how Oracle calculates these metrics, and highlights any assumptions underlying the values presented in Oracle Pulse.

Self healing calculations take into account only the **completed corrective actions** performed on your environments. The Pulse Dashboard summarizes information about the **count of corrective actions** run on your production and non-production environments, information about **their execution time**, **types and trends**, as well as **details for each corrective action**. For more information, see Analyzing Production vs Non Production Corrective Actions, Analyzing Corrective Actions By Trend, Analyzing Corrective Actions by Type, and Viewing Corrective Actions Details sections in Using the Self Healing Reports.

The Self Healing dashboard enables you to:

- analyze corrective actions by environment. For more information, see the following sections in Using the Self Healing Reports:
  - Actions Widget
  - Prod vs Non Prod Chart
  - Prod vs Non Prod Chart
- analyze corrective actions by trend. For more information, see the following sections in Using the Self Healing Reports:
  - Trend Widget
  - Trend Chart
- analyze corrective actions by type. For more information, see the following sections in Using the Self Healing Reports:
  - By Type Widget
  - By Service Chart
  - Actions By Type Chart
- view corrective actions details. For more information, see the Viewing Corrective Actions Details section in Using the Self Healing 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 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 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 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 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
- My Charts and Environments
- 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 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 navigation menu provides a range of options that open specific pages with the following metrics:

- Availability
- Storage
- Transactions
- Self Healing
- Incidents
- Changes

To differentiate between the navigation menu at the customer level and

To see the Service Level page for another service, simply select the service you want to view from the navigation menu. Click the Oracle Pulse icon (⬭) on any dashboard at the Service Level to return to the Customer Level.

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 Introduction .

   The Pulse Dashboard is displayed by default.
2. Open the navigation menu and select the service you want to access.

   The Availability dashboard at the Service Level opens by default.
3. Click any of the functionalities in the navigation menu to access the required data.

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 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 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 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 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.

Navigation Menu

The **navigation menu**, accessible by clicking the Menu View icon ( ) at the top of each page displays options for the Pulse Dashboard and the Customer and Service levels. The navigation menu options respond to the screen width, with options tabbed vertically to the left.

Customer Level

For example, use the navigation menu at Customer and Service levels to move between the Calendar, CSU, Availability, Storage, Transactions, Business Insight, Performance, Incidents, and Changes dashboards, and various services.

Service Level

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

Controls

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

Icon	Name	Description
	Oracle Pulse	Click this icon to return to the Pulse Dashboard, which is the Oracle Pulse home page.
	Menu View	Click this icon to open the navigation menu.
	My Services	Click this icon to open the My Services menu.

Icon	Name	Description
	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: • 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.

Icon	Name	Description
	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 link in the navigation menu to see lay-of-the-land information on your services, environments and associated hosts, as explained in the following sections:

- Accessing the Configuration Page
- Analyzing Environments
- Service and Environment Configuration
- Viewing Environment Details

Starting with Pulse release 20.3, you can use the Configuration page to see information and details on environments that are currently being provisioned. These are indicated by an orange Provisioning icon.

The Configuration page further enables you 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 press **Enter**. Partial strings return all services, environments, or hosts containing the searched text.

Accessing the Configuration Page

To access the Configuration page

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

   The Pulse Dashboard is displayed by default.

2. Click Configuration in the navigation menu, under Governance.

   The Configuration page opens.

Analyzing Environments

This section describes how to use the widgets on the Configuration page to analyze your services and production and non-production environments, as explained in the following sections:

- Environments Widget
- Status Widget
- Disaster Recovery Widget
- Managed Security Service Widget

Environments Widget

Location: On the Configuration page. For more information on how to access the Configuration page, see Accessing the Configuration Page.

The Environments widget displays your total number of environments and their percentage split into production and non-production environments.

Environments KPI/donut - Shows environments as **Production/NonProduction**, taking into account the **Instance Prioritization** value. In this KPI, what is shown as **Production** is calculated based on **Instance Type** and **Instance Prioritiation**.

Status Widget

Location: On the Configuration page. For more information on how to access the Configuration page, see Accessing the Configuration Page.

The Status widget displays the environment status per environment type. Available statuses are:

- Production.
- Implementation.
- Migration and Upgrade.
- Provisioning.

Status KPI/chart - Shows environment and their type: Production, Development, etc. and for each, it also shows the value of **Instance Prioritization**. In this KPI, what is shown as **Production** is the **Instance Type**. You can see the value of the **Instance Prioritization** in a tooltip.

Disaster Recovery Widget

Location: On the Configuration page. For more information on how to access the Configuration page, see Accessing the Configuration Page.

The Disaster Recovery widget displays the total number of active Disaster Recovery environments.

Managed Security Service Widget

Location: On the Configuration page. For more information on how to access the Configuration page, see Accessing the Configuration Page.

The Managed Security Service widget displays the total number of environments with associated Managed Security services.

Service and Environment Configuration

The Configuration table displays all active services associated with your customer. For each service, you can see active environments, provisioning environments (if available), and associated child services, such as Disaster Recovery services.

Use the filter to display all active environments, or only display services that have active environments or that are currently being provisioned. Select one of the following options:

- All environments
- Active environments
- Provisioning approval

Use the Expand icon ( ) to the left of a service name in the Configuration table to display service information, including the:

- Service details.
- Associated environments and their details.
- Managed Security Service label, if an environment has the Managed Security Service associated.
- Associated hosts.
- Disaster Recovery services, if available. These are marked with a light green Disaster Recovery icon at the parent service level.
- Provisioning environments, and their associated details, if available. These are marked with an orange Provisioning icon at the parent service level.

Detailed information for services incudes the:

- Service Description: Specifies the service type.
- Service Name: Specifies the service name. The light green Disaster Recovery icon next to the service name indicates that the service has been recovered through disaster recovery procedures.
- Service Delivery Manager: Specifies the email address of the Service Delivery Manager associated with the service.
- Phase: Specifies the service phase. Available options include:
  - Development
  - Implementation
  - Initalization
  - Production
  - Stabilization

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

Expanding a service also displays detailed information about its associated environments. You can see the:

- Environment Label/Name: Specifies the environment label and name and label. An orange Provisoning icon next to the environment name indicates that the environment is currently being provisioned.
- Type: Specifies environment type. Available options are:
  - Development
  - Implementation
  - Initalization
  - Production
  - Stabilization
- Available Date: Specifies the date when the environment became available.
- Lifecycle: Specifies the environment lifecycle. Use the slide button to select one or more environments to approve (even from different services) for instances with the Lifecycle status of "Awaiting Customer Approval".

> **Note:**
>
> The slide button is only displayed for users with Architect Approval role and if the environment lifecycle is Pending Customer Approval.

- (Optional) Managed Security Services (MSS): Where applicable, lists the Managed Security Services service types associated with an environment. These are marked with a dark green MSS icon at the parent service level.
- Hosts: Specifies the names of the hosts associated with the environment.

> **Note:**
>
> Users with the Architect Approver role can also see additional details about the environments that are currently being provisioned , such as the Tier, Tenancy-Region, URL, Software Components, Oracle Product Version and OS Version..

Viewing Environment Details

Location: On the Configuration page. For more information on how to access the Configuration page, see Accessing the Configuration Page.

Click any environment name in the Configuration table to display the environment's information at a glance:

- Environment name and label: Specifies the environment name and label. An orange Provisioning icon next to the environment name indicates that the environment is currently being provisioned.
- Type: Specifies environment type. Available options are listed in the Service and Environment Configuration section.
- Available date: Specifies the date when the environment became available.
- Lifecycle: Specifies the environment lifecycle. Available options are listed in the see Service and Environment Configuration section.
- Hosts: Specifies the names of the host associated with the environment.

Working with Service Groups

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

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 My Services icon() in the upper right corner of the page.

   The My Services side pane opens.
2. Select the check boxes corresponding to the services you want to include in your service group.
3. Click **Apply** to save your changes and create your service group. Your selected services are grouped on the side pane, under My Services. The My Services icon (), along with the number of selected services 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 My Services icon ( ) on any of the dashboards where the data is filtered by the selected services, add or remove the desired services, then 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 My Services icon ( ) on any of the dashboards where the data is filtered by the selected services, and deselect the check mark next to My Services).

Identifying Contacts for Your Organization

Click the Contacts link in the navigation menu to see lee 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 navigation menu to see all active and historical notifications associated with your organization’s services, over the past 30 days..

Notifications inform you about newly available software versions, Pulse service interruptions, outages or upcoming maintenance intervals, any actions users need to perform and other and other relevant communications.

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* icon at the top right hand side of your notifications, you can ensure they are not displayed the next time you sign in.

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 Calendar, 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.

Preferred timezones can only be selected on the dashboards ennumerated above, whereas the rest of the application displays data in the UTC timezone. Selecting a timezone on any of the three dashboards that support this feature automatically sets the selected timezone on the other two.

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.

My Charts and Environments

In Pulse, you can select the charts you want to display, as explained in My Charts. This feature is available only for the Availability, Incidents, and Changes Chart views, as well as for the Storage dashboard.

On the Performance dashboard, the My Environments feature allows you to select up to five environments for which to display host and database metrics, as explained in My Environments.

My 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 My Charts icon ( ) in the upper right side of the dashboard.

   The My Charts 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.

My Environments

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

1. Click the My Environments icon ( ) in the upper right side of the dashboard.

   The My Environments 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 My Environments list.
4. Select the check box corresponding to the environments for which to display host and database metrics.

> **Note:**
>
> Oracle Pulse Release 18.4 and up 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 My Environments icon ( ) in the upper right side of the dashboard.

   The My Environments 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 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in Working with Oracle Pulse .

For more information about the Business Insight dashboard, see 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 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 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 (for example, 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.

Icon	Name	Description
	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.

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:

- Managed Application Cloud Metering Widget
- Storage Utilization Widget

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

Both widgets are helpful in identifying 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, with regards to storage usage.

Managed Application Cloud Metering Widget

If your organization uses Oracle Cloud Infrastructure storage resources, the Managed Application Cloud Metering widget is available on the Pulse Dashboard, for users with at least one Managed Application Cloud service.

Storage Usage

The Utilization bar within the Managed Application Cloud Metering widget shows the amount of storage you have consumed, as described in the Storage Metrics section in Key Concepts.

This widget compares and displays the amount of storage used by all your Managed Application Cloud services on the last collection date (represented by the Utilization bar), to your purchased entitlement (represented by a blue line), and shows potential overages (in red). Click the Utilization bar to open the Managed Application Cloud Storage Utilization table, containing the latest collected data on the amount of storage used by each service and environment.

Oracle CPU (OCPU) Usage

The OCPU bar on the Managed Application Cloud Metering widget shows the highest number of Oracle CPUs used in the current month.

This widget compares daily OCPU usage values and displays the highest number of OCPUs used by all your Managed Application Cloud services on the most intensive day (represented by the OCPU bar), to your purchased entitlement for the same day (represented by a horizontal blue line), and shows potential overages (in red). Click on the OCPU bar to open the OCPU Utilization table, containing the latest collected data on the amount of OCPUs used by each service and environment.

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 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.

This widget displays the amount of storage used by all your services on the last collection date (represented by one or more Utilization bars, depending on your storage) and your total storage Entitlement. Click one of the available Utilization bars to open the Storage Utilization table, containing the latest collected data on the amount of storage used by each service and environment.

Storage Utilization Widget for Service Groups

When a service group is applied, as described in the Working with Service Groups section in Working with Oracle Pulse , the information shown in the Storage Utilization widget is displayed for each 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 Key Concepts.

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 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 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 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 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 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 My Services icon ( ) in the upper right corner of the page.

   The My Services side pane opens.
2. Select the check boxes corresponding to the services you want to include in your service group.
3. Click **Apply** to save your changes and create your service group. The data on the Pulse Dashboard is refreshed to show data only for the services you have selected, and the My Services icon ( ), along with the number of selected services, 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 Working with Oracle Pulse .

5

Using the Calendar Reports

Use the Calendar link 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 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 Introduction .

   The Pulse Dashboard is displayed by default.
2. Click Calendar in the navigation menu, under Governance.

   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.

By default, events on the Calendar dashboard appear in the GMT time zone. However, you can view and work with events your own time zone by changing the time zone in which the events are displayed, as explained in the Changing the Timezone of Your Reports section in Working with Oracle Pulse .

Navigating the Calendar Dashboard

Click the icons in the upper left corner to access 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 link, 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 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 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 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 ( )
- CPU Release Date ( )
- 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 the Authorized Approver role can add business events.

To create a business event:

1. Navigate to either the Calendar Monthly or List View, as explained in Accessing the Calendar Dashboard and Navigating the Calendar Dashboard.
2. Select the timezone you want to create the event on. The selected timezone is displayed in the upper-right side of the Create Business Event dialog.
3. Click the Create Event icon ( ) in the right part of the page.

   The Create Business Event dialog box opens.
4. In the Event Type list, select any of the options listed at the beginning of this section.
5. In the Start Date field, select the date and time you want your event to start on.

> **Note:**
>
> The start date of a business event must be equal to or higher than the current date.
>
> A minimum interval of 24 hours is required for all business events.
>
> For CPU patching events, the Start Date is automatically set at the start of the next Oracle recommended CPU patching window.

6. In the End Date field, enter the date and time you want your event to end on.

> **Note:**
>
> The end date of a business event must be equal to or higher than its start date.
>
> To create an additional event, click the Add Event button on the Create Business Event dialog box and enter the event details, as listed above. You can create up to five business events at a time.
>
> For CPU Patching events, you must select the environment type and the environment they apply to. First, select the instance type, and then the instance name. You can create CPU Patching events for any instance (any type) with the instance prioritization Production.
>
> For CPU patching on **Production** instances, a minimum interval of 24 hours is required.
>
> For CPU patching on **Production Support** and **Demo PSFT** instances, a minimum interval of three-weekday range (72 hours) is required. For all other instance types, the minimum interval required is seven weekdays.

7. 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.

> **Note:**
>
> Use the Add Event button on the Create Business Event dialog box to create up to five business events at a time.

Viewing a Business Event

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

- Event type
- Summary
- Environment affected by the business event
- Start date of the business event (in your selected timezone)
- End date of the business event (in your selected timezone)

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. Select the timezone you want to view events on. The selected timezone is displayed on the Calendar Dashboard.
3. Click the event of your interest.

   The Business Event Details dialog box opens., displaying 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.

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

> **Note:**
>
> This information is only available for Oracle-added events and CPU Patching events created by customer users with the Authorized Approver role.

- Start Date (in your selected timezone): Specifies the date and time when the business event starts.
- End Date (in your selected timezone): Specifies the date and time when the business event ends.

Editing a Business Event

Only customer users with the Authorized Approver role can edit business events. Furthermore, business events can only be edited if their start date is equal to or higher than the current date.

> **Note:**
>
> Customer users with the Authorized Approver role cannot create, edit, or delete CPU patching events for the current CPU release cycle, but can do so for subsequent ones. Oracle events cannot be edited.
>
> For CPU patching events on production instances, a minimum interval 24 hours is required.
>
> For CPU patching events on production support instances, a minimum interval of three-weekday range (72 hours) is required.

To edit a business event:

1. Navigate to the Calendar Grid/Monthly View or List View, as explained in Accessing the Calendar Dashboard and Navigating the Calendar Dashboard.
2. Select the timezone you want to view events on. The selected timezone is displayed on the Calendar Dashboard.
3. For Calendar Grid/Monthly view, click a customer-specific event whose scheduled start date is equal to or higher than the current date, then select **Edit**.

   For Calendar List View, select the event you want to edit, click the **Actions** menu (three dots), and then select **Edit**

   The Edit Business Event dialog box opens.
4. Make the required changes in the Event Type, Start Date or End Date fields (both displayed on your selected timezone).

   > **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.
5. 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.

> **Note:**
>
> Customer users with the Authorized Approver role cannot create, edit, or delete CPU patching events for the next CPU release cycle. Oracle events cannot be deleted.

To delete a business event:

1. Navigate to the Calendar Grid/Monthly View or List View, as explained in Accessing the Calendar Dashboard and Navigating the Calendar Dashboard.
2. Select the timezone you want to view events on. The selected timezone is displayed on the Calendar Dashboard.
3. For Calendar Grid/Monthly view, click a customer-specific event whose scheduled start date is equal to or higher than the current date, then select **Delete**.

   For Calendar List View, select the event you want to delete, click the **Actions** menu (three dots), and then select **Delete**.

   The Business Event Removal Confirmation dialog box opens.

4. Click **Apply**.

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

Creating and Scheduling RFCs for CPU Patching Events

Only customer users with the Authorized Approver role can create and schedule RFCs for the business events they create. This enables them to book and secure the desired time slot, ahead of time.

To create and schedule RFCs for CPU patching events:

1. Create the CPU Patching event, as explained in Working with Business Events
2. For Calendar Grid/Monthly view, click a CPU Patch event from the next CPU cycle, and then select **Schedule Change Request**.

   For Calendar List View, select the event, click the **Actions** menu (three dots), and then select **Schedule Change Request**.

   The Schedule Change Request screen opens, displaying the available time slots to schedule start time for the RFC that will be created.
3. Select the desired time, and then click **Submit**.

   A confirmation message is displayed in the upper right side of the screen.

Viewing CPU Events with an Associated RFC

In the Calendar grid, when you view a CPU Event that has an associated RFC, the RFC ID is displayed next to the Event Type, similar to the Calendar list.

In the CPU Event screen that opens, the RFC ID is displayed. When you click the RFC ID, you'll be redirected to MOS. You can review all the details of the RFC in MOS.

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 dashboard.

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 My Services icon ( ) in the upper right corner of the page.

   The My Services side pane opens.
2. Select the check boxes corresponding to the services you want to include in your service group.
3. Click **Apply** to save your changes and create your service group. The data on the Calendar Dashboard is refreshed to show data only for the services you have selected, and the My Services icon ( ), along with the number of selected services, 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 Working with Oracle Pulse .

6

Using the Cloud Service Units Reports

Use the CSU link 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 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 Introduction .

   The Pulse Dashboard is displayed by default.

2. Click CSU in the navigation menu, under Governance.

   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.

> **Note:**
>
> Click a MOS Ref# value or its associated See details icon to open the request in My Oracle Support.

- 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 Working with Oracle Pulse .

Use the Activities table to:

- sort records, as explained in the Sorting Records section in 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 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.

> **Note:**
>
> Click a MOS Ref# value or its associated See details icon to open the request in My Oracle Support.

- 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 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 link 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 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 Introduction .

   The Pulse Dashboard is displayed by default.

2. Click Availability in the navigation menu, under Metrics.

   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 Introduction .

   The Pulse Dashboard is displayed by default.

2. Open the navigation menu and select the service you want to access

   The Availability Dashboard page at Service level opens.

Accessing Availability Information for Environments

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

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in 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 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 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 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 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 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 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 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 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 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 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 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 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.
  - Production Readiness Status: Indicates the readiness status of the production environment, at the time the outage occurred.

    Can be one of the following:

    * Production Ready.

    - Not Production Ready (SDM Action Required).
    - Conditional Production Ready (SDM Action Required).
    - Not Applicable.
    - New.
    - Work in Progress.
    - Not displayed.
    - PR Service is Unavailable.
    - Instance Not Found.
  - 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 @ Oracle (Minutes): Indicates the time Oracle spent on resolving the incident.
  - Duration @ Customer (Minutes): Indicates the time spent waiting for the customer to perform a specific action related to the outage.
  - Total Duration (Minutes): Indicates the total outage duration, and is the sum of the Duration @ Oracle and Duration @ Customer intervals.
  - 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 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 My Services icon ( ) in the upper right corner of the page.

   The My Services side pane opens.
2. Select the check boxes corresponding to the services you want to include in your service group.
3. Click **Apply** to save your changes and create your service group. The data on the Availability Dashboard is refreshed to show data only for the services you have selected, and the My Services icon ( ), along with the number of selected services, 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 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 Working with Oracle Pulse .

> **Note:**
>
> Only valid timeframes can be selected, where the end date is later 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 Introduction .

   The Pulse Dashboard is displayed by default.

2. Click Storage in the navigation menu, under Metrics.

   The Storage page opens.

Accessing the Storage Dashboard at Service Level

Use the Storage menu at the Service Level to see a summary of the total storage growth and historical storage usage for a service, 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 Introduction .

   The Pulse Dashboard is displayed by default.

2. Open the navigation menu and select the service you want to access

   The Availability Dashboard page at Service level opens.

3. Click Storage in the service navigation menu.

   The Storage page opens.

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 environments. To access storage information for an environment:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in 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
- 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 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 used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage 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 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.

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.

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 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 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.

> **Note:**
>
> This report is available only for customers with the following storage categories: Managed Cloud @Oracle, Technology Cloud @OCI-C and @Customer.

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

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

- 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 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.

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
- Exadata: Growth Chart
- Exalogic: Growth Chart
- Prod Total Storage: Growth Chart
- Non 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 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 blue line. When available, Storage Entitlement is displayed as a red dotted 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 used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage used.
- Mount Point: Indicates storage as seen by the host.
- Used Storage Avg (GB): Indicates the average storage space usage for each subcategory or 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 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 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.

Prod Total Storage: Growth Chart

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

The Prod Total Storage: Growth chart shows the storage usage growth for your organization's production environments over the specified time interval. Storage is displayed as a continuous line. When available, Storage Entitlement is displayed as a dotted line.

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.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the 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 used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage used.
- Mount point: Indicates storage as seen by the host.
- Used Storage Avg (GB): Indicates the average storage space allocated for each subcategory over the specified time interval.

Non Prod Total Storage: Growth Chart

Location: On the Storage dashboard at Service Level. The 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.

The Non Prod Total Storage: Growth chart shows the storage usage growth for your organization's nonproduction environments over the specified time interval. Storage is displayed as a continuous line. When available, Storage Entitlement is displayed as a dotted line.

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.

Click the Open Table View icon ( ) in the lower right corner of the chart to open the 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 used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of storage 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.

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 Managed Cloud @Oracle production and non-production environments, or the growth in used storage and allocated storage for your organization's production and non-production Technology Cloud @OCI-C 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 used, such as database, code, etc.
- Subcategory: Provides more detailed information about the type of 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 for customers all storage categories, except those with entitlement.

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.

> **Note:**
>
> This report is available only for customers with the following storage categories: Managed Cloud @Oracle, Technology Cloud @OCI-C and @Customer.

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 five days. This is the default time interval.
- Weekly: Use this option to show the weekly storage growth in the last five weeks.
- Monthly: Use this option to show the monthly storage growth in the last five 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
- Exadata: Projection Chart
- Exalogic: Projection Chart
- Prod Total Storage: Projection Chart
- Non 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 time period, based on the data collected during the last month, the last quarter and the last year, across all your organization's 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.

> **Note:**
>
> For Technology Cloud @OCI-C environments, this column is replaced by Allocation Extension Date, which 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 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 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.

Prod Total Storage: Projection Chart

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

The Prod Total Storage: Projection chart shows the overall usage and the projected growth in storage usage for your organization's production environments over a fixed time period. 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 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.

> **Note:**
>
> This column is only available for customers with the Technology Cloud @OCI-C storage category.

Non Prod Total Storage: Projection Chart

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

The Non Prod Total Storage: Projection chart shows the overall usage and the projected growth in storage usage for your organization's nonproduction environments over a fixed time period, 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 blue dotted line shows overall usage.
- 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 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.

> **Note:**
>
> This column is only available for customers with the Technology Cloud @OCI-C storage category.

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.

> **Note:**
>
> This report is available only for customers with the following storage categories: Managed Cloud @Oracle, Technology Cloud @OCI-C and @Customer.

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 blue dotted line shows overall usage.
- 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.

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

The Device Mapping table shows the relationship between the hosts, environments and the customer-owned storage devices 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.

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

The Assets table contains a list of the customer-owned storage devices 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 My Services icon ( ) in the upper right corner of the page.

   The My Services side pane opens.
2. Select the check boxes corresponding to the services you want to include in your service group.
3. Click **Apply** to save your changes and create your service group. The data on the Storage Dashboard is refreshed to show data only for the services you have selected, and the My Services icon ( ), along with the number of selected services, 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 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 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 Introduction .

   The Pulse Dashboard is displayed by default.
2. Click Transactions in the navigation menu, under AIOps.

   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 Introduction .

   The Pulse Dashboard is displayed by default.
2. Open the navigation menu and select the service you want to access

   The Availability Dashboard page at Service level opens.
3. Click Transactions in the service navigation menu.

The Transactions page opens.

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

Icon	Name	Description
	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 My Services icon ( ) in the upper right corner of the page.

   The My Services side pane opens.

2. Select the check boxes corresponding to the services you want to include in your service group.

3. Click **Apply** to save your changes and create your service group. The data on the Transactions Dashboard is refreshed to show data only for the services you have selected, and the My Services icon ( ), along with the number of selected services, 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 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 Introduction .

   The Pulse Dashboard is displayed by default.

2. Click Business Insight in the navigation menu, under AIOps.

   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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 the hosts 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 My Environments section in 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 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 Introduction .

   The Pulse Dashboard is displayed by default.

2. Click Performance in the navigation menu, under Metrics.

   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 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 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 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 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, by default) 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 Last 7 days, Last 30 days, and Last 90 days 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 Last 7 days, Last 30 days, Last 90 days 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 Last 7 days, Last 30 days, and Last 90 days 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 Last 7 days, Last 30 days, Last 90 days 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 Working with Oracle Pulse .
- export the data, as explained in the Exporting Data section in 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 X to return to the Performance dashboard.

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

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 compared metrics:

- Date & Time: Specifies the date and time (GMT time zone, by default) when the data was collected from Oracle® Enterprise Manager.
- Host: Specifies the host 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.

- Max.: Specifies the maximum metric value recorded across the selected time interval.

> **Note:**
>
> This column is only available for the Last 7 days, Last 30 days, Last 90 days 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 Working with Oracle Pulse .
- export the data, as explained in the Exporting Data section in Working with Oracle Pulse .

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 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 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 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 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 Last 7 days, Last 30 days, and Last 90 days 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 Last 7 days, Last 30 days, and Last 90 days 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 Last 7 days, Last 30 days, and Last 90 days 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 Last 7 days, Last 30 days, and Last 90 days 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 Working with Oracle Pulse .
- export data, as explained in the Exporting Data section in 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 My Services icon ( ) in the upper right corner of the page.

   The My Services side pane opens.
2. Select the check boxes corresponding to the services you want to include in your service group.
3. Click **Apply** to save your changes and create your service group. The data on the Performance Dashboard is refreshed to show data only for the services you have selected, and the My Services icon ( ), along with the number of selected services, 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 Working with Oracle Pulse .

12

Using the Self Healing Reports

Use the Self Healing link in the navigation menu to see information, details and trends for the automatic corrective actions taken for customers with active OCI services, as explained in the following sections:

- Self Healing - General Aspects
- Accessing the Self Healing Dashboard
- Navigating the Self Healing Dashboard
- Analyzing Production vs Non Production Corrective Actions
- Analyzing Corrective Actions By Trend
- Analyzing Corrective Actions by Type
- Viewing Corrective Actions Details
- Searching for Records

Self Healing - General Aspects

> **Note:**
>
> To view the Self Healing menu, you must have at least one active OCI service.

The Self Healing menu provides information on the corrective actions taken across all your OCI services and environments, and their specific details and overall trends, as explained in the following sections.

By default, information on the Self Healing Dashboard view is displayed for the current month, while information on the Self Healing List and Chart views is displayed for three months prior to the current month. For more information on how to display self healing data for the entire previous year, as well as self healing data in a particular month or period across the previous year, see the Generating Reports for Different Time Periods section in Working with Oracle Pulse .

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

You can click the widgets and charts on the Self Healing Dashboard and Chart views to open detailed table views, as explained in Using the KPI Widget Table View and Using the Chart

Table View. You can then use the table views to sort records, as explained in the Generating Reports for Different Time Periods section in Working with Oracle Pulse ..

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

Using the KPI Widget Table View

If there is at least one corrective action performed on your organization's 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 corrective action:

- Activity: Indicates the type of corrective action performed.
- Service: Indicates the service the corrective action was performed on.
- Environment: Indicates the OCI environment where the corrective action was taken.
- Start Date (UTC): Indicates the time when the corrective action was started.
- End Date (UTC): Indicates the time when the corrective action was ended.
- Duration (Sec): Indicates the complete duration of the corrective action, in seconds.

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 corrective action:

- Activity: Indicates the type of corrective action performed.
- Service: Indicates the service where the outage occurred.
- Environment: Indicates the OCI environment where the corrective action was taken.
- Start Date (UTC): Indicates the time when the corrective action was started.
- End Date (UTC): Indicates the time when the corrective action was ended.
- Duration (Sec): Indicates the complete duration of the corrective action, in seconds.

Accessing the Self Healing Dashboard

To access the Self Healing dashboard

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

   The Pulse Dashboard is displayed by default.
2. Click Self Healing in the navigation menu, under AIOps.

The Self Healing dashboard opens.

Navigating the Self Healing Dashboard

Click the icons in the upper left corner to acccess the tabs on the Self Healing menu:

- Click to access the Self Healing Dashboard view.
- Click to access the Self Healing List view.
- Click to access the Self Healing Chart view.

Analyzing Production vs Non Production Corrective Actions

This section describes how to use the Actions widget on the Self Healing Dashboard to analyze the corrective actions taken on your production and non production environments, as explained in the following sections:

- Actions Widget
- Prod vs Non Prod Chart
- Prod vs Non Prod Chart

Actions Widget

Location: On the Self Healing Dashboard view ( ). For more information on how to access the Self Healing Dashboard view, see Accessing the Self Healing Dashboard and Navigating the Self Healing Dashboard.

The Actions Widget shows the total number of corrective actions taken and their split by production and non-production environments. 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 Working with Oracle Pulse .

Clicking this widget opens the Actions table. Each record in the table shows detailed information for the corresponding corrective action, as explained in Using the KPI Widget Table View.

Prod vs Non Prod Chart

Location: On the Self Healing Dashboard view ( ). For more information on how to access the Self Healing Dashboard view, see Accessing the Self Healing Dashboard and Navigating the Self Healing Dashboard.

The Prod vs Non Prod Chart shows the environment type, the service name and the actions count per service for the corrective actions performed in the current month. By default, this report shows data for the current month, with the possibility to select any of the previous 12 months, as explained in the Generating Reports for Different Time Periods section in Working with Oracle Pulse .

Chart View: The chart displays the environment type, the service name and the actions count performed per service where:

- Environment Type refers to either prod or non prod environments where actions were performed:
- Service Name refers to the OCI service where actions were performed:
- Actions Count is the number of total actions performed.

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

Table View: The table view shows details about the corrective actions taken for your organization's production and non-production environments. Each record in the table shows detailed information for the corresponding self healing corrective action, as explained in Using the Chart Table View.

Prod vs Non Prod Chart

Location: On the Self Healing Chart view ( ). For more information on how to access the Self Healing Dashboard view, see Accessing the Self Healing Dashboard and Navigating the Self Healing Dashboard

The Prod vs Non Prod Chart shows the environment type, the service name and the actions count per service for the corrective actions performed in the last three months. By default, this report shows data for the last three months, with the possibility to select any of the previous 12 months, as explained in the Generating Reports for Different Time Periods section in Working with Oracle Pulse .

Chart View: The chart displays the environment type, the service name and the actions count performed per service where:

- Environment Type refers to either production or non-production environments where actions were performed.
- Service Name refers to the OCI service where actions were performed.
- Actions Count is the number of total actions performed

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

Table View: The table view shows details about the corrective actions taken for your organization's production and non-production environments. Each record in the table shows detailed information for the corresponding self healing corrective action, as explained n Using the Chart Table View.

Analyzing Corrective Actions By Trend

This section describes how to use the Trend widget on the Self Healing Dashboard to analyze the recent trend of corrective actions taken on your environments, as explained in:

- Trend Widget
- Trend Chart

Trend Widget

Location: On the Self Healing Dashboard view ( ). For more information on how to access the Self Healing Dashboard view, see Accessing the Self Healing Dashboard and Navigating the Self Healing Dashboard.

The Trend widget shows the number of daily corrective actions taken on your organization's services. Each day is represented by a bar indicating the number of corrective actions taken for that day.

Clicking this widget opens the Trend table only if there is at least one associated corrective action. Each record in the table shows detailed information for the corresponding corrective action, as explained in Using the KPI Widget Table View.

Trend Chart

Location: On the Self Healing Chart view ( ). For more information on how to access the Self Healing Dashboard view, see Accessing the Self Healing Dashboard and Navigating the Self Healing Dashboard.

The Trend Chart shows the number of actions performed daily in the last three months. By default, this report shows data for the last three months, with the possibility to select any of the previous 12 months, as explained in the Generating Reports for Different Time Periods section in Working with Oracle Pulse .

Chart View: The Trend chart displays the environment type, the service name and the actions count performed per service daily, where:

- Environment Type refers to either prod or non prod environments where actions were performed:
- Service Name refers to the OCI service where actions were performed:
- Actions Count is the number of total actions performed.

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

Table View: The table view shows details about the corrective actions taken for your organization's production and non production environments. Each record in the table shows detailed information for the corresponding self healing corrective action, as explained in Using the Chart Table View.

Analyzing Corrective Actions by Type

This section describes how to use the By Type widget and By Service Chart on the Self Healing Dashboard view ( ) and the Actions By Type Chart on the Self Healing List view ( ) to analyze the corrective actions types taken on your environments, as explained in the following sections:

- By Type Widget
- By Service Chart
- Actions By Type Chart

By Type Widget

Location: On the Self Healing Dashboard view ( ). For more information on how to access the Self Healing Dashboard view, see Accessing the Self Healing Dashboard and Navigating the Self Healing Dashboard.

The By Type widget displays the number of corrective actions taken, by the most common corrective actions types.

Clicking this widget opens the By Type table if there is at least one associated corrective action record. Each record in the table shows detailed information for the corresponding corrective action, as explained in Using the KPI Widget Table View.

By Service Chart

Location: On the Self Healing Dashboard view ( ). For more information on how to access the Self Healing Dashboard view, see Accessing the Self Healing Dashboard and Navigating the Self Healing Dashboard.

The By Service Chart displays the number of corrective actions performed by service. By default, this report shows data for the current month, with the possibility to select any of the previous 12 months, as explained in the Generating Reports for Different Time Periods section in Working with Oracle Pulse .

Chart View: The chart displays the number of corrective actions performed by service where:

- Service refers to the OCI service where actions were performed.
- Actions Count by Service refers to the total number of corrective actions performed for that service.

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

Table View: The table view shows details about the corrective actions taken for your organization's services. Each record in the table shows detailed information for the corresponding self healing corrective action, as explained in Using the Chart Table View.

Actions By Type Chart

Location: On the Self Healing Chart view ( ). For more information on how to access the Self Healing Dashboard view, see Accessing the Self Healing Dashboard and Navigating the Self Healing Dashboard.

The Actions By Type Chart displays the number of corrective actions performed by corrective action type. By default, this report shows data for the last three months, with the possibility to select any of the previous 12 months, as explained in the Generating Reports for Different Time Periods section in Working with Oracle Pulse .

Chart View: The chart displays the number of corrective actions performed by service where:

- Environment Type refers to either prod or non prod environments where actions were performed:

- Service Name refers to the OCI service where actions were performed:
- Actions Count is the number of total actions performed.

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

Table View: The table view shows details about the corrective actions taken for your organization's services. Each record in the table shows detailed information for the corresponding self healing corrective action, as explained in Using the Chart Table View.

Viewing Corrective Actions Details

Location: On the Self Healing List view ( ). For more information on how to access the Self Healing Dashboard view, see Accessing the Self Healing Dashboard and Navigating the Self Healing Dashboard.

By default, the Self Healing List view provides data for the previous three months. 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 Working with Oracle Pulse .

Each record in the Self Healing List view displays the following information:

- Activity: Indicates the type of corrective action performed.
- Environment: Indicates the OCI environment where the corrective action was taken.
- Start Date (UTC): Indicates the time when the corrective action was started.
- End Date (UTC): Indicates the time when the corrective action was ended.
- Duration (Sec): Indicates the complete duration of the corrective action, in seconds.

Searching for Records

Use the search box at the top of the Self Healing List view at for records of interest. Available search criteria include:

- Activity.
- Environment where the action was run.

13

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 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 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 Introduction .

   The Pulse Dashboard is displayed by default.
2. Click Incidents in the navigation menu, under Support.

   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 Introduction .

   The Pulse Dashboard is displayed by default.
2. Open the navigation menu and select the service you want to access

   The Availability Dashboard page at Service level opens.

3. Click Incidents in the service navigation menu.

   The Incidents Dashboard page opens.

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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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.

> **Note:**
>
> Descriptions for service requests generated by the Monitoring and Advisory Service have a "MAU-SR" prefix.

- 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 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 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 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 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 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 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 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 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.

- Monitoring and Advisory: Use this option to see only the open service requests created by the Monitoring and Advisory Service.
- 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 My Services icon ( ) in the upper right corner of the page.

   The My Services side pane opens.
2. Select the check boxes corresponding to the services you want to include in your service group.
3. Click **Apply** to save your changes and create your service group. The data on the Incidents Dashboard is refreshed to show data only for the services you have selected, and the My Services icon ( ), along with the number of selected services, 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 Working with Oracle Pulse .

14

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 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 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 Introduction .

   The Pulse Dashboard is displayed by default.
2. Click Changes in the navigation menu, under Support.

   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 Introduction .

   The Pulse Dashboard is displayed by default.
2. Open the navigation menu and select the service you want to access.

   The Availability Dashboard page at Service level opens.
3. Click Changes in the service navigation menu.

   The Changes Dashboard page opens.

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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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 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
- 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 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 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 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 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 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 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 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.

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 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 My Services icon ( ) in the upper right corner of the page.

   The My Services side pane opens.

2. Select the check boxes corresponding to the services you want to include in your service group.
3. Click **Apply** to save your changes and create your service group. The data on the Changes Dashboard is refreshed to show data only for the services you have selected, and the My Services icon ( ), along with the number of selected services, 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 Working with Oracle Pulse .

15

Using the Management Accounts

Use the OS Accounts option in the navigation menu to view all active OCI services. For each service, all available hosts are displayed, depending on your OCI group or entitlement (assigned by the Service Delivery Manager or the Technical Account Manager). You can request access to accounts, reset your Linux password, and view your entittlements and policies from here.

Only customer users can access OS Accounts Menu.

The following sections explain the procedure.

- Requesting or Viewing Access for Linux Account
- Requesting or Viewing Access for Windows Account
- Resetting Password for Linux and Windows
- Refreshing Policies

Requesting or Viewing Access for Linux Account

If you do not have any Linux group/entitlement, the Linux Account tab will not be visible.

To request or view Linux access to one or more hosts:

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

   The Pulse dashboard is displayed by default.

2. From the navigation menu, click **OS Accounts**.

   The OS Accounts dashboard page opens. By default, you are taken to Linux Accounts.

   Under the tab, active OCI services are displayed.

   > **Note:**
   >
   > In the upper-right side of the page, the user login ID is displayed.

3. Expand the service(s) and select one or more hosts.

> **Note:**
>
> For each service, all available hosts are displayed, depending on your OCI group or entitlement (assigned by the Service Delivery Manager or the Technical Account Manager).
>
> If you already have access to a host, a green icon is displayed. If not, you can request access. You can select one or more hosts (from different services if you want to) and Request access.

4. Click **Request Accounts**.

   The Create Account screen opens.

5. Enter the Password twice, and then click **Request Access**.

   The confirmation message is displayed in the upper right side of the page.

Requesting or Viewing Access for Windows Account

If you've got Windows access assigned to you by Service Delivery Manager or the Technical Account Manager, you can request access to view the OS account.

To request or view access for Windows account:

1. Click the

   tab.

> **Note:**
>
> If you already have a Windows account, then no action is possible. The OS account name is displayed with a green icon.

2. Select the **Windows** account, and then click **Submit Request**.
   The Create Account page opens.
3. Enter the Password twice, and then click **Request Access**.
   The confirmation message is displayed in the upper right side of the page.

Resetting Password for Linux and Windows

You can reset your password for all your Windows hosts and Linux hosts here.

To reset your password:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Introduction .
   The Pulse dashboard is displayed by default.
2. In the navigation menu, click **OS Accounts**.
   The OS Accounts dashboard page opens.

3. Click the
tab.
4. Enter the password twice, and then click **Reset Password**.
The confirmation message is displayed in the upper right side of the page.

Refreshing Policies

Here you can review your groups and entitlements. The Refresh Policies button brings latest data from Oracle Identity Management.

To refresh policies:

1. Click the
tab.
2. Click **Policies**.
The Policies page displays all the OCI groups or entitlements assigned by the Service Delivery Manager or the Technical Account Manager.
3. Click **Refresh Policies**.
The latest data from Oracle Identity Management is displayed.

16

Managing Users in Pulse

Using the Users menu, Customer User Administrators can manage contacts and specific host access roles for OCI services. Only OCI customers and services can access this functionality. Granular host access level accessibility is per specific OCI services and/or instances. For Linux roles, granular access is available. Here you've an option to select a specific service or a specific instance. Also, the Customer User Administrator can access the Oracle Identity Management data for each customer contact.

Customer User Administrators can view, create, edit, or delete any customer contact and oracle contact for the host access roles for OCI services. Customer User Administrators can view or delete users with host access roles for OCI but without CSI approved in My Oracle Support.

The following sections explain each functionality available in Pulse:

- Creating Initial Admin Users
- Accessing the Users Menu
- Adding a New User
- Editing an Existing User
- Deleting an Existing User
- Assigning Roles to Users in Bulk
- Removing Users in Bulk
- Syncing with MOS
- Working with the Host Report

Creating Initial Admin Users

Admin Users are Customer User Administrators (CUA) in MOS. Admin users need to have Approved CSI in MOS. CUA users are added in Customer Management Portal (CMP) by Service Delivery Managers (SDMs).

To create initial admin users:

1. If you're an SDM with Customer User Administrator role, log on to `https://cloudservices.oraclecorp.com/cloud/faces/Dashboard`
2. Click the **Customer Management** tab.
3. Under **Role Change Selection**, select **Service Delivery (SDM, SDMM, TM)**.
4. Click **Submit**.
5. In the Customer Management page, search by the **Cust Name** by entering the desired customer name.
6. From the search results, select **customer name**, and then Click the **Contacts** tab.

7. If the user has an existing contact, use **Search Contact**. If not, use **Add Contact**, and enter the user email.
   If the user exists, the search result displays the user.
8. From the search result, click on the username link to edit. If not, while you Add Contact, the **Add Contact** screen allows you to update contact.
9. In the **Update Contact** screen, under **Assign Roles**, select **Customer User Administrator** for **Select Role**.
10. Select **All Service**, **All Instances For Service**, and then click the Plus icon.
11. Click **Save**.
    The Customer User Administrator role is now assigned to the user.

Accessing the Users Menu

The Users menu under the Management section is accessible only for customer users with Customer User Administrator role in My Oracle Support. In the Users dashboard, all the users who have at least one host access related role are displayed.

To access the Users menu:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Introduction
   The Pulse dashboard is displayed by default.
2. From the navigation menu, click **Users**.
   The Users dashboard opens.

Searching Users

You can search users by their contact first name or last name.

To search users:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Introduction
   The Pulse dashboard is displayed by default.
2. From the navigation menu, click **Users**.
   The Users dashboard opens.
3. From the Users dashboard, search users by entering their contact first name or last name.

Adding a New User

You can add new users to the list of existing users in the Users dashboard.

> **Note:**
>
> Only Customer User Administrators can add new users.

To add a new user:

1. Sign in to Oracle Pulse as explained in the Accessing Oracle Pulse section in Introduction
   The Pulse dashboard is displayed by default.
2. From the navigation menu, click **Users**.
   The Users dashboard opens.
3. From the Users dashboard, select **Create**.
   The Create User popup is displayed.
4. Enter values in the following fields.

> **Note:**
>
> All fields are mandatory, and should not be left blank.

- First Name
- Last Name
- Primary Email

5. Click **Next**.
6. From the **Create User** screen, go to the **Assign Role** section to add or remove roles from the user.
7. From **Assign Roles**, expand the **Role Name** dropdown, and select a role.

> **Note:**
>
> When the **Windows Administrator for Non-Production Environments** role is selected and added to a contact, and if the **Windows Login For Cloud** role is not added at the same time, then Pulse will automatically add the role **Windows Login For Cloud** after the contact is created.

Role Name	Definition	Additional Information
Linux Access for Prod and Non-Prod Middle Tier (custanalyst)	Assign this role in order to allow for the user to request login access to any of the non-production and production middle tier hosts. This role does not allow for requesting database hosts	Login accounts for the production and production support hosts are allowed after go-live. The pbrun commands no longer function to switch to the oracle target user after Go-Live.
Linux Access for Prod and Non-Prod Database and Middle Tier (custdba)	Assign this role in order to allow for the user to request login access to any of the non-production and production database and middle tier hosts.	Login accounts for the production and production support hosts are allowed after go-live. The pbrun commands no longer function to switch to the oracle target user after Go-Live.

Role Name	Definition	Additional Information
Windows Login for Cloud	This role is required to be added prior to adding any Windows Administrator privileges.	This is for the login account. If only this role is assigned to the user, they will not be able to login into any Windows Servers.
Windows Administrator for Non-Production Environments	Assign this role in order to allow for the user to be able to request login access privileges for all of the non-production Windows Servers.	This allows login access to any of the non-production Windows Servers, including Production Support. It does not allow for login access to any of the Production Windows Servers.
Windows Administrator for Production Environments	Assign this role in order to allow for the user to be able to request login access privileges for all of the Production Windows Servers.	This allows login access to any of the Production Windows Servers, including Production Support. It does not allow for login access to any of the non-production Windows Servers.
Linux Access for 3rd Party Prod and Non-Prod Hosts (cust3pp)	Assign this role in order to allow for the user to be able to request login access for any of the non-production and production database and middle tier hosts.	The Third Party Software services that are eligible for using the cust3pp privilege/role are defined as: 1. Third Party Software@OCI 2. OTO@OCI 3. OCI Infra Services Only@OCI 4. OPC Infra Services Only@OPC 5. Managed Database Cloud Service@OCI 6. Database and Weblogic ONLY@OCI
Linux Access for 3rd Party Shared Prod and Non-Prod Hosts (cust3ppsh)	Assign this role in order to allow for the user to be able to request login access for any of the non-production and production database “Shared” Middle Tier hosts. Some Third Party software applications are directly installed onto the E-Business Suite or PeopleSoft middle tier servers.	The Third Party Shared services that are eligible for using the cust3ppsh privilege/ role are defined as: 1. EBS@OCI 2. EBS@OPC 3. All PeopleSoft services @OPC 4. All PeopleSoft services @OCI
Linux Restricted PHI - HIPAA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Linux Server hosts that have the HIPAA regulation compliance requirement.	HIPAA – The United States Federal Government’s regulations designed to protect personal health information https://www.hhs.gov/hipaa/for-professionals/privacy/index.html

Role Name	Definition	Additional Information
Linux Restricted 21CFR11 - Food & Drug compliance	Assign this role in order to allow for the user to be able to request login access for any of the Linux Server hosts that have the Food and Drug Administration compliance requirement.	21 CFR Part 11 – https://www.fda.gov/regulatory-information/search-fda-guidance-documents/part-11-electronic-records-electronic-signatures-scope-and-application The United States Food and Drug Administration's Government Code applying to the Federal Regulations regarding the Electronic Records, and the Electronic Signatures
Linux Restricted PHI and CFR11 - HIPAA and FDA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Linux Server hosts that have the Food and Drug Administration and the HIPAA regulation compliance requirement.	Both HIPAA and 21 CFR Part 11 government compliance regulations
Windows Restricted PHI - HIPAA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Windows Server hosts that have the HIPAA regulation compliance requirement.	See the above three sections
Windows Restricted 21CFR11 - Food & Drug compliance	Assign this role in order to allow for the user to be able to request login access for any of the Windows Server hosts that have the Food and Drug Administration compliance requirement.	See the above three sections
Windows Restricted PHI and CFR11 - HIPAA and FDA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Windows Server hosts that have the Food and Drug Administration and the HIPAA regulation compliance requirement.	See the above three sections

8. Expand the **Service** , then **Instance** dropdown, and then select a value.
9. Click **Add Role**.

> **Note:**
>
> The role will be added to Current Assigned Roles, but is not yet saved for the contact. You can remove the role going to the Actions menu, and clicking Delete, before saving the contact. The contact is created with the assigned role(s), when you click Create.

10. Optionally, add more roles to the user, as described in steps 6-8.

11. When all desired roles were added to the new user, click **Create**.
The changes will be saved only if you click **Create**. The new user is now added to the list of users in the Users dashboard, and a confirmation message appears at the top right corner of the dashboard.

> **Note:**
>
> Overlapping of roles is not allowed. If a user is assigned a role for a specific instance, the user can not be assigned same role for the service and all instances of the service.

Editing an Existing User

You can edit the first name and last name of an existing user. Also, you can add or remove roles from the user.

To edit an existing user:

1. In the **Users** dashboard, click on the name of the user, or click the three dots (…) menu from the **Actions** column.
2. Select **View Details**.
The Update User popup is displayed.
3. From the **User Details**, edit the **First Name** and/or the **Last Name**.

> **Note:**
>
> You cannot edit the Primary Email.

4. Click **Next**.
5. From the **Create User** screen, go to the **Assign Role** section to add or remove roles from the user.

> **Note:**
>
> Overlapping of roles is not allowed. If a user is assigned a role for a specific instance, the user can not be assigned same role for the service and all instances of the service.

6. From **Assign Roles**, expand the **Role Name** dropdown, and select a role.

> **Note:**
>
> When the **Windows Administrator for Non-Production Environments** role is selected and added to a contact, and if the **Windows Login For Cloud** role is not added at the same time, then Pulse will automatically add the role **Windows Login For Cloud** after the contact is created.

Role Name	Definition	Additional Information
Linux Access for Prod and Non-Prod Middle Tier (custanalyst)	Assign this role in order to allow for the user to request login access to any of the non-production and production middle tier hosts. This role does not allow for requesting database hosts	Login accounts for the production and production support hosts are allowed after go-live. The pbrun commands no longer function to switch to the oracle target user after Go-Live.
Linux Access for Prod and Non-Prod Database and Middle Tier (custdba)	Assign this role in order to allow for the user to request login access to any of the non-production and production database and middle tier hosts.	Login accounts for the production and production support hosts are allowed after go-live. The pbrun commands no longer function to switch to the oracle target user after Go-Live.
Windows Login for Cloud	This role is required to be added prior to adding any Windows Administrator privileges.	This is for the login account. If only this role is assigned to the user, they will not be able to login into any Windows Servers.
Windows Administrator for Non-Production Environments	Assign this role in order to allow for the user to be able to request login access privileges for all of the non-production Windows Servers.	This allows login access to any of the non-production Windows Servers, including Production Support. It does not allow for login access to any of the Production Windows Servers.
Windows Administrator for Production Environments	Assign this role in order to allow for the user to be able to request login access privileges for all of the Production Windows Servers.	This allows login access to any of the Production Windows Servers, including Production Support. It does not allow for login access to any of the non-production Windows Servers.
Linux Access for 3rd Party Prod and Non-Prod Hosts (cust3pp)	Assign this role in order to allow for the user to be able to request login access for any of the non-production and production database and middle tier hosts.	The Third Party Software services that are eligible for using the cust3pp privilege/role are defined as: 1. Third Party Software@OCI 2. OTO@OCI 3. OCI Infra Services Only@OCI 4. OPC Infra Services Only@OPC 5. Managed Database Cloud Service@OCI 6. Database and Weblogic ONLY@OCI

Role Name	Definition	Additional Information
Linux Access for 3rd Party Shared Prod and Non-Prod Hosts (cust3ppsh)	Assign this role in order to allow for the user to be able to request login access for any of the non-production and production database “Shared” Middle Tier hosts. Some Third Party software applications are directly installed onto the E-Business Suite or PeopleSoft middle tier servers.	The Third Party Shared services that are eligible for using the cust3ppsh privilege/ role are defined as: 1. EBS@OCI 2. EBS@OPC 3. All PeopleSoft services @OPC 4. All PeopleSoft services @OCI
Linux Restricted PHI - HIPAA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Linux Server hosts that have the HIPAA regulation compliance requirement.	HIPAA – The United States Federal Government’s regulations designed to protect personal health information https://www.hhs.gov/hipaa/for-professionals/privacy/index.html
Linux Restricted 21CFR11 - Food & Drug compliance	Assign this role in order to allow for the user to be able to request login access for any of the Linux Server hosts that have the Food and Drug Administration compliance requirement.	21 CFR Part 11 – https://www.fda.gov/regulatory-information/search-fda-guidance-documents/part-11-electronic-records-electronic-signatures-scope-and-application The United States Food and Drug Administration's Government Code applying to the Federal Regulations regarding the Electronic Records, and the Electronic Signatures
Linux Restricted PHI and CFR11 - HIPAA and FDA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Linux Server hosts that have the Food and Drug Administration and the HIPAA regulation compliance requirement.	Both HIPAA and 21 CFR Part 11 government compliance regulations
Windows Restricted PHI - HIPAA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Windows Server hosts that have the HIPAA regulation compliance requirement.	See the above three sections
Windows Restricted 21CFR11 - Food & Drug compliance	Assign this role in order to allow for the user to be able to request login access for any of the Windows Server hosts that have the Food and Drug Administration compliance requirement.	See the above three sections

Role Name	Definition	Additional Information
Windows Restricted PHI and CFR11 - HIPAA and FDA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Windows Server hosts that have the Food and Drug Administration and the HIPAA regulation compliance requirement.	See the above three sections

7. Expand the **Service** , then **Instance** dropdown, and then select a value.
8. Click **Add Role**.

> **Note:**
>
> The role will be added to Current Assigned Roles, but is not yet saved for the contact. You can remove the role going to the Actions menu, and clicking Delete, before saving the contact. The contact is created with the assigned role(s), when you click Create.

9. Optionally, add more roles to the user, as described in steps 6-8.
10. When all desired roles were added to the new user, click **Create**.
The changes will be saved only if you click **Create**. The new user is now added to the list of users in the Users dashboard, and a confirmation message appears at the top right corner of the dashboard.

> **Note:**
>
> Overlapping of roles is not allowed. If a user is assigned a role for a specific instance, the user can not be assigned same role for the service and all instances of the service.

Deleting an Existing User

You can delete an existing user, using the Delete button at the top or selecting Delete from the three dots Action menu.

To delete an existing user:

1. In the **Users** dashboard, select the user, and then click the three dots (…) menu from the **Actions** column.
2. Select **Delete**.
3. Optionally, you can click the **Delete** button at the top of the Users dashboard.
The Confirm Delete popup is displayed. Once you click OK, a confirmation popup is displayed at the top-right corner of the dashboard.

Assigning Roles to Users in Bulk

You can bulk assign roles to users by selecting the check boxes next to users, and using the Assign Roles button.

To assing roles to users in bulk:

1. In the Users dashboard, select users (at least two users), and then click **Assign Role**.
   The Assign Role popup is displayed.
2. Expand the **Role** dropdown, and select a role.

> **Note:**
>
> When the **Windows Administrator for Non-Production Environments** role is selected and added to a contact, and if the **Windows Login For Cloud** role is not added at the same time, then Pulse will automatically add the role **Windows Login For Cloud** after the contact is created.

Role Name	Definition	Additional Information
Linux Access for Prod and Non-Prod Middle Tier (custanalyst)	Assign this role in order to allow for the user to request login access to any of the non-production and production middle tier hosts. This role does not allow for requesting database hosts	Login accounts for the production and production support hosts are allowed after go-live. The pbrun commands no longer function to switch to the oracle target user after Go-Live.
Linux Access for Prod and Non-Prod Database and Middle Tier (custdba)	Assign this role in order to allow for the user to request login access to any of the non-production and production database and middle tier hosts.	Login accounts for the production and production support hosts are allowed after go-live. The pbrun commands no longer function to switch to the oracle target user after Go-Live.
Windows Login for Cloud	This role is required to be added prior to adding any Windows Administrator privileges.	This is for the login account. If only this role is assigned to the user, they will not be able to login into any Windows Servers.
Windows Administrator for Non-Production Environments	Assign this role in order to allow for the user to be able to request login access privileges for all of the non-production Windows Servers.	This allows login access to any of the non-production Windows Servers, including Production Support. It does not allow for login access to any of the Production Windows Servers.

Role Name	Definition	Additional Information
Windows Administrator for Production Environments	Assign this role in order to allow for the user to be able to request login access privileges for all of the Production Windows Servers.	This allows login access to any of the Production Windows Servers, including Production Support. It does not allow for login access to any of the non-production Windows Servers.
Linux Access for 3rd Party Prod and Non-Prod Hosts (cust3pp)	Assign this role in order to allow for the user to be able to request login access for any of the non-production and production database and middle tier hosts.	The Third Party Software services that are eligible for using the cust3pp privilege/ role are defined as: 1. Third Party Software@OCI 2. OTO@OCI 3. OCI Infra Services Only@OCI 4. OPC Infra Services Only@OPC 5. Managed Database Cloud Service@OCI 6. Database and Weblogic ONLY@OCI
Linux Access for 3rd Party Shared Prod and Non-Prod Hosts (cust3ppsh)	Assign this role in order to allow for the user to be able to request login access for any of the non-production and production database “Shared” Middle Tier hosts. Some Third Party software applications are directly installed onto the E-Business Suite or PeopleSoft middle tier servers.	The Third Party Shared services that are eligible for using the cust3ppsh privilege/role are defined as: 1. EBS@OCI 2. EBS@OPC 3. All PeopleSoft services @OPC 4. All PeopleSoft services @OCI
Linux Restricted PHI - HIPAA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Linux Server hosts that have the HIPAA regulation compliance requirement.	HIPAA – The United States Federal Government’s regulations designed to protect personal health information https://www.hhs.gov/hipaa/for-professionals/privacy/index.html
Linux Restricted 21CFR11 - Food & Drug compliance	Assign this role in order to allow for the user to be able to request login access for any of the Linux Server hosts that have the Food and Drug Administration compliance requirement.	21 CFR Part 11 – https://www.fda.gov/regulatory-information/search-fda-guidance-documents/part-11-electronic-records-electronic-signatures-scope-and-application The United States Food and Drug Administration's Government Code applying to the Federal Regulations regarding the Electronic Records, and the Electronic Signatures

Role Name	Definition	Additional Information
Linux Restricted PHI and CFR11 - HIPAA and FDA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Linux Server hosts that have the Food and Drug Administration and the HIPAA regulation compliance requirement.	Both HIPAA and 21 CFR Part 11 government compliance regulations
Windows Restricted PHI - HIPAA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Windows Server hosts that have the HIPAA regulation compliance requirement.	See the above three sections
Windows Restricted 21CFR11 - Food & Drug compliance	Assign this role in order to allow for the user to be able to request login access for any of the Windows Server hosts that have the Food and Drug Administration compliance requirement.	See the above three sections
Windows Restricted PHI and CFR11 - HIPAA and FDA compliance	Assign this role in order to allow for the user to be able to request login access for any of the Windows Server hosts that have the Food and Drug Administration and the HIPAA regulation compliance requirement.	See the above three sections

3. Select a value for **Service** and **Instance**.
4. Click **Add Role**.
   The new role is now added to the Newly Assigned Roles list.

> **Note:**
>
> If you do not click Add Role, the role will not be added to the selected users.
> After a role is added to Newly Assigned Roles list, it can be removed by clicking the three dots menu (…) from Actions column, and then selecting Delete. Optionally, you can click the Delete button at the top.

5. To add more roles, repeat steps 2-4.
6. To save the new role(s) for the users, click **Assign Role**.
   The confirmation message is displayed at the top-right corner of the dashboard.

Removing Users in Bulk

You can remove users in bulk by selecting the check boxes next to users, and using the Delete button.

To remove users in bulk:

1. In the Users dashboard, select users (at least two users), and then click **Delete**.
   The Confirm Delete popup is displayed.
2. Click **OK** to confirm the removal of the users.
   The confirmation message is displayed at the top-right corner of the dashboard.

Syncing with MOS

All users who have at least one host access role for OCI service and no CSI access in My Oracle Support are presented here. The Customer User Administrator can choose to delete both oracle or customer users.

To sync with MOS:

1. In the Users dashboard, click **Sync with MOS**.
   The Sync with MOS pop-up is displayed.

   In the popup window, all contacts that currently having roles but no CSI approved in MOS are displayed.
2. To remove one or more contacts, select the check boxes next to the users, and then click **Delete**.

Working with the Host Report

The Host Report allows Customer User Administrators to sync user accounts with OIM, and remove, enable, or disable user accounts.

To work with the Host Report:

1. In the **Users** dashboard, select the user, and then from the **Host Report** column click the **Host Report** icon.
   The Host Report popup is displayed.
2. Click **Sync Users Accounts with OIM.**
   It fetches the latest data for the contact from Oracle Identity Management.
3. In the **Accounts** section, select the User accounts, and then click:
   a. Remove to delete the user account.
   b. Enable to activate the user account.
   c. Disable to deactivate the user account.
4. Use the **Pending Requests** table to view all requests submitted to OIM that are not yet completed.

17
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. • Communication error. • Error when processing the document. • Invalid document. • Invalid request (missing parameter).	Contact your Service Delivery Manager or Oracle Support.
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. • 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. • Communication error. • Error when processing the document. • Invalid document. • Invalid request (missing parameter).	Contact your Service Delivery Manager or Oracle Support.
An unexpected error occurred while submitting new host access requests	There was an issue retrieving your user information.	Contact your Service Delivery Manager or Oracle Support.