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Orchestrate and monitor Oracle Integration Cloud services with IBM Workload Automation tool

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Enabling an effective solution to monitor all integrations

Integration monitoring is the process of monitoring the activity and working status of all integrations in an organization's integration inventory. Organizations need to monitor the working processes of integrations that take place between the ERP system, third-party applications and in-house applications. Monitoring is an important part of process control and management. It plays a crucial role in ensuring agility in an integration ecosystem, process robustness, responsiveness to business demands and achievement of a sustainable production environment.

The Oracle Integration Cloud (OIC) provides dashboards to see how integrations are performing. The dashboards provide multiple views to check the running services of businesses. However, these dashboards lack sophistication and do not provide true business insights into transactions. They do not empower businesses with the required visibility, making companies depend on IT for details on transactions. This is contrary to the monitoring philosophy of providing business agility. This becomes increasingly slow and time-consuming where multiple stakeholders are involved.

This brochure aims to provide a business effective solution to the monitoring problem, leveraging a centralized tool to consolidate decentralized monitoring data to one focal point of information.

Leveraging IBM Workload Automation to provide a centralized dashboard

The proposed solution includes delegating the orchestration of the OIC interfaces to the IBM Workload Automation (IWA). IWA provides a single point of control for automated activities with an intuitive user interface that enables users to model, manage and monitor their workloads, enhanced with graphical views, embedded analytics and customizable dashboards.

The following features of IWA has been leveraged for the solution:

- Schedule-driven/event-based triggered workloads: Web-based graphical user interface (GUI) to create rich visual representations of a job stream and job elements that are both on the plan and on the model.
- Embedded predictive analytics with AI: Used to measure and forecast the duration of jobs along a critical path. It's used to predict if critical jobs are at risk to miss a service level agreement, and it includes sophisticated what-if analysis.
- Cost-effective: Provides a robust, ready-to-use and hybrid deployment model that is flexible and cost-efficient to enable optimized workload management.
- Reports: The console allows the operations team to easily create production reports and generate alerts based on workload, application or system events. By seeing the actual distribution of workloads, users can resolve complex service delivery problems quickly.

The IWA is configured to schedule the OIC processes. The OIC processes send responses back to the IWA at every logical step. The responses from the OIC are used in the IWA to enable the decision-making capability. And based on the outcome of the OIC processes, the next logical steps are determined by the IWA.

Business process as a case study

Let us consider the following business process in which the tax option for eligible employees needs to be computed. The business process consists of three different child processes.

1. The Oracle HCM Cloud needs to feed tax codes and tax rate data to the stock options system.

2. The stock options system sends a request to Oracle each day, with a list of employees for whom the data is required. This request file will be dropped on the secured file server (Secured FTP). This requirement would be fulfilled by the OIC interface I108.

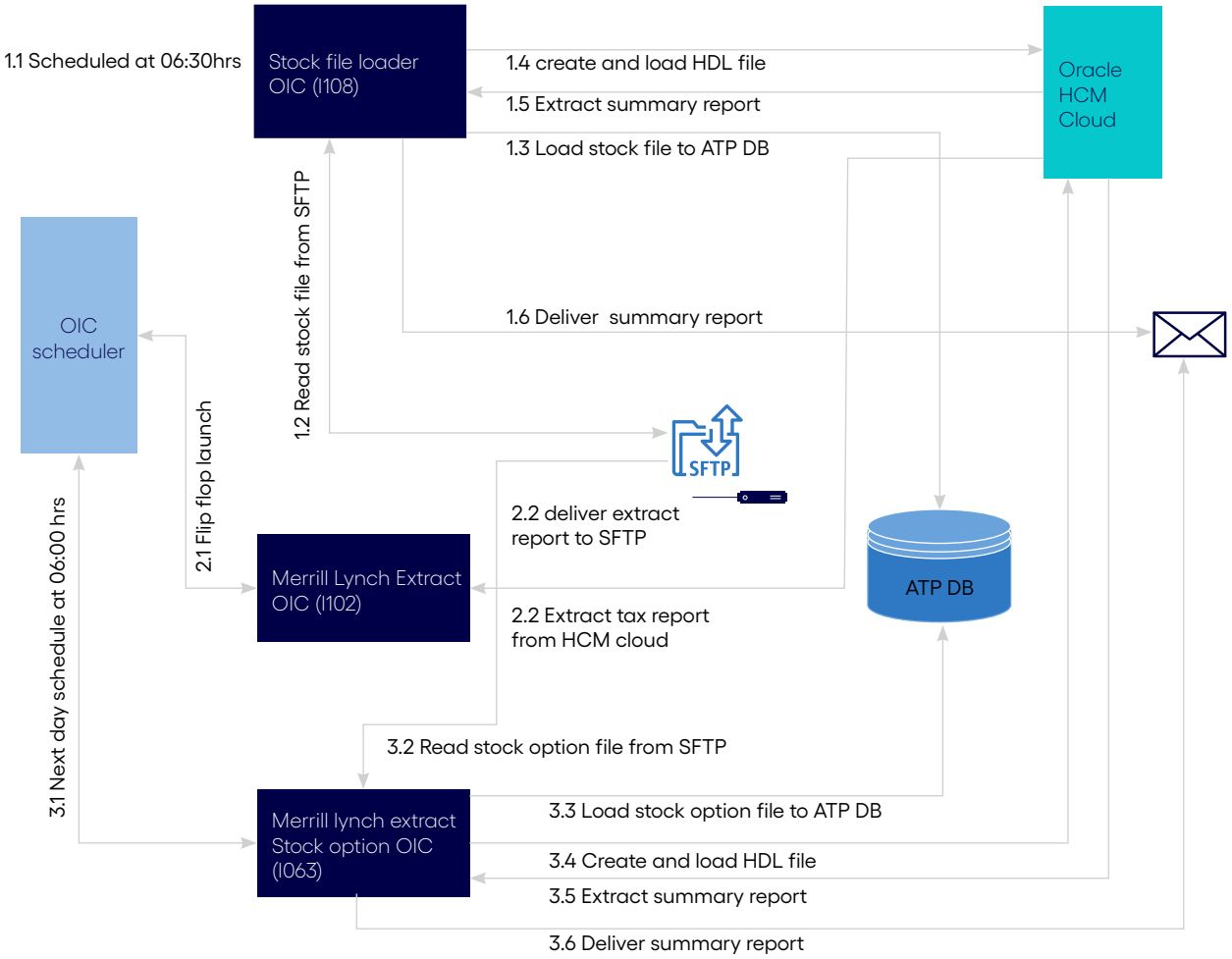
3. Data will be sent for active employees and retirees for tax codes and corresponding tax rates for supplemental taxes. This interface will be outbound from the Oracle HCM Cloud to the stock options system and is implemented in the OIC interface that is named as I102.

4. An inbound interface, from the stock options system to the Oracle HCM Cloud, updates the stock and restricted stock units elements with options exercised by employees and the taxes that should be withheld. This integration is implemented as an OIC interface that is named as I063.

Design of OIC process without the IWA

The process flow in the current scenario without IWA

- Each of the OIC processes to be implemented as a discrete interface.
- Interdependencies between the OIC processes are not available. I102 should run only when I108 is successful. I063 should run only when I102 is successful.
- Business cannot get a complete view of the business processes. It would require IT to stitch the required information.
- Dependency on IT will add tardiness in the system and business will be handicapped to take swift actions.



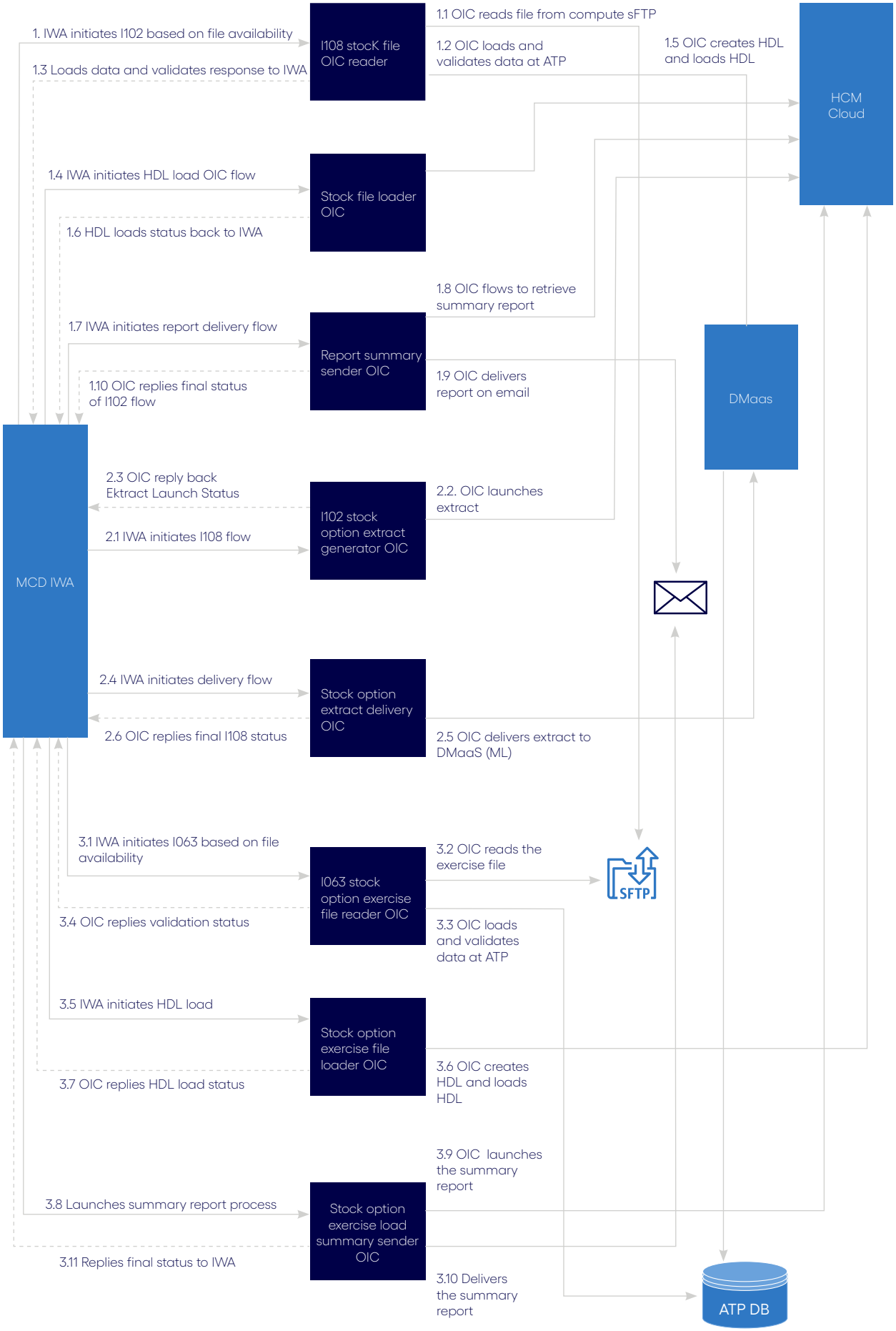
The above diagram provides a high-level view of data flow without IWA

Design of OIC process with the IWA

Here, the IWA is the master controller and is responsible for the orchestration of the OIC processes. The IWA schedules the OIC interfaces. The dependencies are configured in the IWA, so that the next OIC interface is triggered based on the outcome of the previous OIC status.

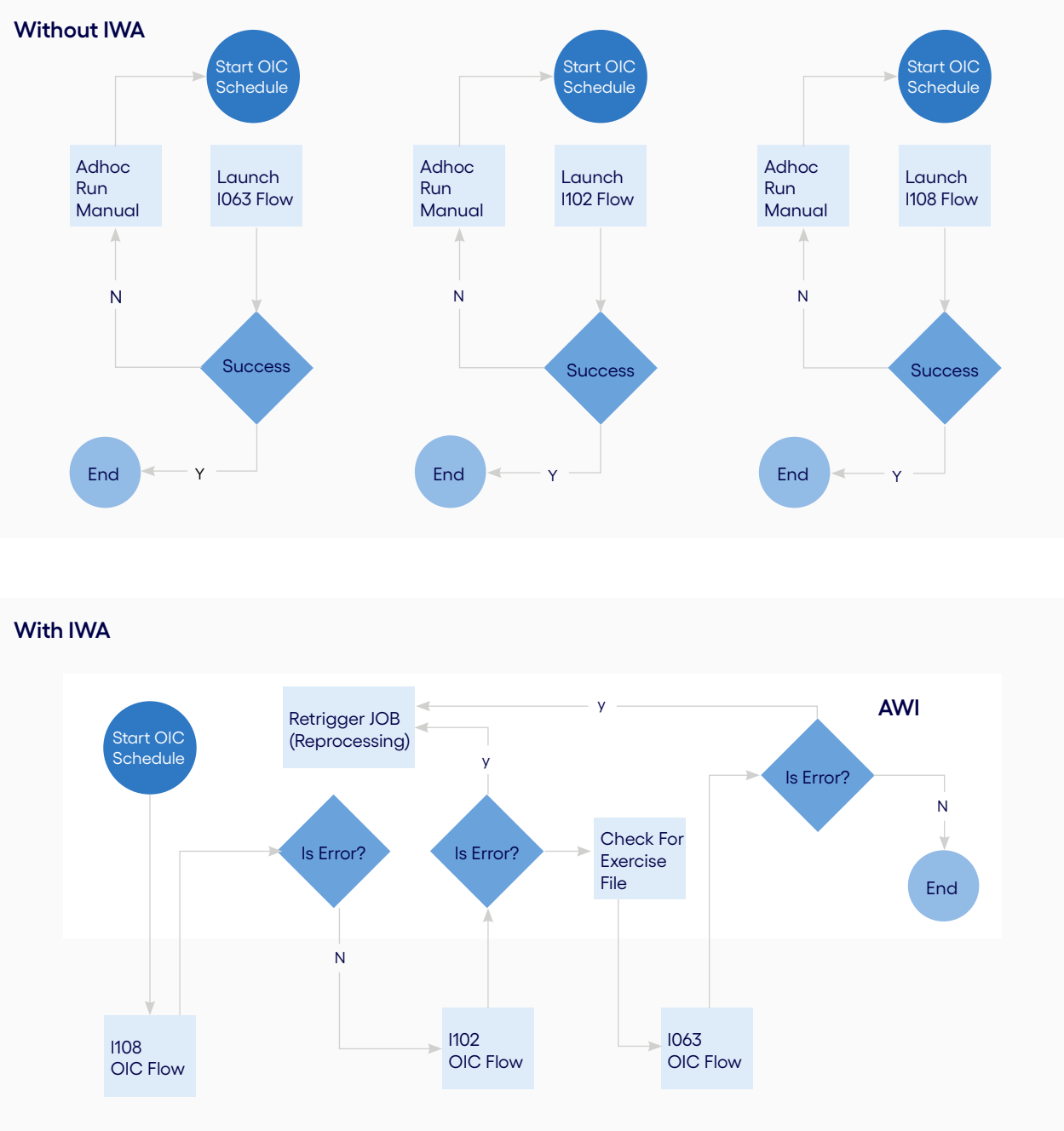
Key highlights

- The orchestration control has been delegated to the IWA.
- In the IWA console, the OIC interfaces are linked together and will provide a view of the business process. The OIC interfaces are no longer discrete.
- Business has been empowered to view the transaction details and does not have to depend on the IT for OIC status. Business can find out completion time of each job that was running and the history of the same.



The above diagram provides a high-level view of data flow with IWA

Implementing decision flows



The above diagram illustrates how the dependencies are implemented in the IWA

Steer complex integration landscape with the IWA

As we have seen, the use of the IWA empowers businesses with the capabilities to monitor the OIC orchestration from a centralized dashboard. The IWA also allows businesses to know the completion time of each job and the history of the same. In a complex integration landscape, schedule and monitor integration workloads by leveraging workflow automation tools such as the IWA. It enables:

- Improved decision-making and reduced costs by centralizing management and eliminating manual activities. And any unattended process can be scheduled on request or via events.
- Monitoring all enterprise processes from a single point of control—to provide consolidation of operations and team procedures.
- Bridging IT and business applications with one-stop automation modelling—to achieve anomaly detection on workloads and ensure successful job outcomes.

Cognizant's cloud services help companies advance in their cloud adoption journey, drive innovation, increase operational efficiency and improve value realization from the cloud. To explore how Cognizant can help you with the IWA to orchestrate OIC services, contact us at OSP_Marketing@cognizant.com.

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