

Business Service Management 9.x Advanced

Description

This advanced, modularized, instructor-led course is designed for technically experienced HP Business Service Management (BSM) 9.x administrators and support personnel. It covers advanced concepts, principles, methodologies, and hands-on configuration of the BSM software and solutions. In addition, this training provides an opportunity for BSM administrators to learn how to extend the value of their current implementation of HP's Application Performance Management enterprise software management solution.

Delegates will learn how to

- Describe the optional BSM deployment scenarios including hardening and High Availability (HA)
- Describe Run Time Service Management (RTSM) administration, including population, configuration, modelling, topology, reporting, and data enrichment
- Perform predictive analytics using Service Health Analyzer (SHA)
- Customize the way information is displayed in Service Health (SH)
- Import third-party data using the BSM Connector
- Install and use System Health to monitor your BSM deployment
- Use the BSM Logging Administrator to simplify collection of log file data across the BSM platform
- Troubleshoot BSM components, including data collectors and applications
- Use the various APIs available in BSM
- Improve your business model by incorporating network data from Network Node Manager i (NNMi)
- Configure the integration of BSM and Service Manager, and understand the features and functions

- Configure the integration of BSM and HP CMS/UCMDB and understand the features and functions
 - Plan a BSM upgrade by considering the upgrade options, paths, and compatibility matrices of BSM components
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Outline

Module 1: Course Overview

- Course Objectives
- Course Schedule
- Introductions
- Logistics
- Use Case
- Lab Environment

Module 2: BSM Architecture and Configuration Decisions

- Review BSM architecture
- List the components of the BSM portfolio
- Review the workflow for installing and configuring BSM
- Harden BSM deployment
- Define High Availability options
- Design BSM Disaster Recovery
- Define a multi-tenancy environment
- Configure BSM deployment
- Work with the Setup and Database Configuration utility
- Size and tune BSM deployment
- Working with Infrastructure Settings
- Working with JMX Console

Module 3: RTSM Administration

- Identify the components of RTSM
- Define RTSM population
- Define and configure RTSM-CMS integration (the RTSM Synch)
- Understanding topology reporting from the BSM data collectors
- Use modeling best practices
- Extending the data model through enrichment
- Define and configure reconciliation
- Troubleshoot RTSM - Appendix A

Module 4: Service Health Analyzer

- State the primary goal of SHA
- Name and describe each of the three different SHA licenses
- State the main differences between the architectures of SHA 9.1x and 9.2x
- Name the major architecture components and describe their functions
- Describe the data flow within SHA, starting with the data collectors State the functions of the Baseline Engine, SHA (or RAD) Engine, and the analytics process
- State how the baseline sleeve is calculated and describe seasonality
- Name and describe the five phases of anomaly creation in the Run-Time Anomaly Detection (RAD) Engine
- Configure SHA for initialization to get it up and running
- Describe the end-to-end user work flow of SHA
- Perform advanced SHA configuration, including edits of the XML metric filters
- Configuring Verification Tools - Appendix A
- Creating Metric Baselines Manually - Appendix B
- Troubleshooting - Appendix C

Module 5: CI Types and Relationships

- Create a custom CI Type
- Create a custom CI Relationship Type
- Create a custom RTSM view called Cooling View
- Create a CI
- Create relationships between CIs

Module 6: Service Health Customization

- Describe customizing Service Health to meet unique requirements
- Create Health Indicators (HIs)
- Create HI assignments

- Create Key Performance Indicators (KPIs)
- Create KPI assignments
- Describe the operation of KPI Enrichment Service (KES)
- Describe the operation of Multi-process Architecture Business Logic Engine (MARBLE)

Module 7: BSM Connector

- Compare and contrast the BSMC policy types
- Create BSMC metric log file policies
- Create BSMC event log file policies
- Create BSMC database policies
- Create BSMC XML file policies
- Create field mappings from source data values to BSM recognized data values
- Configure BSMC policies to affect HI state in BSM
- Deliver topology to the RTSM using BSMC policies
- Configure BSMC integration with BSM
- Locate primary BSMC log files

Module 8: System Health

- State System Health's primary function
- Describe how System Health has been decoupled from SiteScope
- Install System Health
- Drill down to identify and investigate BSM issues
- Start and stop individual BSM processes
- Package BSM log files so they can be sent to HP Support
- View and save individual log files
- View the status and value of BSM metrics
- Configure BSM failover using System Health
- Access System Health's SiteScope UI
- Deploy additional monitors

Module 9: BSM Logs and Troubleshooting

- Explain how to use BSM logs
- Troubleshoot the BSM platform
- Make use of troubleshooting tools and resources
- BSM Applications Troubleshooting - Appendix A
- BSM Reports Troubleshooting - Appendix B
- BSM Data Collectors Troubleshooting - Appendix C

- Additional Troubleshooting Tips - Appendix D

Module 10: Introduction to BSM Extensibility

- Define the Service Health API
- Define the Service Level Management (SLM) API
- Define the End-User Management (EUM) API
- Define the Generic Reporting Engine API
- Troubleshooting - Appendix A
- BSM9.x EUM Reports Troubleshooting - Appendix B

Module 11: Integrating BSM with NNMi

- Describe the main functions of Network Node Manager i (NNMi)
- List the steps of the NNMi integration with BSM
- Integrate NNMi with BSM
- Verify the NNMi integration with BSM

Module 12: Integrating BSM with Service Manager (SM)

- Identify the key features of Service Manager integration
- List Service Manager integrations
- View different integration technologies for communication in Service Manager
- Configure Service Manager integration
- Learn how BSM Service Level Management Business and Infrastructure Services interact with Service Manager incident records
- Troubleshooting and Logs - Appendix A

Module 13: Upgrading BSM

- Compare the two types of upgrades
- Identify the key considerations for selecting an upgrade type
- Learn the supported upgrade paths to BSM 9.2x
- Describe the flows for both direct and staging upgrades
- Working with the Upgrade wizard flow

Prerequisites

ITIL concept and terminology

Successful completion of BSM 120 Essential course