

Operations Manager i Software 10 x Essentials

This 5 day, entry-level, instructor-led training offers technical personnel, who are new to Operations Management i Software (OMi) 9.0, the opportunity to develop hands-on experience in applying the fundamental principles, methodologies, and capabilities for managing events using OMi. OMi is a best-in-class service operations solution. This course is recommended for individuals who are responsible for designing, implementing, or administering effective service operations capabilities for mission-critical business services. This course includes hands-on labs that use version 9.0 of the OMi software.

Delegates will learn how to

- Use OMi to effectively identify, prioritize, and resolve events
- Create event dashboards to meet the information needs of specific users
- Describe CI resolution and correlation
- Identify the health of services and technology components based on Health Indicators (HIs) and Key Performance Indicators (KPIs) presented in OMi
- Create and use OMi performance graphs
- Create and use OMi tools
- Create and tune Topology Based Event Correlation (TBEC) correlation rules
- Create and tune Stream Based Event Correlation (SBEC) correlation rules
- Create and tune Time Based Event Automation (TBEA) automation rules
- Create and tune event suppression rules
- Manage OMi user access and permissions
- Create and tune event suppression rules
- Manage OMi user access and permissions
- Create and tune OMi notifications
- Configure integration between OMi and HP Operations Manager (HPOM)
- Configure integration between OMi and HP SiteScope
- Configure integration between OMi and HP End User Management (EUM)
- Assign monitoring to CIs using Monitoring Automation (MA)

Module 1: Course Overview

Module 2: BSM Overview

Module 3: OMi Overview

Module 4: Operator Overview

Module 5: Performance Grapher

Module 6: OMi Tools

Module 7: Health Perspective

Module 8: OMi Monitoring Dashboards

Module 9: Indicator Overview

Module 10: RTSM Overview

Module 11: Models and Views

Module 12: Event Reception

Module 13: OMi APM Integration

Module 14: OMi SiteScope Integration

Module 15: OMi HPOM Integration

Module 16: Standard Event Processing

Module 17: Topology Based Event Correlation

Module 18: Stream Based Event Correlation

Module 19: Event Automation

Module 20: User Management

Module 21: OMi Content Packs

Module 22: Monitoring Automation Overview

Module 23: OMi AdministrationBSM 9 Essentials course