

# Application Performance Management

## 9.x Essentials

**Duration:** 5 Days · **Training format:** Virtual Classroom / Online

### Description

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This five-day, instructor-led classroom training offers technical personnel the opportunity to learn and experience managing the Application Performance Management (APM) side of Business Service management (BSM) 9.2. This course is designed for individuals who are responsible for the performance and availability aspects of mission-critical applications and for the configuration and administration of BSM.

#### Delegates will learn how to

- Identify HP Business Service Management (BSM) deployment scenarios
- Monitor application performance and availability from the end user perspective
- Integrate HP SiteScope with the BSM environment
- Monitor the real-time status of Key Performance Indicators (KPIs), view performance metrics, and work with reports containing historical performance data
- Configure and work with an IT model to build a topology of your system, populate the model with configuration items (CIs) and relationships, and use the model to measure and manage critical business processes
- Create and analyze reports that present and organize specific data your organization might need
- Create and manage service level agreements (SLAs) representing your department contracts with service providers, customers, and internal business units
- Perform administrative tasks to enable user access, configure licenses, and enhance system performance
- Work with the following applications: End User Management (EUM), Business Process Monitor (BPM), SiteScope/System Availability Manager (SAM), RunTime Service Model (RTSM), BSM applications - Service Health (SH), MyBSM, Service Level Management (SLM)

#### Audience

- New users of BSM 9.0 -- 9.2
- IT Tools engineers
- Database administrators

- System administrators
- Network administrators
- Operations managers
- Availability engineers

## Outline

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Module 1: Course Overview

Module 2: Introduction to Business Service Management (BSM)

Module 3: BSM Architecture and Deployment

Module 4: BSM User Interface

Module 5: Introduction to BPM and VuGen

Module 6: EUM Script Repository

Module 7: End User Management (EUM-BPM)

Module 8: End User Management (EUM-RUM)

Module 9: EUM Reports

Module 10: Run-Time Service Model (RTSM) Introduction

Module 11: CI Type Manager

Module 12: Introduction to the Modeling Studio

Module 13: Introduction to SiteScope

Module 14: Working with SiteScope

Module 15: System Availability Management

Module 16: Service Health

Module 17: Service Level Management

Module 18: User Reports

Module 19: Introduction to MyBSM

Module 20: Platform Administration

Module 21: Service Intelligence Overview

Module 22: Using TransactionVision

Module 23: Working with HP Diagnostics

Module 24: Using the BSM Grapher

## Prerequisites

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ITIL concepts and terminology