



# BMC Helix Service Monitoring: Enterprise Education Subscription

## COURSE ABSTRACT

### CURRICULUM CODE

- » ASSR-ENT-SUBS-BHSM

### DELIVERY METHOD

- » Videos
- » Web-based Training (WBT)

## Subscription Overview

BMC Helix Service Monitoring applies machine learning and analytics to help IT operations manage the increasing volume, variety, and velocity of data across complex environments to predict, find & fix issues faster.

This subscription provides a deep dive of BMC Helix Service Monitoring. The content of this subscription will explain the features and capabilities of BMC Helix Service Monitoring and help you leverage them.

**Note:** This content is part of an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.

## Target Audience

- » Operators
- » Administrators
- » Consultants

## Learner Objectives

- » Get an insight into the current business requirements for efficiently managing performance and availability of data
- » Understand the features and benefits of BMC Helix Service Monitoring
- » Get an overview of BMC Helix Service Monitoring and the new console
- » Understand the key performance indicators and entities of BMC Helix Service Monitoring
- » Understand the key concepts of BMC Helix Service Monitoring
- » Understand how BMC Helix Service Monitoring is used with the help of a use case
- » Understand service topology and its components
- » Understand how to view the service topology details



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### SUBSCRIPTION ACTIVITIES

- » Web-based training

### CERTIFICATION PATH

- » This subscription includes the full BMC Helix Service Monitoring Learning Path

### REFERENCE LINKS

Explore the following links to learn more about BMC Helix Operations Management learning path and subscription options.

- » [Learning Path](#)
- » [Subscription Home Page](#)
- » [Graphical Learning Path](#)

## Offerings

**Note:** Each course can also be taken individually.

Sr. No.	Course Title	Description	Duration (mins)	SPT	WBT	CERT
1.	BMC Helix Service Monitoring: Overview (WBT)	Introduces the audience to BMC Helix Service Monitoring. It also explains the benefits and capabilities of BMC Helix Service Monitoring.	20		✓	
2.	BMC Helix Service Monitoring: Fundamentals Navigating the Console (WBT)	Introduces the BMC Helix Service Monitoring console and provides an explanation of all tabs.	30		✓	
3.	BMC Helix Service Monitoring: Fundamentals Key Performance Indicators and Entities (WBT)	Explains the BMC Helix Service Monitoring key performance indicators and entities like events, anomaly events, noise reduction, correlation policy, incidents, and mean time to resolve.	20		✓	
4.	BMC Helix Service Monitoring: Fundamentals Key Concepts (WBT)	Explains the keys concepts of BMC Helix Service Monitoring like services, situations, topology, and probable cause analysis.	40		✓	
5.	BMC Helix Service Monitoring: Fundamentals Use Case (WBT)	Explains how BMC Helix Service Monitoring is used with the help of a use case.	20		✓	
6.	BMC Helix Service Monitoring: Fundamentals Viewing Service Topology Details - Part 1 (WBT)	Explains service topology, components of service topology, and explains how to view the service topology details.	30		✓	

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