

## BMC HELIX OPERATIONS MANAGEMENT

# BMC Helix Operations Management: Essential Subscription – Operators



Learning Path

Subscription Code: ASSR-ESS-SUBS-HMOO

**Modality**

- Web-based Training (WBT)
- Instructor-led Training (ILT)
- Videos

**Target Audience**

- Operators

## Subscription Overview

BMC Helix Operations Management is a SaaS-based solution that covers monitoring, event management, and other ITOM capabilities. It features a modern user experience and automated workflows to streamline monitoring and event management.

This subscription provides a deep dive into BMC Helix Operations Management features and capabilities. The demonstrations, videos, and presentation content included in the subscription provide a clear understanding of the features and capabilities of BMC Helix Operations Management and how to 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.*

## Learning Objectives

- Use the BMC Helix Portal.
- Provide an overview of BMC Helix Operations Management
- Understand group monitoring.
- Learn how to configure device monitoring.
- Create visualizations and add them to a dashboard.
- Monitor and analyze events.
- Perform basic operations on BMC Helix Dashboards.
- Learn about folders and playlists in BMC Helix Dashboards.
- Understand the process to build queries for events and metrics data type.
- Learn steps to configure annotations and links.
- Understand different types of event policies such as alarm, basic enrichment, correlation, and notification policy
- Get an insight into the BMC Helix Log Analytics console.
- Learn about an alert policy in BMC Helix Log Analytics.
- Learn about enrichment policy in BMC Helix Log Analytics.
- Explain archiving and restoring logs in BMC Helix Log Analytics.
- Understand the collection policy to collect logs in BMC Helix Log Analytics.
- Understand alert policy to detect anomalies in BMC Helix Log Analytics.

## Virtual Lab

- Contact the Training Coordinator for BMC Training in your organization or [education@bmc.com](mailto:education@bmc.com) for assistance.

## Offerings

S.No.	Course Name	Description	Duration (Minutes/Hours /Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
<b>BMC Helix Operations Management</b>				
1	BMC Helix Operations Management 25.x: Fundamentals Operating	<p>This course combines classroom training with practical lab exercises, guiding students through the product's features and console.</p> <p>The hands-on labs enable students to filter, visualize, and manage data using built-in tools and customized views. Students will perform event management operations and explore policy configuration, including Event and Blackout Policies. In addition, they will explore the BMC Helix Dashboards console and share dashboards and panels.</p>	1 Day	ILT
2	BMC Helix Operations Management 23.x: Fundamentals Operating	This training provides an overview of the features and capabilities of BMC Helix Operations Management to an operator. In addition, the hands-on labs within the training provide the experience of the product with an overview of the associated dashboards.	1 Day	ILT
3	BMC Helix Operations Management: Overview (WBT)	This course introduces the learners to features and benefits of BMC Helix Operations Management. In addition, the course provides an overview of BMC Helix Operations Management console and its tabs.	25 Minutes	WBT
4	BMC Helix Operations Management: Fundamentals Device Monitoring (WBT)	This course provides an overview of Devices and Device Monitoring. In addition, the course demonstrates the steps to access the Devices page in BMC Helix Operations Management Console.	20 Minutes	WBT
5	BMC Helix Operations Management: Fundamentals Groups (WBT)	This course provides an overview of groups for devices and entities. In addition, the course enables learners to access the Groups page and Groups Details page in BMC Helix Operations Management console.	20 Minutes	WBT
6	BMC Helix Operations Management: Fundamentals Event Processing (WBT)	This course introduces the learners to event monitoring and event analysis. After completing this course, the learners will be able to perform basic event monitoring tasks, such as accessing events, customizing event list display preferences, setting event preferences, and filtering events.	30 Minutes	WBT
7	BMC Helix Operations Management: Fundamentals	This course introduces the learners to alarm policies. In this course, the students will learn about different types of alarm generation conditions and threshold conditions. The students will become familiar with instances for alarms, post-trigger actions for alarm	60 Minutes	WBT

	Implementing Alarm Policies (WBT)	events, policy precedence, and baselines. In addition, the students will learn to work with alarm policies and use out-of-the-box policies.		
8	BMC Helix Operations Management: Fundamentals Monitor Policies (WBT)	This course introduces the learners to monitor policies. In this course, the students will learn to create a monitor policy that involves adding monitoring configurations, setting a polling interval, deactivating agent side collection, and configuring variables. In addition, the students will learn to work with monitor policies and use out-of-the-box monitor policies.	40 Minutes	WBT
9	BMC Helix Operations Management: Fundamentals Aggregating Events using Correlation Policies (WBT)	This course introduces the learners to correlation policy. The course explains how a correlation policy helps in aggregating events based on set conditions. At the end of the course, the learners will be able to create correlation policies and view aggregated events	20 Minutes	WBT
10	BMC Helix Operations Management: Fundamentals Event Policy (WBT)	This course introduces the students to event policies. The students will learn to create a basic enrichment event policy. In addition, the students will learn about the out-of- the-box policy templates and evaluation order of policies.	40 Minutes	WBT
11	BMC Helix Operations Management: Fundamentals Event Policy - Notifications (WBT)	This course introduces the students to notifications. The students will learn about the need for a notification policy, types of notifications, and the steps to create a notification policy.	25 Minutes	WBT
12	BMC Helix Operations Management: Fundamentals Event Policy - Filtering Unwanted Events (WBT)	This course teaches the students to filter unwanted events. The students will learn about event deduplication and the steps to create a suppression policy.	20 Minutes	WBT
13	BMC Helix Operations Management: Advanced Detecting Anomalies Using Multivariate Policies (WBT)	This course introduces the learners to detecting anomalies and creating multivariate policies. In addition, the course provides an overview of importance and requirement of multivariate policies to analyze the metrics and detect the anomalies within the BMC Helix Operation Management console. The course also demonstrates how to create, edit, and delete a multivariate policy.	30 Minutes	WBT
14	BMC Helix Operations Management Fundamentals Event Policy Enhancements (WBT)	This course introduces students to the enhancements in Event Policy. The students will learn creating a refinement policy and migrating event policies across environments. In addition, they will learn to use global variables that are used to share data across enrichment policies.	20 Minutes	WBT

**BMC Helix Portal**

15	BMC Helix Portal: Overview (WBT)	BMC Helix Portal is a SaaS solution with built-in common services on a microservices-based architecture and a set of integrated BMC Helix products from a single, unified view for an improved end-user experience. In this course, the learners will be guided on how to access BMC Helix Portal, understand user access, and become familiar with various functional areas of the BMC Helix Portal Console	30 Minutes	WBT
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#### BMC Helix Dashboards

16	BMC Helix Dashboards: Overview (WBT)	BMC Helix Dashboards is a SaaS service on the BMC Helix Portal that can be used to create interactive dashboards for your environment. It offers unified reporting and gives you a consolidated view of data from applications across your environment. You can easily create, export, and share interactive dashboards with users within or outside your environment. In this course, the learners will be guided on how to access BMC Helix Dashboards, cross-launch it from various applications, understand the concept of dashboards, panels, and playlists. Also, the multiple options for sharing and scheduling reports will be explained.	60 Minutes	WBT
17	BMC Helix Dashboards 23.x: Fundamentals Using (WBT)	This course explains students about the configuration of panels, queries, annotations, variables, library panels, Calculated fields, and links. They will also learn about scheduling reports. Additionally, they will get insights on the various Administration settings and visualization plugins available in BMC Helix Dashboards. Some advanced use cases like defining drill-through links and reverse cross-launch links will be explained as well. Finally, a dashboard design use case for each of the three major Query types: Events, Metric, and Service Management will be explored in detail.	3 Hours	WBT

#### BMC Helix Log Analytics

18	BMC Helix Log Analytics: Overview (WBT)	This course introduces students to the uses of BMC Helix Log Analytics, enables learners to navigate through its user interface, and explains the process to filter logs.	15 Minutes	WBT
19	BMC Helix Log Analytics: Fundamental Deriving Insights from Logs (WBT)	This course introduces students to different features of the Explorer tab in BMC Helix Log Analytics, such as creating visualization and adding the visualization to a dashboard.	30 Minutes	WBT

20	BMC Helix Log Analytics: Fundamentals Generating Events Using Alert Policy (WBT)	This course introduces students to the importance of alert policy. The students will learn to create an alert policy in BMC Helix Log Analytics. In addition, the students will learn to view the generated log event in BMC Helix Operations Management, BMC Helix Service Monitoring, and BMC Helix Dashboards.	20 Minutes	WBT
21	BMC Helix Log Analytics: Fundamentals Enriching Logs (WBT)	This course introduces students to the need for enriching logs. The students will learn to create an enrichment policy in BMC Helix Log Analytics	25 Minutes	WBT
22	BMC Helix Log Analytics: Fundamentals Archiving and Restoring Logs (WBT)	This course introduces students to the need for archiving logs. The students will learn the life cycle of logs and how to archive and restore logs in BMC Helix Log Analytics.	15 Minutes	WBT
23	BMC Helix Log Analytics: Fundamentals Extracting Fields (WBT)	This course introduces students to the need for extracting fields from logs. The students will learn to create a field extraction policy in BMC Helix Log Analytics.	20 Minutes	WBT
24	BMC Helix Log Analytics: Fundamentals Collecting Logs (WBT)	This course explains the steps to collect logs in BMC Helix Log Analytics. In addition, students will learn to create a collection policy for collecting logs.	40 Minutes	WBT
25	BMC Helix Log Analytics: Fundamentals Detecting Anomalies (WBT)	This course explains the need for anomaly detection and the process of detecting anomalous logs in BMC Helix Log Analytics. In addition, the students will learn to create an alert policy for anomaly detection.	30 Minutes	WBT

#### Certification

26	BMC Certified Associate: Helix Operations Management 25.x for Operators Online Exam	This Operators Online Exam will validate the technical competencies needed to successfully operate the features and capabilities of BMC Helix Operations Management.	120 Minutes	Exam
27	BMC Certified Associate: Helix Operations Management 23.x for Operators Online Exam	This Operators Online Exam will validate the technical competencies needed to successfully operate the features and capabilities of BMC Helix Operations Management.	120 Minutes	Exam

#### Discount Options

Have multiple students? Contact us to discuss hosting a private class for your organization.

Contact us for additional information 