



BMC Helix Operations Management: Essential Subscription - Operators

COURSE ABSTRACT

CURRICULUM CODE

- » ASSR-ESS-SUBS-HMOO

DELIVERY METHOD

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

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.

Target Audience

- » Operators

Learner Objectives

- » Use the BMC Helix Portal.
- » 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.
- » Create folders and playlists in BMC Helix Dashboards.
- » Build queries for events and metrics data type.
- » Configure annotations and links.
- » Configure variables.
- » Create a query variable for the events data type.
- » Create alarm policies.
- » Create monitor policies.
- » Generate events from logs and aggregate events using correlation policy.
- » Create a basic enrichment event policy.
- » Create a notification and filter unwanted events.
- » Understand user identities and user access.
- » Create, edit, and delete users, user groups, and roles.
- » Detect anomalies and create multivariate policies.
- » Create refinement policies and migrate event policies across the environment.
- » Get an insight into the BMC Helix Log Analytics console.
- » Create an alert policy in BMC Helix Log Analytics.
- » Create an enrichment policy in BMC Helix Log Analytics.
- » Archiving and restoring logs in BMC Helix Log Analytics.
- » Create a collection policy to collect logs in BMC Helix Log Analytics.
- » Create an alert policy to detect anomalies in BMC Helix Log Analytics.



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SUBSCRIPTION ACTIVITIES

- » Web-based training
- » Instructor-led training

CERTIFICATION PATH

- » This subscription includes the full BMC Helix Operations Management Certified Associate Learning Path.

REFERENCE LINKS

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

- » [Subscription Home Page](#)

Offerings

Sr. No.	Course Title	Description	Duration (mins)	ILT	WBT	CERT
Instructor-Led Training (ILT)						
1	BMC Helix Operations Management 22.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	✓		
Web-Based Training (WBT)						
1.	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		✓	
2.	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	25		✓	

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		BMC Helix Operations Management console and its tabs.				
3.	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		✓	
4.	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		✓	
5.	BMC Helix Operations Management: Fundamentals Log Analytics (WBT)	This course provides an overview of BMC Helix Log Analytics. After completing the course, the learners will be able to access BMC Helix Log Analytics and identify the roles associated with it. In addition, the learners will be able to filter data to be analysed, create visualization, add it to a dashboard, and access saved objects.	25		✓	
6.	BMC Helix Operations Management: Fundamentals Event Processing and Analytics (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 preference, setting event preferences, and filtering events. In addition, the learners will be able to analyze an event cluster.	30		✓	
7.	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.	60		✓	

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		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.				
8.	BMC Helix Operations Management: Fundamentals Working with Dashboards (WBT)	This course introduces the learners to configure panels and queries in dashboards. After completing this course, the learners will be able to build queries for events and metric data types, inspect the query, and add data sources. In addition, the learners will be able to configure annotations, links, and variables in dashboards.	60		✓	
9.	BMC Helix Operations Management: Fundamentals Implementing Alarm Policies (WBT)	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 events, policy precedence, and baselines. In addition, the students will learn to work with alarm policies and use out-of-the-box policies.	60		✓	
10.	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		✓	
11.	BMC Helix Operations Management: Fundamentals Generating Events from Logs (WBT)	This course teaches the learners to create alerts in BMC Helix Log Analytics. In addition, the students will learn to add log event panels in BMC Helix Dashboards and view log events	30		✓	

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Sr. No.	Course Title	Description	Duration (mins)	ILT	WBT	CERT
		in BMC Helix Operations Management.				
12.	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		✓	
13.	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		✓	
14.	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		✓	
15.	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		✓	
16.	BMC Helix Operations Management: Fundamentals Role-Based Access Control (WBT)	This course introduces the students to user identities and user access. The students will learn to create, edit, and delete new users, user groups, and roles in BMC Helix Portal.	60		✓	
17.	BMC Helix Operations Management: Authorization Profile (WBT)	This course introduces the students to authorization profiles and their components. In addition, students will learn to create, edit, and delete an authorization profile. They will also learn about users, user groups, and user group operations.	30		✓	

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18.	BMC Helix Dashboards 21.x: Fundamentals Using (WBT)	This course explains the method of creating various dashboards. The students will learn about configuration of Panels and Queries, Annotations and Links. They will also learn about scheduling reports. Additionally, they will get insights on the various visualization plugins available in BMC Helix Dashboards. Some advanced use-cases like defining Drill-through links and reverse cross-launch are also explained in the course.	120		✓	
19.	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		✓	
20.	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		✓	
21.	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		✓	
22.	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		✓	

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23.	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		✓	
24.	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		✓	
25.	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		✓	
26.	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		✓	
27.	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		✓	
28.	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		✓	
Certifications						
1.	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			✓

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