

# BMC Helix Operations Management 25.x: Fundamentals Operating



Learning Path

Course Code: ASSR-HMOF-2520

Modality	Duration	Applicable Versions	Target Audience
Instructor-Led Training (ILT)	1 Day	BMC Helix Operations Management 25.2	<ul style="list-style-type: none"><li>Operators</li></ul>

## Course Overview

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

This course combines classroom training with practical lab exercises, guiding students through the product's features and console. 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.

## Learning Objectives

- Understand the purpose of BMC Helix Operations Management.
- Recognize the roles associated with BMC Helix Operations Management.
- Enumerate the operational features and benefits of BMC Helix Operations Management.
- Access and navigate the BMC Helix Operations Management console effectively.
- Describe devices, events, and groups within the BMC Helix Operations Management framework.
- Navigate the Devices, Events, and Groups pages efficiently.
- Adjust device preferences according to operational needs.
- Utilize built-in and customized filters to filter devices.
- Differentiate between Tile and Table views for data representation.
- Customize and download monitor graphs for reporting purposes.
- Evaluate event status, severity, and priority.
- Apply quick filters, time filters, and global search to filter events.
- Execute various operations related to event management.
- Organize entities and events into groups.
- Explain the types of policies within BMC Helix Operations Management.
- Discuss Event and Blackout Policies and their functionalities.
- Explain the BMC Helix Dashboards product
- Understand the features and functionalities of BMC Helix Dashboards
- List BMC Helix Dashboards roles, along with the permissions assigned to them
- Access and navigate the BMC Helix Dashboards console
- Trigger a cross-launch of BMC Helix Dashboards from BMC Helix Operations Management
- Browse and search for dashboards
- Share and download dashboards and panels
- Add external users as scheduled report recipients

## Course Modules

### Module 1: Walkthrough of BMC Helix Operations Management

- Introduction to BMC Helix Operations Management
- Working with the BMC Helix Operations Management Console

### Module 2: BMC Helix Operations Management—Monitoring

- Monitoring Devices
- Monitoring Events
- Monitoring Groups

### Module 3: BMC Helix Operations Management—Configuration

- Introduction to Policies
- Introduction to Event and Blackout Policies

### Module 4: BMC Helix Operations Management—Dashboards

- Introduction to BMC Helix Dashboards
- Working with BMC Helix Dashboards

#### Discount Options

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

Contact us for additional information 