BMC Helix Service Monitoring

BMC Helix Service Monitoring 24.x: Fundamentals Using (WBT)

bmc

Course Code: ASSR-HSFUW-2420

Learning Path >

Modality	**Duration**	**Applicable Versions**	**Target Audience**
Web-based Training (WBT)	2 hours 40 minutes	BMC Helix Service Monitoring 24.2	Operators

Course 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, and fix issues faster.

This training provides a deep dive into BMC Helix Service Monitoring fundamental concepts. The content of this training will explain the features and capabilities of BMC Helix Service Monitoring and help you leverage them. Students will develop skills in monitoring and analyzing impacted services and situations, viewing predictions, and requesting remediating events for a service..

Learning Objectives

- Understand the current business need.
- Provide the overview of BMC Helix Service Monitoring.
- Navigate through the BMC Helix Service Monitoring Console.
- Understand the service health monitoring process.
- View the health performance summary of a service.
- View service health details.
- Identify the impacted services.
- Identify the impacted nodes.
- Explain situations.
- List and explain the types of situations.
- List the benefits of situations.
- Monitor different types of situations.
- Understand service prediction.
- Explain the need for prediction.
- View service prediction.
- Explain the need for automation in BMC Helix Service Monitoring.
- List the steps to run an existing automation for a service or situation.
- List the steps to request automation for a service or situation.

For more information about BMC Education Services, visit **www.bmc.com/education**.

Course Modules

Module 1: Walkthrough of BMC Helix Service Monitoring
- » Need for BMC Helix Service Monitoring
- » Introduction to BMC Helix Service Monitoring
- » Capabilities of BMC Helix Service Monitoring
- » Navigating BMC Helix Service Monitoring Console

Module 2: Monitoring Services
- » Service Overview
- » Understanding Health Performance Summary
- » Viewing Impacted Services
- » Identifying Impacted Nodes
- » Monitoring Service Health

Module 3: Managing Situations
- » Understanding Situations
- » Overview of Situation Types
- » Monitoring Policy-based Situations
- » Investigating ML-based Situations
- » Navigating Situations
- » Viewing Similar Situations

Module 4: Viewing Service Prediction
- » Overview of Service Prediction
- » Need for Prediction
- » Working with Prediction
- » Monitoring Service Prediction

Module 5: Remediating Events Automatically
- » Need for Automation in BMC Helix Service Monitoring
- » Workflow of Automation Process
- » Benefits of Automated Remediation
- » Request a New Automation for Services and Situations
- » Running an Existing Automation

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