



BMC Helix Operations Management 20.x: Fundamentals Using (WBT)

COURSE ABSTRACT

COURSE CODE

» ASSR-HXMU-2002

APPLICABLE VERSIONS

» BMC Helix Operations Management
20.02

DELIVERY METHOD

» Web-based Training (WBT)

COURSE DURATION

» 4.5 hours

PREREQUISITES

» NA

Course 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 course provides an overview of BMC Helix Operations Management. The course will also help you understand the difference between the on-prem and SaaS versions of Operations Management. In addition, you will get a clear understanding of the new features added in BMC Helix Operations Management and how to leverage them.

[Click here](#) for a quick preview.

Target Audience

- » Administrators
- » Consultants
- » Users

Learner Objectives

- » Get an insight into the current business requirements for efficiently managing performance and availability of data
- » Understand the importance of the SaaS distribution model.
- » Get an overview of BMC Helix Operations Management and the new console
- » Understand the high-level architecture of BMC Helix Operations Management
- » Learn to create and manage dashboards
- » Understand Tag monitoring and Event Clustering
- » Learn how to configure Event Monitoring and Device Monitoring



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COURSE ACTIVITIES

- » Expert Talk
- » Demonstrations

DISCOUNT OPTIONS

- » [Contact us for additional information !\[\]\(c6a8736a601a632e2c96605cf66055ed_img.jpg\)](#)

Course Modules

Course Overview

- » Welcome video to the BMC Helix Operations Management solution and the education course.

Module 1: Introduction to BMC Helix Operations Management

- » Overview of BMC Helix Operations Management
- » Architecture of BMC Helix Operations Management
- » Benefits and features of BMC Helix Operations Management
- » Difference between TrueSight Operations Management and BMC Helix Operations Management

Module 2: BMC Helix Operations Management Console Overview and Dashboards

- » Overview of the home page
- » User Preferences
- » Introduction to Monitoring, Configuration and Administration operations
- » Dashboard Operations

- » Configuring Widgets

Module 3: Device Monitoring in BMC Helix Operations Management

- » Infrastructure Monitoring
- » Device Monitoring
- » Devices and Device Details page
- » Customizing the Devices page
- » Using built-in and custom filters
- » Customizing and exporting monitor graphs.

Module 4: Tag Configuration in BMC Helix Operations Management

- » Tags for devices and entities
- » Entity and event selection criteria
- » Tag examples
- » Tags page and the Tag Details page
- » Creating and using tags

Module 5: Event Processing and analytics in BMC Helix Operations Management

- » Event Monitoring
- » Events list page and Event Details page

- » Event Operations
- » Customizing the event list display
- » Export and filter events
- » Setting event preferences
- » Event Analysis
- » Analyzing event clusters

Additional Resources:

Bonus videos on some Administering content for BMC Helix Operations Management:

- » Video 1: Creating Event Policies
- » Video 2: Creating Alarm Generation Policies
- » Video 3: Monitoring Entities and Events Using Tags
- » Video 4: Sending Third-Party Events to BMC Helix Operations Management