



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

## COURSE ABSTRACT

### COURSE CODE

» ASSR-HXMU-2008

### APPLICABLE VERSIONS

» BMC Helix Operations Management  
20.08

### DELIVERY METHOD

» Web-based Training (WBT)

### COURSE DURATION

» 7 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 BMC Helix Dashboards
- » Understand BMC Helix Log Analytics
- » 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 Portal

- » Overview of BMC Helix Portal
- » Benefits of BMC Helix Portal
- » Architecture of BMC Helix Portal

### Module 2: 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 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: BMC Helix Operations Management Group Configuration

- » Entity and event selection criteria
- » Group examples
- » Groups page and the Group Details page
- » Creating and using groups

### 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

### Module 6: BMC Helix Dashboards

- » Overview Grafana dashboards
- » Features of BMC Helix Dashboards
- » Overview of the home page
- » UI Themes
- » Dashboard Operations
- » Dashboard settings
- » Overview of the JSON model
- » Sharing a dashboard
- » Importing and Exporting a dashboard
- » Folders in BMC Helix Dashboards
- » Folder operations

- » Playlists in BMC helix Dashboards
- » Playlist operations and modes

### Module 7: BMC Helix Dashboards and Advanced Settings

- » Panel queries
- » Panel operations
- » Panel options
- » Building queries
- » Annotations
- » Variables
- » Links
- » JSON model

### Module 8: BMC Helix Log Analytics

- » Overview of BMC Helix Log Analytics
- » Filtering data to analyze
- » Visualizations
- » Dev Tools
- » Index Patterns
- » Saved Objects

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

- » Video 1: Creating Event Policies
- » Video 2: Creating Alarm Policies
- » Video 3: Sending Third-Party Events to BMC Helix Operations Management
- » Video 4: Deriving Insights from Logs

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