

# BMC Course for Netreo Version 12 Administrator Training (WBT)



ABSTRACT

Course Code: ASSR-NTAD-0012

## Modality

Web-based Training (WBT)

## Duration

4 Hours 30 minutes

## Applicable Versions

Netreo version 12

## Target Audience

Administrators

## Course Overview

Netreo is a uniquely flexible full-stack IT management solution that incorporates AIOps functionality. It is designed to provide a single source of truth for all your IT teams and provides deep visibility into infrastructure performance, systems, servers, storage, applications, and cloud, all in a single dashboard.

This course introduces students to the key terminologies and concepts of the Netreo platform. They will learn how to navigate the platform, explore device details, and organize devices effectively. The course also covers topics such as incident states, alarms, thresholds, and anomalies. Additionally, students will learn how to create dashboards, onboard devices, create templates, and utilize virtualization and configuration monitoring.

## Learning Objectives

- Explore terminologies used in the Netreo platform, such as device and its types, templates, and device organization.
- List incident states and their details.
- List different types of alarms and explain service checks and host checks.
- Explain thresholds and anomalies.
- Describe the need to use the maintenance window.
- Create a custom notification.
- Navigate through the user interface of the Netreo platform.
- Explore the dashboards.
- Manage Netreo cloud services.
- Configure the site, add categories, and configure strategic groups for a device.
- Onboard devices in the Netreo platform.
- Create and edit templates.
- Explore user permissions and authentication in Netreo.
- Explain the web application response time feature.
- Access email application response time monitoring feature.
- Analyze the traffic flow.
- Utilize the virtualization and configuration monitoring.

## Course Modules

### Module 1: Concepts and Terminology

- Explore terminologies used in the Netreo platform
- Define devices and their types
- Explain templates
- Explore how devices are organized

### Module 2: Alarms and Incidents

- Explain incident states and details
- List the types of alarms
- Describe service checks and host checks
- Differentiate between alarms and incidents
- Explain thresholds and their type
- Explain anomalies
- Explain the maintenance window and timeframe
- List the action taken to respond to the incident
- Create a custom notification

### Module 3: Netreo Platform

- Navigate through the user interface of the Netreo platform
- Explore the dashboards
- Understand how Netreo stores and displays time-series data
- Use the reporting capabilities

### Module 4: Device Onboarding

- Configure the site, add categories, and configure strategic groups for a device.
- Describe the process for device onboarding
- Create and edit templates
- View, edit, or replace parenting for a device

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### Module 5: Netreo System Administration

- Explore user permissions and authentication in Netreo
- Configure users in Netreo

### Module 6: Web Application Response Time (ART) Monitoring

- Explain the web application response time feature
- Access the web application response time feature

### Module 7: Email Application Response Time (ART) Monitoring

- Access email application response time monitoring feature

### Module 8: Traffic and Flow Analysis

- Analyze the traffic flow
- View the flow data collected in Netreo

### Module 9: Virtualization Monitoring

- Explore the ways to access virtualization data
- Utilize the virtualization monitoring

### Module 10: Configuration Monitoring

- Explain the configuration monitoring
- Utilize the configuration monitoring