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BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 2

COURSE ABSTRACT

COURSE CODE
» ASSR-TOF2-1050

APPLICABLE VERSIONS
» BMC TrueSight Operations Management 10.0, 10.1, and 10.5

DELIVERY METHOD 🌐
» Instructor-led Training (ILT)

COURSE DURATION 🌐
» 5 Days

PREREQUISITES
» BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 1

Course Overview

BMC TrueSight Operations Management is an integrated platform that monitors infrastructure and applications from a single interface. It goes beyond monitoring to handle complex IT environments and diverse data streams to deliver actionable IT intelligence. This helps resolve issues before they impact the business.

This course combines classroom instruction with laboratory exercises to guide students through the event management and service modelling functionalities of BMC TrueSight Operations Management 10.x. At the end of this course, students will develop skills in cell configuration, Knowledge Base (KB) related activities, applications of event rules and policies, and types and usage of event adapters. This course will also help students to develop skills in monitoring services, creating service models, and integrating TSOM with BMC Remedy Service Desk.

IMPORTANT: This course is a part of a TrueSight Operations Management learning path. The other course included in the learning path is *BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 1*.

The **BMC Certified Professional: BMC TrueSight Operations Management 10.x Online Proctored Exam** is included with the BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 2 course. Taking the exam and pursuing certification is optional. You will have one attempt to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Certified Professional: BMC TrueSight Operations Management 10.x**.

Note: This class is also available in modular format as ASP modality. The certification exam is not included with the modular ASP format.

The two modules included are:
BMC TrueSight Operations Management 10.x: Event Management – Fundamentals
BMC TrueSight Operations Management 10.x: Service Modeling – Fundamentals
Please contact your Education advisor to learn more about it.

Target Audience
» Administrators
» Users

Learner Objectives
» Work with events, adapters, collectors, and remote actions
» Perform Knowledge Base (KB) administration tasks
» Develop Knowledge Base (KB) classes and rules
» Use out-of-the-box event management policies
» Create basic and advanced rules
» Learn to install monitoring solution and create monitoring policies for the PATROL agent
» Learn to monitor services using TrueSight console
» Work with Service Impact Management and Service Model
» Understand TSOM integration with BMC Remedy Service Desk

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

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COURSE ACTIVITIES
» Classroom Presentations
» Hands-on Lab Exercises
» Demonstrations

BMC TRUESIGHT OPERATIONS MANAGEMENT LEARNING PATH
» http://www.bmc.com/education/courses/truesight_operations_mgmt_training.html

ACCREDITATION AND CERTIFICATION PATHS 🌐
» This course is part of the **BMC TrueSight Operations Management 10.x Certification Path**.

DISCOUNT OPTIONS 🌐
» Have multiple students? Contact us to discuss hosting a private class for your organization
» **Contact us for additional information** 🌐

Course Modules

Module 1: Introducing Event Management and Installing Integration Service
» Introduction to TSOM architecture
» Introduction to Event Management
» IS and Remote cell installation

Module 2: Cell Configuration Basics
» Introduction to cells
» Cell configuration tasks
» Cell configuration commands

Module 3: Knowledge Base Management
» KB basics and administration
» Event characteristics and processing
» Remote actions
» Basics of MRL syntax

Module 4: Event Collectors
» Introduction to event collectors
» Working with collectors
» Type of collectors

Module 5: Event Rules
» Introduction to event rules
» Concepts of Dynamic Data Model
» Filter and Execute rules
» Refine and New rules
» Timer and Propagate rules
» Abstract and Correlate rules
» Regulate, Delete, and Threshold rules

Module 6: Event Management Policies
» Purpose of an event management policy
» Process flow
» Time frames and event selectors
» Event management policy types

Module 7: Event Adapters
» mcxa.conf file and MAP files
» Using event adapters
» SNMP Adapter overview

Module 8: Service Modeling Overview
» TrueSight Operations Management Architecture Overview
» Integrating TSIM with TSPS

» Introduction to the Lab Environment
» Configuring Integration Service
» Installing and Enabling Monitoring Solution
» Service Monitoring Overview

Module 9: Service Impact Management
» Service Impact Management Overview
» Services Editor Tab
» Visualizing Service Impact Model from the TrueSight Console

Module 10: Service Models Using BMC Impact Model Designer
» Overview of Service Models
» Service Modeling: Getting Started
» Service Modeling: Next Steps
» Service Model Promotion and Publishing

Module 11: Integration with BMC Remedy Service Desk
» Overview of IBRSD
» Working with IBRSD
» Intelligent Incidents with IBRSD
» BMC Service Resolution

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