TrueSight Operations Management 11.x: Advanced Training - Service Modelling (ASP)

COURSE ABSTRACT

COURSE CODE

» ASSR-TOSM-1130-ASP

APPLICABLE VERSIONS

» TrueSight Operations Management 11.0, 11.3

DELIVERY METHOD 🌐

» Assisted Self-paced (ASP)
 – Student and lab guide as ebook
 – Product community for questions and answers
 – Course recording via WBT
 – Access to instructor for up to 0.5 hours by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

» Lab Vouchers are issued at course registration time and must be redeemed within 90 days of receipt. Once Lab Voucher is redeemed, 28 days of lab access (portal access) are granted with 6 hours of on-demand lab time to be used. Once the lab time is used, or the 28 days expires, the lab access ends.
» Click **here** for additional ASP virtual lab access information in graphical format.

COURSE DURATION 🌐

» Equal to 1 Day

PREREQUISITES

» BMC TrueSight Operations Management 11.x: Fundamentals Architecture and Components (WBT)

RECOMMENDED TRAININGS

» BMC TrueSight Operations Management 11.x: Fundamentals Administering
» BMC TrueSight Operations Management 11.x: Fundamentals Operating

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.

The *TrueSight Operations Management 11.x: Advanced Training - Service Modelling (ASP)* course combines classroom instruction with laboratory exercises and demonstrations to guide students through the basic concepts of Service Monitoring using TrueSight Operations Management 11.x. Students will develop skills in: integrating TSOM with CMDB and Service Desk, working with service model using TrueSight Infrastructure Management Admin console, working with service model using Impact Model Designer, monitoring services from the TrueSight console and TrueSight Infrastructure Management Operator console, managing service impact model and BMC service resolution.

Target Audience

» Administrators
» Consultants

Learner Objectives

» Learn concepts of service impact management and service modeling
» Understand service model components
» Learn to create a service model using TrueSight Infrastructure Management Admin Console
» Learn to create a service model using Impact Model Designer
» Learn to monitor services using TrueSight console and TrueSight Infrastructure Management Operator console
» Understand how to manage a service impact model
» Learn to assign events to the CIs
» Understand architecture and workflow of BMC Service Resolution
» Understand TSOM integration with BMC Service Desk

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

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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 **TrueSight Operations Management 11.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: Service Modeling Overview
» Understand service modeling concepts
» Learn the sources of Service model:
- TrueSight Infrastructure Management Admin Console
- BMC Impact Model Designer in BMC Atrium CMDB
- Non-Atrium CMDB Sources
» Learn the components of Service model
» Learn different types of Service models

Module 2: Service Modeling Using TSIM Admin Console
» Create a service model using TrueSight Infrastructure Management (TSIM) Admin Console
» Edit service model components and relationships
» View service model from the TrueSight console and TSIM operator console

Module 3: Service Modeling Using Impact Model Designer
» Learn prerequisites to integrate TSOM with Atrium CMDB
» Learn how to integrate TSOM with Atrium CMDB
» Learn how to create, promote and publish a Service Model from the Impact Model Designer
» Understand TSIM publishing server and its workflow
» Learn how to create a Timeframe and Schedule

Module 4: Service Impact Management
» Understand how to associate and compute service impact by:
- Associating monitor instances with CIs
- Creating component Aliases
- Creating Alias formulas
- Performing service modeling at higher levels
- Increasing granularity of the model
- Set the priorities for the services or the applications
- Using different status computation models

Module 5: BMC Service Resolution
» Understand workflow of BMC Service Resolution
» Describe features of BMC Service Resolution
» Learn to use events in TrueSight Infrastructure Management to open incidents in Service Desk
» Describe levels of BMC Service Resolution

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