



BMC TrueSight Operations Management 10.x: Service Modeling – Fundamentals (ASP)

COURSE ABSTRACT

COURSE CODE

- » ASSR-TOSM-1050-ASP

APPLICABLE VERSIONS

- » BMC TrueSight Operations Management 10.0, 10.1 and 10.5

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 hour by appointment (use within 90 days of registration)

VIRTUAL LAB ACCESS

- » 6 hours of virtual lab access time available from date of registration on course for 90 calendar days.
- » Click [here](#) for additional ASP virtual lab access information in graphical format.

COURSE DURATION

- » Equal to 1 Day

PREREQUISITES

- » *BMC TrueSight Operations Management 10.x: Installation and Configuration – Fundamentals*
- » *TrueSight Operations Management 10.x: Walkthrough of Consoles – Fundamentals*
- » *BMC TrueSight Operations Management 10.x: Analytics – Fundamentals*
- » *BMC TrueSight Operations Management 10.x: Event Management – Fundamentals*

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 self-paced, hands-on course combines classroom instruction with laboratory exercises and simulations to guide students through the basic concepts of Service Monitoring using BMC TrueSight Operations Management 10.x. Students will develop skills in: installing monitoring solution, monitoring services, creating service models and integration of TSOM with BMC Remedy Service Desk.

IMPORTANT: This course is a part of a TrueSight Operations Management learning path. The other courses included in the learning path are:

- » *BMC TrueSight Operations Management 10.x: Installation and Configuration – Fundamentals (ASP)*
- » *BMC TrueSight Operations Management 10.x: Walkthrough of Consoles – Fundamentals (ASP)*
- » *BMC TrueSight Operations Management 10.x: Analytics – Fundamentals (ASP)*
- » *BMC TrueSight Operations Management 10.x: Event Management – Fundamentals (ASP)*

The accreditation examination, **BMC Accredited Administrator: BMC TrueSight Operations Management 10.x**, is included with this course. In order to take this examination, it is necessary to have taken all five courses. Taking the exam and pursuing accreditation is optional. You will have two attempts to pass the exam. No retakes will be offered. Those who pass will receive the title of **BMC Accredited Administrator: BMC TrueSight Operations Management 10.x**.

Target Audience

- » Administrators
- » Users

Learner Objectives

- » Learn to install monitoring solution and create monitoring policies for the PATROL agent
- » Learn to monitor services using TrueSight console
- » Learn concepts of Service Impact Management and Service Modelling
- » Learn to create Service Models
- » Understand TSOM integration with BMC Remedy Service Desk



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COURSE ACTIVITIES

- » Video coaching
- » Course eBook
- » Virtual Lab
- » Community Access
- » Demonstrations
- » Hands-on Lab Exercises


BMC <PRODUCT NAME> 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 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: 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 2: Service Impact Management

- » Service Impact Management Overview
- » Services Editor Tab
- » Visualizing Service Impact Model from the TrueSight Console

Module 3: 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 4: Integration with BMC Remedy Service Desk

- » Overview of IBRS
- » Working with IBRS
- » Intelligent Incidents with IBRS
- » BMC Service Resolution

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