



# TrueSight Orchestration 20.x: Fundamentals Administering

## COURSE ABSTRACT

### COURSE CODE

- » CLDS-TOFA-2002

### APPLICABLE VERSIONS

- » TrueSight Orchestration 20.02
- » TrueSight Orchestration 8.1, 8.2

### DELIVERY METHOD

- » Instructor-led Training (ILT)

### COURSE DURATION

- » 3 Days

### PREREQUISITES

- » TrueSight Orchestration 20.x:  
Fundamentals Installing & Configuring

## Course Overview

IT process automation can significantly lower the cost of IT delivery and reduce the risk associated with manual interactions. TrueSight Orchestration automates common, repeatable tasks to improve quality of service across the board.

This course is interactive and includes hands-on activities.

This course uses a mix of instructor-led introduction, practical exercises, and mentoring during the sessions. This course guides learners as they discover and cultivate the skills necessary to establish and maintain basic TrueSight Orchestration processes. The course creates an environment in which learners can configure modules and adapters, execute workflows, manage metrics and audit records, navigate the health and value dashboard, perform log analysis and health checks and use Remedy Single Sign-On. Materials are provided that can be referenced during and after the class.

## Target Audience

- » Administrators
- » Consultants

## Learner Objectives

- » Explain the architecture of TrueSight Orchestration
- » Identify the components of TrueSight Orchestration
- » Configure modules and adapters
- » Execute workflows from the grid
- » Manage metrics and audit records
- » Use health and value dashboards
- » Understand the log files
- » Install and configure Remedy Single Sign-On (RSSO)



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### COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Demonstration

### LEARNING PATH

- » [TrueSight Orchestration Learning 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: Overview of the TrueSight Orchestration Components

- » Explain the architecture of TrueSight Orchestration
- » Identify the components of TrueSight Orchestration
- » Describe TSO in containers
- » Summarize key use cases

### Module 2: Configuring Modules

- » Describe Operations Actions modules and utilities
- » Activate modules
- » Edit active modules
- » Assign grid permissions
- » Deactivate modules

### Module 3: Configuring Base Adapters

- » Describe base adapters and their types
- » Add base adapters to the grid
- » Configure base adapters
- » Enable adapters on a peer
- » Check the status of the adapter

### Module 4: Workflow Execution from the Grid

- » Expose a workflow in Schedules and Operator Control Panel (OCP)
- » Export modules to the repository
- » Activate the module on the grid

- » Schedule the workflow from the grid and TSO Development Studio
- » Use the Operator Control Panel (OCP) for workflow execution

### Module 5: Managing Metrics and Audit Records

- » Describe audit records, grid performance, and process metrics
- » Enable metrics collection
- » Understand the metrics database schema
- » Configure audit reports, grid performance, and process metrics

### Module 6: Health and Value Dashboards

- » Describe the Health Dashboard
- » Describe the Value Dashboard
- » Configure your environment to use TrueSight Orchestration (TSO) dashboards
- » Create Value reports

### Module 7: Log Analysis and Health Check

- » Name log files and know their locations
- » Understand the log files
- » Use the log files to troubleshoot issues in TSO

- » Increase log file size and create a separate peer health log

### Module 8: Remedy Single Sign-On Basics

- » Install Remedy Single Sign-On (RSSO)
- » Navigate the RSSO Admin console
- » Configure RSSO for authentication
- » Change to an External RSSO Instance After Installation
- » Describe the basic deployment methods using RSSO

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