



BMC Remedy AR System 9.x: Fundamentals of Performance Tuning for Administrators (WBT)

COURSE ABSTRACT

COURSE CODE

- » SPPT-ARPF-0911

APPLICABLE VERSIONS

- » BMC Remedy AR System 7.6.04, 8.0, 8.1, or 9.x

DELIVERY METHOD

- » Web-based Training (WBT)

COURSE DURATION

- » 3 Hours

PREREQUISITES

- » *Remedy AR System 9.0: Administering*
- » *Remedy AR System 9.1: Concepts (WBT)*
- » *Remedy AR System 9.0: What's New for Administrators (WBT)*

Course Overview

Maintaining high availability and performance of your Remedy AR system is extremely important to maintain the high business performance. Even systems that have been highly tuned for best performance occasionally experience performance issues. BMC Remedy AR System is a professional development environment that leverages the recommendations of the IT Infrastructure Library (ITIL) and provides a foundation for Business Service Management (BSM) solutions.

BMC Remedy AR System administrators are responsible for post-installation configuration, diagnosing errors, and day-to-day troubleshooting. In this course, you will be presented with typical errors that administrators face and how to resolve those issues. You can monitor and manage your BMC Remedy AR System. This helps to resolve issues before they impact the business. You learn about the most important configuration changes that can be made after installation that will improve overall performance.

The *BMC Remedy AR System 9.x: Fundamentals of Performance Tuning for Administrators (WBT)* course familiarizes the learners with the performance benchmarking and tuning concepts, managing performance, load testing, monitoring system and troubleshooting failed performance from the BMC Remedy AR System console.

Target Audience

- » Administrators (with experience administering AR System for at least 6 months)
- » Developers

Learner Objectives

- » Increase the learner's ability to troubleshoot server issues for BMC Remedy AR System
- » Understand the best practices of performance tuning for BMC Remedy AR System
- » Decrease the number of support tickets that the administrator will need to submit
- » Understand Performance Benchmarking & Tuning for BMC Remedy AR System
- » Identify Performance Issues of BMC Remedy AR System
- » Summarize Performance Consideration for BMC Remedy AR System
- » Learn how and where to optimize the BMC Remedy AR System deployment
- » Learn about load testing and benchmarking batch application



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COURSE ACTIVITIES

- » Learner-to-content
 - Case Studies
 - Quizzes
 - Videos

BMC REMEDY AR SYSTEM 9.X: ADMINISTRATOR LEARNING PATH

http://media.cms.bmc.com/documents/Graphic_Learning_Path_Remedy.pdf

ACCREDITATION AND CERTIFICATION PATHS

NA

DISCOUNT OPTIONS

Have multiple students? Contact us to discuss hosting a private class for your organization

[Contact us for additional information !\[\]\(9c2e8d1b5bd77cb5c9f83b7a9cff79fd_img.jpg\)](#)

Course Modules

Module 1: BMC Remedy Performance Benchmarking & Tuning Overview

- » Introduction AnyCompany
- » Understanding Performance & Scalability Concepts
- » Managing Performance

Module 2: Optimizing BMC Remedy Deployment

- » Overall Approach
- » Optimizing the Web layer
- » Optimizing the Application Layer
- » Database Performance Tuning

Module 3: BMC Remedy Performance/Load Testing

- » Performance Benchmarking Overview
- » Scoping Project Schedules
- » Planning a Load Test
- » Benchmarking Applications

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