



COURSE ABSTRACT

CURRICULUM CODE

» TSOM-ULT-SUBS

DELIVERY METHOD

- » Subscription-based:
 - Web-based Training (WBT)
 - Instructor-led Training (ILT)
 - Virtual Instructor-led Training (VILT)
 - Assisted Self-paced Training (ASP)
 - Certification (CERT)
 - Expert Coaching (*maximum of 6 hours annually; minimum scheduled appointment duration is 30 minutes*)

TrueSight Operations Management: Ultimate Subscription

Subscription Overview

BMC TrueSight Operations Management is a performance and availability management solution. It provides application-aware infrastructure monitoring IT Operations, bringing together infrastructure and application monitoring in one integrated solution, thus providing infrastructure monitoring with application context in one framework with a common user interface.

Using examples, demonstrations, scenarios and laboratory exercises the content of the online education subscription help you develop skills in BMC TrueSight Operations Management installation, administration, and configuration and details the use of this solution to identify and remediate system vulnerabilities.

Note: This is an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registrations.

At BMC's discretion or based on customer demand, BMC reserves the right to change expert 1:1 coaching appointments to group coaching calls.

Target Audience

- » Administrators
- » Consultants
- » Operators

Learner Objectives

- » Get familiar with the TrueSight Operations Management
- » Understand concepts and architecture of TrueSight Operations Management and its components
- » Learn to install, configure and administer TrueSight Operations Management components
- » Understand features and functionalities of TrueSight Operations Management
- » Learn to use TrueSight Operations Management effectively to increase efficiency of your business
- » Get certified to implement, operate and support TrueSight Operations Management



COURSE ABSTRACT

TrueSight Operations Management: Ultimate Subscription

SUBSCRIPTION ACTIVITIES

- » Demonstrations, Videos, Expert Coaching

ACCREDITATION AND CERTIFICATION PATHS

- » This subscription includes the full BMC TrueSight Operations Management Certification Path.

REFERENCE LINKS

Explore the following links to learn more about TrueSight Operations Management learning path and subscription options.

- » [Learning Path](#)
- » [Subscription Home Page](#)
- » [Graphical Learning Path](#)

DISCOUNT AND OTHER OPTIONS

- » Have multiple students? Contact us to discuss volume discounts for multiple individual subscriptions.
- » Need customized and onsite deliveries? Contact us to discuss hosting a private class for your organization.
- » **Contact us for additional information**

Offerings

ILT Course 1: BMC TrueSight Operations Management 11.x: Fundamentals Installing

- » Discuss prerequisites to install TrueSight Operations Management components
- » Learn to install
 - Remedy Single Sign-On
 - TrueSight Presentation Server
 - TrueSight Infrastructure Manager Server
 - TrueSight App Visibility Manager (portal, collector, proxy)
 - Java agent
- » Add TrueSight Infrastructure Manager Server and TrueSight App Visibility Portal to the TrueSight Presentation Server

ILT Course 2: BMC TrueSight Operations Management 11.x: Fundamentals Administering

- » Understand features and functionalities of TrueSight Operations Management 11.x
- » Understand working of role based access control
- » Learn to install integration service
- » Learn to create installation packages of monitoring solution
- » Create Staging, Blackout, and Monitoring policies for a PATROL agent
- » Understand concepts of TrueSight Infrastructure Management Analytics and Probable Cause Analysis
- » Learn to work with baselines and thresholds
- » Understand events, event class and cells
- » Perform Knowledge Base (KB) administration tasks

- » Get a brief overview of TrueSight App Visibility, Synthetic Monitoring, TrueSight Capacity Optimization, TrueSight Cloud Cost Control
- » Work with dashboard
- » Get introduced to license reports, multitenancy and cross-launch URLs

ILT Course 3: BMC TrueSight Operations Management 11.x: Fundamentals Operating

- » Familiarize with the options in TrueSight console
- » Add and edit dashboards and work with dashlets
- » Navigate through dashboards to access events, groups, monitors, and performance data
- » Learn how to monitor, filter, and analyze events
- » Work with devices and learn how to add, edit, and filter devices

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COURSE ABSTRACT

- » Perform Probable Cause Analysis through TrueSight console
- » Familiarize with the options in TrueSight Infrastructure Management Operator console

ILT Course 4: BMC TrueSight Operations Management 10.x: Expert Level Training

- » Migrate and upgrade the TrueSight Operations Management solution to 10.7 version
- » Tune the performance of the TSOM components
- » Learn High Availability installation mechanism for TSOM components at a high level
- » Use advanced rules and policies to monitor the infrastructure in a more efficient way
- » Learn how to work with SNMP Traps
- » Study integrations with IIWS and REST APIs

ILT Course 5: BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 1

- » Architecture and components of BMC TrueSight Operations Management 10.x
- » Installing SSO, TSPS, and TSIM
- » Features and functionalities of the TrueSight console
- » Creating an installation packages for PATROL monitoring solution
- » Create monitoring policies for PATROL agent
- » Staging, Blackout, and Monitoring policies for PATROL agent
- » Installing BMC TrueSight Infrastructure Management Administrator console
- » Creating devices, groups, and add monitors
- » Creating graphs using the BMC TrueSight Infrastructure Management Operator console
- » Creating Service Level Objectives (SLOs) using the BMC TrueSight Infrastructure Management SLO console

TrueSight Operations Management: Ultimate Subscription

- » Concepts of TrueSight Analytics and Probable Cause Analysis
- » Working with baselines and thresholds
- » Performing probable cause analysis using the TrueSight console

ILT Course 6: BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 2

- » Working with events, adapters, collectors, and remote actions
- » Performing Knowledge Base (KB) administration tasks
- » Developing Knowledge Base (KB) classes and rules
- » Using out-of-the-box event management policies
- » Creating basic and advanced rules
- » Installing monitoring solution and create monitoring policies for the PATROL agent
- » Monitoring services using TrueSight console
- » Working with Service Impact Management and Service Model
- » TSOM integration with BMC Remedy Service Desk

ASP Course 1: BMC TrueSight Operations Management 11.x: Fundamentals Installing

- » Discuss prerequisites to install TrueSight Operations Management components
- » Learn to install
 - Remedy Single Sign-On
 - TrueSight Presentation Server
 - TrueSight Infrastructure Manager Server
 - TrueSight App Visibility Manager (portal, collector, proxy)
 - Java agent
- » Add TrueSight Infrastructure Manager Server and TrueSight App Visibility Portal to the TrueSight Presentation Server

ASP Course 2: TrueSight Operations Management 11.x: Fundamentals Administering (ASP)

- » Understand features and functionalities of TrueSight Operations Management 11.x
- » Understand working of role-based access control
- » Learn to install integration service
- » Learn to create installation packages of monitoring solution
- » Create Staging, Blackout, and Monitoring policies for a PATROL agent
- » Understand concepts of TrueSight Infrastructure Management Analytics and Probable Cause Analysis
- » Learn to work with baselines and thresholds
- » Understand events, event class and cells
- » Perform Knowledge Base (KB) administration tasks
- » Get a brief overview of TrueSight App Visibility, Synthetic Monitoring, TrueSight Capacity Optimization, TrueSight Cloud Cost Control
- » Work with dashboard
- » Get introduced to license reports, multitenancy and cross-launch URLs

ASP Course 3: BMC TrueSight Operations Management 11.x: Fundamentals Operating

- » Familiarize with the options in TrueSight console
- » Add and edit dashboards and work with dashlets
- » Navigate through dashboards to access events, groups, monitors, and performance data
- » Learn how to monitor, filter, and analyze events
- » Work with devices and learn how to add, edit, and filter devices
- » Perform Probable Cause Analysis through TrueSight console

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COURSE ABSTRACT

- » Familiarize with the options in TrueSight Infrastructure Management Operator console

ASP Course 4: BMC TrueSight Operations Management 10.x: Fundamentals for Administrators—Part 1

- » Understand the architecture and components of BMC TrueSight Operations Management 10.x
- » Learn how to install SSO, TSPS, and TSIM
- » Understand the features and functionalities of the TrueSight console
- » Learn how to create installation packages for PATROL monitoring solution
- » Create Staging, Blackout, and Monitoring policies for PATROL agent
- » Install the BMC TrueSight Infrastructure Management Administrator console
- » Create devices, groups, and add monitors
- » Study events and create graphs using the BMC TrueSight Infrastructure Management Operator console
- » Create Service Level Objectives (SLOs) using the BMC TrueSight Infrastructure Management SLO console
- » Learn to create installation packages for PATROL monitoring solution
- » Create Monitoring policies for PATROL agent
- » Understand the concepts of TrueSight Analytics and Probable Cause Analysis
- » Learn to work with baselines and thresholds » Learn to perform probable cause analysis using the TrueSight console

ASP Course 5: BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 2 (ASP)

- » 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 solutions and create monitoring policies for the PATROL agent
- » Learn to monitor services using the TrueSight console
- » Work with Service Impact Management and Service Model
- » Understand TSOM integration with BMC Remedy Service Desk

WBT Course 1: TrueSight Operations Management 10.7: Using New Features

- » Installation and configuration updates of TrueSight Operations Management 10.7
- » Deploying a PATROL agent from the TrueSight console
- » Creating license usage reports
- » Overview of the suppression policy
- » Data visualization enhancements of the TrueSight console
- » TSOM integrations with TrueSight Intelligence, TrueSight Pulse, and ITDA
- » Enhancements of TrueOps
- » Usability and supportability enhancements

WBT Course 2: TrueSight Operations Management 10.5 Integration with IT Data Analytics (WBT)

- » Overview of BMC TrueSight IT Data Analytics 2.5
- » Overview of BMC TrueSight IT Data Analytics 2.5 integration with TrueSight Operations Management 10.5
- » Architecture of BMC TrueSight IT Data Analytics 2.5
- » Installing BMC TrueSight IT Data Analytics 2.5
- » Accessing the ITDA Console
- » Using IT Data Analytics features and functionalities

WBT Course 3: TrueSight Operations Management 10.5: Working with the TrueSight Console (WBT)

- » User management using BMC Atrium Single Sign-On
- » Navigating through the TrueSight Console
- » TrueSight Infrastructure Management - Integration Service installation and configuration
- » Importing the repository
- » Creating and installing deployable packages
- » Creating authorization profiles and PATROL Access Control Lists (ACLs)
- » Migrating Components to the TrueSight Console

WBT Course 4: TrueSight Operations Management 10.x: Advanced Training for Oracle KM (WBT)

- » Architecture and workflow of Oracle KM
- » Features and functionalities of Oracle KM
- » Prerequisites to configure Oracle KM
- » Configuring Oracle KM
- » Debugging the Oracle KM log files
- » Troubleshooting failed Oracle KM configurations
- » Monitoring oracle database from the TrueSight console
- » Setting Global and Agent thresholds for the Oracle KM

WBT Course 5: BMC TrueSight Operations Management 10.5: What's New (WBT)

- » Overview of BMC TrueSight Operations Management 10.5
- » Walkthrough of BMC TrueSight Operations Management 10.5 - features and functionalities
- » CMA console transformation
- » High availability of AVM
- » Mobile application support
- » Introduction to Real End-user Experience Monitoring

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COURSE ABSTRACT

- » Enhanced security and programmatic interfaces

WBT Course 6: BMC TrueSight Operations Management 10.0: Getting Started (WBT)

- » How BMC TrueSight Operations Management 10.0 fits into BMC TrueSight
- » Key features of BMC TrueSight Operations Management
- » BMC TrueSight Operations Management Architecture
- » Introduction to BMC Atrium Single Sign-On (SSO)
- » Introduction to Role-based access (RBAC)
- » Navigating the TrueSight Operations Management console
- » Overview of dashboard and dashlets
- » Implementation phases of TrueSight Operations Management
- » Deployment Use Cases and Best Practices
- » Upgrading to TrueSight Operations Management 10.0
- » Migrating to TrueSight Operations Management 10.0

WBT Course 7: BMC TrueSight Operations Management 11.0: Using New Features (WBT)

- » Introduction to TSOM 11.0 enhancements
- » TSOM 11.0 installation and upgrade enhancements
- » TrueSight console enhancements
- » Security enhancements
- » Introduction to RSSO
- » Installing RSSO
- » Migrating data from ASSO to RSSO
- » Using RSSO console
- » Introduction to TrueSight Cloud Cost Control

- » Installing and accessing TrueSight Cloud Cost Control
- » Using features of TrueSight Cloud Cost Control

WBT Course 8: BMC TrueSight Operations Management 11.x: Fundamentals Architecture and Components (WBT)

- » Describe the importance of effective monitoring in day to day life.
- » Introduce TrueSight Operations Management 11.x product suite
- » Describe high level architecture of TrueSight Operations Management 11.x
- » Identify the different components present in TrueSight Operations Management 11.x suite
- » List different functionalities of TrueSight Operations Management 11.x

WBT Course 9: BMC Helix Operations Management 20.x: Fundamentals Using (WBT)

- » Get an insight into the current business requirements for efficiently managing performance and availability of data
- » Understand the importance of the SaaS distribution model.
- » Get an overview of BMC Helix Operations Management and the new console
- » Understand the high-level architecture of BMC Helix Operations Management
- » Learn to create and manage dashboards

- » Understand Tag monitoring and Event Clustering
- » Learn how to configure Event Monitoring and Device Monitoring

Video 1: What's New in TrueSight 11.3 Video

- » Introduction to enhanced TrueSight portfolio
- » Discuss Enhancements of TrueSight Operations Management 11.3 and TrueSight Capacity Optimization 11.3

ASP Course 1: BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 1 (ASP)

- » Architecture and components of BMC TrueSight Operations Management 10.x
- » Installing SSO, TSPS, and TSIM
- » Features and functionalities of the TrueSight console
- » Creating an installation packages for PATROL monitoring solution
- » Create monitoring policies for PATROL agent
- » Staging, Blackout, and Monitoring policies for PATROL agent
- » Installing BMC TrueSight Infrastructure Management Administrator console
- » Creating devices, groups, and add monitors

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COURSE ABSTRACT

- » Creating graphs using the BMC TrueSight Infrastructure Management Operator console
- » Creating Service Level Objectives (SLOs) using the BMC TrueSight Infrastructure Management SLO console
- » Concepts of TrueSight Analytics and Probable Cause Analysis
- » Working with baselines and thresholds
- » Performing probable cause analysis using the TrueSight console

ASP Course 2: BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 2 (ASP)

- » Working with events, adapters, collectors, and remote actions
- » Performing Knowledge Base (KB) administration tasks
- » Developing Knowledge Base (KB) classes and rules
- » Using out-of-the-box event management policies
- » Creating basic and advanced rules
- » Installing monitoring solution and create monitoring policies for the PATROL agent
- » Monitoring services using TrueSight console
- » Working with Service Impact Management and Service Model
- » TSOM integration with BMC Remedy Service Desk

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ASP Course 3: BMC TrueSight Operations Management 10.x: Installation and Configuration – Fundamentals (ASP)

- » BMC TrueSight Overview
- » Operations Management overview Architecture
- » Operations Management features
- » Role-based Access Control (RBAC)
- » Dashboards and dashlets
- » Installation workflow
- » Components to be installed
- » System requirements
- » Installing SSO and TSPS
- » Introduction to TSIM
- » TSIM features
- » Installing TSIM
- » Adding TSIM to TSPS
- » Installing Staging Integration Service
- » Creating monitoring solution packages
- » Installing PATROL KMs
- » Creating a staging policy
- » Creating a monitoring and blackout policy

ASP Course 4: BMC TrueSight Operations Management 10.x: Walkthrough of Consoles – Fundamentals (ASP)

- » Administrator console overview
- » Devices, monitors, and adapters
- » Groups
- » BMC TrueSight Infrastructure Management
- » Pw Commands
- » Operator console overview
- » Events
- » Event Collectors
- » Views

- » Graphs
- » Service Level Objectives introduction
- » SLO console overview
- » Creation of SLOs using the SLO console

ASP Course 5: BMC TrueSight Operations Management 10.x: Analytics – Fundamentals (ASP)

- » Integrating TSIM with TSPS
- » Installing and Configuring Integration Service
- » Creating and installing Monitoring Solution
- » Overview of Analytics
- » Baselines
- » Abnormalities
- » Threshold Management

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COURSE ABSTRACT

- » Intelligent and Predictive Event Administration
- » Introduction to Probable Cause Analysis
- » Performing Probable Cause Analysis

ASP Course 6: BMC TrueSight Operations Management 10.x: Event Management – Fundamentals (ASP)

- » Introduction to TSOM architecture
- » Introduction to Event Management
- » IS and Remote cell installation
- » Introduction to cells
- » Cell configuration tasks
- » Cell configuration commands
- » KB basics and administration
- » Event characteristics and processing
- » Remote actions
- » Basics of MRL syntax
- » Introduction to event collectors
- » Working with collectors
- » Type of collectors
- » 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
- » Purpose of an event management policy
- » Process flow
- » Time frames and event selectors
- » Event management policy types
- » mcxa.conf file and MAP files
- » Using event adapters
- » SNMP Adapter overview

TrueSight Operations Management: Ultimate Subscription

ASP Course 7: BMC TrueSight Operations Management 10.x: Service Modeling – Fundamentals (ASP)

- » 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
- » Service Impact Management Overview
- » Services Editor Tab
- » Visualizing Service Impact Model from the TrueSight Console
- » Overview of Service Models
- » Service Modeling: Getting Started
- » Service Modeling: Next Steps
- » Service Model Promotion and Publishing
- » Overview of IBRSD
- » Working with IBRSD
- » Intelligent Incidents with IBRSD
- » BMC Service Resolution

Certifications:

BMC Certified Associate: TrueSight Operations Management 11.x for Administrators Online Exam

The BMC Certified Associate: TrueSight Operations Management 11.x for Administrators Online Exam will validate the competencies needed to successfully administer and operate TrueSight Operations Management.

BMC Certified Associate: TrueSight Operations Management 11.x for Consultants Online Exam

The BMC Certified Associate: TrueSight Operations Management 11.x for Consultants Online Exam will validate the

competencies needed to successfully install, administer and operate TrueSight Operations Management.

BMC Certified Associate: TrueSight Operations Management 11.x for Operators Online Exam

The BMC Certified Associate: TrueSight Operations Management 11.x for Operators Online Exam will validate the competencies needed to successfully operate TrueSight Operations Management.

BMC Certified Professional: TrueSight Operations Management 10.x Online Proctored Exam

User can take the TrueSight Operations Management 10.x Online Proctored Exam after completing BMC TrueSight Operations Management 10.x: Fundamentals for Administrators – Part 2 ILT or ASP course.

BMC Certified Expert: TrueSight Operations Management 10.x Online Proctored Exam

The BMC Certified Expert for BMC TrueSight Operations Management Certification Exam will validate the technical competencies and implementation methods needed to successfully implement out-of-the-box (OOTB) baseline functionality for BMC TrueSight Operations Management.

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