

Operations Bridge Manager 2019.x Essentials V(ILT)

Learn via: **Classroom / Virtual Classroom / Online**

Duration: **5 Day**

Overview

Operations Bridge Manager (Formerly known as Operations Manager i) is the core component of the Micro Focus Operations Bridge solution. This five-day, entry level, instructor-led training course offers technical personnel, who are new to Operations Bridge and Operations Bridge Manager, the opportunity to develop hands-on experience in applying the fundamental principles, methodologies, and capabilities for managing events using OBM. This course includes hands-on labs that use the ITOM Container Deployment Foundation (CDF) platform and version 10.64 of the OBM software.

Prerequisites

To be successful in this course, you should have the following prerequisites or knowledge:

- IT operations principles and practices
- Systems and network administration
- Industry-standard operating systems
- Network, system, and application monitoring principles and practices

What You Will Learn

Upon successful completion of this course, you should be able to:

- Use OBM to effectively identify, prioritize, and resolve events
- Create event dashboards to meet the information needs of specific users
- Identify the health of services and technology components based on Health Indicators (HIs) and Key Performance Indicators (KPIs) presented in OBM
- Create and use OBM performance dashboards
- Create and use OBM tools
- Manage OBM user access and permissions
- Deploying Monitoring configuration to SiteScope
- Create and tune OBM notifications
- Assign monitoring to CIs using Monitoring Automation (MA)
- Create Policy templates for monitoring Service/Process, Log files, SNMP Traps etc.
- Create Aspects and Management templates in for ease of Monitoring deployment
- Create and Exporting OBM Content packs
- Manage Downtime events and notifications
- Describe OBM Architecture and Deployment
- Use OBM Self-monitoring capability and monitoring Operations agent health
- Perform administration and troubleshooting tasks in OBM

Outline

Module 1: Course Overview □

- Course objectives
- Class logistics
- The lab environment
- Additional course information
- Course schedule

Module 2: Operations Bridge Overview

- Identify how IT organizations can transition from a cost function to a value creator
- Describe the Operations Bridge approach to addressing the challenges
- Use the applications that comprise the Operations Bridge solution

Module 3: OBM Overview □

- Use enterprise event management
- Describe the purpose of an operations bridge
- Identify how an operations bridge enable team members to collaborate effectively
- List the components of Micro Focus Operations Bridge Suite
- Identify the primary features and capabilities of OBM
- Describe the data collectors that provide data to OBM

Module 4: Event Perspective □

- Identify OBM operator workflow
- Access the OBM User Interface
- Assess events
- Select and analyze events
- Use Run Books
- Remediate an event

Module 5: Event Browser (HTML) □

- Use the Event Browser
- Customize Event Browser
- List the primary event attributes displayed in the Event Browser
- Use event filters to locate events of interest

Module 6: Performance Perspective □

- Access performance dashboards
- Use display control features
- Use multiple methods to select time ranges
- Export performance dashboard data
- Share a link to a dashboard with others
- View real-time data
- View event overlay data with performance data
- Create a performance dashboard favorite
- Use comparison dashboards to compare CIs
- Create a dashboard
- Add a parameter to a dashboard
- Map dashboards to appropriate CI types

Module 7: Health Perspective

- Define Health Perspective highlights and menus
- Access HI and KPI details
- View various reports in the Health Perspective
- Find visible and hidden CIs
- Use Health Top View options

Module 8: Monitoring Dashboards

- Identify typical use cases for OBM monitoring dashboards
- Describe OOTB monitoring dashboards provided with OBM
- Access monitoring dashboards in My Workspace
- Create a new monitoring dashboard
- Create a new My Workspace page containing a monitoring dashboard

Module 9: OBM Tools

- Access and use OBM tools
- Create OBM tools
- Define OBM tool authorization

Module 10: RTSM Overview

- Identify the features of the Run-Time Service Model (RTSM)
- Identify the role of the RTSM in an OBM implementation
- Define CIs
- Organize CIs and relationships in the class model
- Navigate the RTSM administrative UI
- Locate and analyze CIs and relationships in IT Universe Manager

Module 11: Setting-up Monitoring □

- Describe the Agent based and agentless monitoring
- Install Operations Agent on a node

- Install Operations Agent on a node
- Maintain Operations Agent on a node

Module 12: Monitoring Automation Overview

- Identify the features and benefits of Monitoring Automation
- Monitor policy templates, aspects, and management templates
- Navigate MA administration pages

Module 13: Monitoring Automation workflow

- Assign MA management templates to CIs
- Define custom parameter values for assignments
- Create automatic assignment rules to assign and maintain monitoring
- Verify monitoring assignments in MA
- Access monitoring configuration reports in MA

Module 14: Policy Templates

- Create and assign a basic policy template
- Add parameters to a policy template

Module 15: Logfile Policy Templates

- Describe the Log file encapsulator process
- Create and assign a Log file policy template
- Add parameters to Log file policy template
- Test the Log file policy template

Module 16: Service/Process Monitoring Policy Templates

- Create Service/Process monitoring policy template
- Assign Service/Process monitoring policy template
- Test the Service/Process monitoring policy template

Module 17: Open Message Interface Policy Templates

- Create an Open Message Interface policy template
- Assign an Open Message Interface policy template
- Test an Open Message Interface policy template

Module 18: SNMP trap Policy Templates

- Create and assign an SNMP Trap policy template
- Assign SNMP Trap policy template
- Test SNMP Trap policy template