Cel szkolenia:

Operations Manager i (OMi) 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 Manager i (OMi), the opportunity to develop hands-on experience in applying the fundamental principles, methodologies, and capabilities for managing events using OMi. This course includes hands-on labs that use version 10.62 of the OMi software.

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

- Use OMi to effectively identify, prioritize, and resolve events
- Create event dashboards to meet the information needs of specific users
- Describe Configuration Item (CI) resolution and correlation
- Identify the health of services and technology components based on Health Indicators (HIs) and Key Performance Indicators (KPIs) presented in OMi
- Create and use OMi performance dashboards
- Create and use OMi tools
- Create and tune Topology Based Event Correlation (TBEC) correlation rules
- Create and tune Stream Based Event Correlation (SBEC) correlation rules
- Create and tune Time Based Event Automation (TBEA) automation rules
- Create and tune event suppression rules
- Manage OMi user access and permissions
- Create and tune OMi notifications
○ Configure integration between OMi and Operations Manager (OM)
○ Assign monitoring to CIs using Monitoring Automation (MA)

Audience/Job Roles

This course is intended for:

○ IT Tools engineers
○ Operations staff
○ Operations managers
○ Availability engineers
○ System administrators
○ Network administrators

Plan szkolenia:

○ Course Overview
  ○ Course objectives
  ○ Class logistics
  ○ The lab environment
  ○ Additional course information
  ○ Course schedule

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

○ OMi Navigation
  ○ Identify OMi operator workflow
  ○ Access the OMi UI
  ○ Use the Event Browser
  ○ List the primary event attributes displayed in the Event Browser
  ○ Use event filters to locate events of interest

○ Operator Workflow
  ○ Assess events
  ○ Select and analyze events using the General tab
Use Run Books
Remediate an event
Use event browser options

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

Indicator Overview
Use HIs, KPIs, and ETIs to:
Determine health
Identify indicator types and their relationships
Set the state of each type of indicator and propagated it
Present CI health using indicators

Performance Dashboards
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

OMi Tools
Access and use OMi tools
Create OMi tools
Define OMi tool authorization

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

RTSM Overview
- Identify the features of the Run-Time Service Model (RTSM)
- Identify the role of the RTSM in an OMi 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

Models and Views
- Identify the purpose of Modeling Studio
- Define a model
- Define a view
- Create a view
- Define a TQL query to create:
  - A Pattern-Based Model
  - A Perspective-Based View
  - A Pattern View

Event Reception
- Define CI resolution
- Perform automatic node generation
- Define ETI resolution
- Create Indicator Mapping Rules

OMi OM Integration
- Identify OM features used by OMi
- Establish trust between OMi and OM
- Configure OMi to connect to HPOM
- Define dynamic topology synchronization (TopoSync)
- Configure dynamic TopoSync
- Configure message forwarding from OM to OMi

Event Reduction Tuning
- Configure the Close Related Events feature of OMi
○ Use the Duplicate Event Suppression feature of OMi
○ Use the Event Suppression feature of OMi
○ Configure the Event Storm Suppression feature of OMi

○ Topology-Based Event Correlation
  ○ Define Topology Based Event Correlation (TBEC)
  ○ Identify the TBEC operation
  ○ Use the Correlation Manager
  ○ Correlate rule creation
  ○ Automate cross-domain correlation
  ○ Relate events manually

○ Stream-Based Event Correlation
  ○ Configure the Stream Based Event Correlation (SBEC) feature of OMi

○ Event Automation
  ○ Configure the Time-Based Event Automation (TBEA) feature of OMi
  ○ Analyze OMi event forwarding capabilities
  ○ Define the Event Processing Interface (EPI) script capabilities
  ○ Identify custom actions

○ User Management
  ○ Define OMi user management
  ○ Identify how permissions are defined within roles
  ○ Use roles and permissions and apply these to users and groups
  ○ Identify how roles are inherited by groups from parent groups
  ○ Create:
    ○ New roles
    ○ New groups
    ○ New users
    ○ Event assignment rules

○ OMi Content Packs
  ○ Define packaged OMi functionality
  ○ Use the OMi content types
  ○ Analyze OOTB content
  ○ Work with the OMi Content Manager
  ○ Create a content pack
  ○ Export a content pack

○ Monitoring Automation Overview
  ○ Describe the features and benefits of Monitoring Automation (MA)
Monitor policy templates, aspects, and management templates
Navigate MA administration pages

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

BVD Overview
Identify how a Business Value Dashboard (BVD) enables IT to demonstrate alignment with business objectives
List the types of data that can be presented in BVD
List the data sources that can provide data to BVD
Identify the methods available for capturing external data
Navigate the BVD user interface
Identify the high-level workflow for dashboard creation
Create a BVD Forwarding rule in OMi
Associate incoming data with BVD dashboard widgets

OMi Administration
Use:
The Discovery OMi page
The Return on Investment (ROI) page
OMi self-monitoring features and dashboards to monitor the health of OMi
Identify downtime concepts and configuration
Identify OMi downtime behavior concepts and configuration
Set up OMi event notifications
Describe OMi license management
Identify infrastructure settings for OMi
Locate log file information needed to troubleshoot OMi

Wymagania:
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

Poziom trudności

Certyfikaty:

The participants will obtain certificates signed by Micro Focus (course completion).

This course prepares you also for such related Micro Focus certification exam: Operations Manager Essentials v10.x.ASP exam.

Prowadzący:

Authorized Micro Focus Trainer.