Training: Micro Focus
OMi120 - Operations Manager Essentials

TRAINING GOALS:

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

CONSPECT:

- 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

REQUIREMENTS:

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

Difficulty level

CERTIFICATE:

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.

TRAINER:

Authorized Micro Focus Trainer.