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

CONSPEC:

- 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.