



HP Helion Education Services Course Overview

Business Service Management 9.2 Interactive Training By ART (BSM01IT)
(H8N88AAE)

This BSM ART learning solution offers operators and end users, who are new to HP Business Service Management (BSM) 9.2, the opportunity to develop experience in applying the fundamental concepts, principles, and methodologies for managing the Application Performance Management (APM) components of BSM. This course is recommended for individuals who are responsible for providing operational visibility into the performance and availability of mission-critical applications.

The simulations in this course use Business Service Management version 9.2.

Audience

This course is recommended for application support operators and anyone who needs an overview of the capabilities of the Application Performance Management (APM) components of HP BSM.

Prerequisites

- High speed internet connection
- Web Browser (IE 7.0+; Mozilla Firefox 17+; Google Chrome 24; or Safari 5.0)
- Adobe Acrobat Reader 9.x, 10.x, or XI

Course objectives

The HP ART Business Service Management learning solution enables users of Business Service Management 9.2 to:

- Describe BSM services and features.
- List the challenges and values associated with BSM.
- Describe BSM components.
- Navigate within the BSM user interface.

Course title:	Business Service Management 9.2 Interactive Training By ART (BSM01IT)
HP product number:	H8N88AAE
Category/Subcategory:	Cloud
Course length:	4 hours
Level:	Entry
Delivery language:	English
To order:	You can order this course online at http://www.hp.com/learn . At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Why education services from HP?

- Named a 2014 IDC MarketScope leader* in IT education in Cloud, Security, Big Data, Storage, ITIL/ITSM, Project Management training, after being recognized in 2013 for being an IDC MarketScope leader in IT education overall
- Global reach through 90 training centers in 45+ languages, with access to over 800+ experienced instructors
- Job-focused courses on HP technologies leading to HP ExpertOne certifications
- Wide range of education consulting services tailored to your specific needs to prepare you for IT transformation projects
- Flexibility to learn through a wide variety of delivery modalities: traditional ILT (Instructor-led), VILT (Virtual instructor-led), WBT (Web based training), games and simulations

* IDC MarketScope: US Cloud , Security, Big Data, Storage, ITIL/ITSM, Project Management Training Ecosystem, August 2014 Vendor Assessments, IDC #250180, IDC #250186 , IDC #250181, IDC #250182, IDC #250185, IDC #250178, #239139.

Detailed course outline

Introduction

- ART Tour *
- Introduction
- Objectives
- IT Impact on Business Services
- What is BSM?
- BSM Features
- HP BSM Introduction
- HP Application Performance Management
- HP System Management
- HP Network Management
- Run-Time Service Model
- Universal Event Correlation
- HP Service Intelligence
- BSM Platform
- Access BSM*
- BSM Site Map
- Navigate the BSM Interface*
- Summary
- Assessment

BPM Overview

- Introduction
- Objectives
- BPM
- BPM Architecture
- How BPM Works
- BPM Features and Characteristics
- Core BPM Concepts

- BPM Data in BSM Reports
- Status Reports
- Use the Application Summary Report*
- Use the BPM Performance Over Time Report*
- Analysis Reports
- Use the Metrics Over Time Report*
- Use the Performance Analysis Report*
- End User Management Utilities Reports
- BPM Data in BSM Service Health
- Use BPM Data to Analyze Performance Issues*
- Use BPM Data to Analyze Availability Issues*
- Summary
- Assessment

RUM Overview

- Introduction
- Objectives
- Real User Monitor
- RUM Architecture
- How RUM Works
- RUM Features and Characteristics
- RUM Beyond HTTP
- Core RUM Monitoring Concepts
- RUM Data in BSM Reports
- Analysis Reports
- RUM Session Analyzer Report*
- RUM Action Summary Report*
- Status Reports
- RUM Transaction Summary Report*
- RUM Event Summary Report*
- RUM Multi-Tier Application Reports*
- RUM Data in BSM Service Health
- Summary
- Assessment

SiteScope and SAM Overview

- Introduction
- Objectives
- HP SiteScope
- SiteScope Features
- How SiteScope Works
- SiteScope Monitor Types
- System Availability Management
- SiteScope Data in SAM Reports
- Use the Cross-Performance Report*
- Use the Event Log Report*
- SiteScope Data in Service Health

- Access SiteScope Details in BSM*
- SiteScope Data in RTSM
- SiteScope Data in OMi
- Summary
- Assessment

HP Diagnostics Overview

- Introduction
- Objectives
- HP Diagnostics
- HP Diagnostics High Level Architecture
- How HP Diagnostics Works
- HP Diagnostics Features
- Web Client Monitoring
- Web Client Monitoring Locations View
- Diagnostics Within a Business Context
- Use HP Diagnostics*
- Diagnostics Data in BSM Service Health
- Diagnostics Drill Down from BSM
- HP Diagnostics Drill Down*
- Summary
- Assessment

Service Health and MyBSM

- Introduction
- Objectives
- Service Health
- Search Health His and KPIs
- Service Health Pages
- 360° View Page
- Top View Page
- Navigate the Top View and 360° View*
- Topology Map
- Change Topology Map Modes*
- Service Health Watch List
- Watch List Custom Display
- Watch List Cards
- Use the Watch List*
- MyBSM
- MyBSM Workspace
- Create a MYBSM Workspace*
- Service Health Reports
- Summary
- Assessment

Service Level Management

- Introduction
- Objectives
- Service Level Management
- Status Snapshot Report
- SLA Reports
- Access the SLA Summary Report*
- Access the Time Range Comparison Report*
- Outage Reports
- Access the Outage Summary Report*
- Summary
- Assessment

BSM Report Manager

- Introduction
- Objectives
- Preconfigured BSM Reports
- BSM User Reports
- Custom Reports
- Create a Custom Report*
- Trend Reports
- Create a Trend Report*
- Summary
- Assessment

OMi Overview

- Introduction
- Objectives
- Discover Infrastructure and Identify Events
- Analyze Events
- Operations Operator Workflow
- Filter Events*
- The Event Lifecycle
- Select the Highest Priority Event*
- Analyze Event Details*
- Use Graphs and Tools*
- Close a Resolved Event*
- Summary
- Assessment

***Indicates Simulation**

For more information

To locate country contact information and to learn more about education services, please visit our worldwide web site at <http://www.hp.com/learn>.

© Copyright 2015 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

HP Education services are governed by the HP Education Services Terms and Conditions
(H8N88AAE), August 2015

