

HPE BSM120 – Application Performance Management 9.x Essentials

Overview

This entry-level, instructor-led classroom training offers technical personnel, who are new to Business Service Management (BSM) 9.0, 9.1 or 9.2 the opportunity to develop hands-on experience in applying the fundamental concepts, principles, and methodologies for managing the administration and configuration aspects of this best-in-class enterprise software performance monitoring and service management solution. This course is recommended for individuals who are responsible for providing operational visibility into the performance and availability of mission-critical applications.

Learning method

You will receive expert instruction from a HPE Business Service Management specialist who will present the course using slide presentation and facilitated discussion. At the end of each chapter there will be review questions followed by a hands on exercise to ensure understanding of each lesson.

Each student will receive a copy of the HPE Business Service Management manual. This manual is used throughout the course and proves a useful reference tool upon completion of the course.

Duration: 5 days

Who will benefit from this course?

- New users of BSM 9.0 or 9.1, including:
- IT Tools Engineers
- Database Administrators
- System Administrators
- Network Administrators
- Operations Managers
- Availability Engineers

Course prerequisites

- Working knowledge of the following:
- Systems, network, and database administration
- Information Technology Infrastructure Library (ITIL) concepts and terminology
- Industry-standard operating systems
- Network, system, and application monitoring principles and practices

What you can expect to gain from this course?

After completing this course, you should be able to:

- Determine appropriate BSM deployment scenarios
- Monitor application performance and availability from the end-user perspective
- Integrate Site Scope (SiS) with the BSM environment
- Monitor the real-time status of Key Performance Indicators (KPIs), view performance metrics, and work with reports containing historical performance data



- Configure and work with an IT model to build a topology of your system, populate the model with configuration items (CIs) and relationships, and use the model to measure and manage critical business processes
- Create and analyze reports that present and organize specific data your organization might need
- Create and manage service-level agreements (SLAs) representing your department contracts with service providers, customers, and internal business units
- Perform administrative tasks to enable user access, configure licenses, and enhance system performance.

Course Content

Module 1: Course Overview

- Course objectives and overview
- Course schedule
- Introducing the lab environment
- Class logistics

Module 2: Introduction to BSM

- View the changing IT scenario
- Identify the evolution of applications and services
- Identify today's business and IT challenges
- Define BSM
- Identify the characteristics of BSM

Module 3: BSM Architecture and Deployment

- Identify BSM components
- Define BSM integrations
- Create deployment strategies
- Identify the deployment life cycle

Module 4: BSM User Interface

- Access BSM
- Define the BSM login flow
- View the Site Map
- Use the Application tab
- Use the Administration console
- Use main and context menus
- Use tooltips and tab controls
- Access Help
- Define personal settings

Module 5: Introduction to BPM and VuGen

- Define the purpose of HPE BPM
- Define key BPM concepts and terminology
- Describe the BPM installation process
- Define new BPM instances
- Work with Virtual User Generator (VuGen) to:
 - Create VuGen scripts
 - Enhance VuGen scripts

Module 6: EUM Script Repository

- Define the Script Repository
- Create and manage user-defined folders for organizing your scripts
- Upload scripts to a repository folder
- Manage the scripts that have been uploaded to the repository
- Control script versions with check-in and check-out functionality
- Download script content to your local system for editing

Module 7: End User Management (EUM-BPM)

- View EUM administration
- Define the EUM monitoring model
- Perform BPM installation and configuration
- Monitor transactions
- Set up BPM monitors
- Perform EUM-BPM administration
- Manage BPM agents
- Monitor mobile applications using BPM

Module 8: End User Management (EUM-RUM)

- Define Real User Monitoring (RUM)
- Identify the features of HPE RUM
- Identify the key benefits of RUM
- Work with RUM components to identify the role of the:
 - RUM Probe
 - RUM Engine
- Define RUM architecture
- Define RUM installation procedures

Module 9: EUM Reports

- Identify the various types of EUM reports
- Identify the use of reports for:
 - Identifying problems
 - Investigating problems
- Manage EUM reports
- View Status reports
- View Analysis reports
- Use the component breakdown capabilities of BPM

Module 10: Run-Time Service Model (RTSM) Introduction

- Define RTSM and its key capabilities
- Identify the role and purpose of the Universal Configuration Management Database (UCMDB)
- Identify the role and purpose of the Configuration Management System (CMS) within the context of ITIL v3
- Define the RTSM data model
- View the discovery process in RTSM
- Navigate the RTSM UI

Module 11: CI Type Manager

- Identify CI Types
- Define CI Types attributes
- Work with the CI Type Manager
- Create a CI Type
- Create Relationship types

Module 12: Introduction to the Modeling Studio

- Navigate the Modeling Studio
- Define Topology Query Language (TQL)
- Work with TQLs
- Define the concept of models
- Create models
- Create Perspective-based views
- Create Pattern views

Module 13: Introduction to SiteScope

- Identify the purpose of SiteScope
- Define agentless monitoring
- Identify SiteScope monitor types
- Identify SiteScope architecture
- Navigate the SiteScope UI

Module 14: Working with SiteScope

- Define monitors and groups
- Manage SiteScope groups
- Add SiteScope monitors

Module 15: System Availability Management

- Define System Availability Management (SAM)
- Navigate the SAM UI
- Manage SiteScopes in SAM
- Integrate SiteScope event and metric data with BSM
- Perform BSM HI and SiteScope monitors mapping
- Work with SAM reports

Module 16: Service Health

- Identify Service Health as a consolidated monitoring solution
- View how Service Health monitors applications
- Define Service Health indicators
- Navigate the Service Health UI
- Define View Topology
- Identify Topology Map
- Identify Service Health pages
- Access Service Health reports
- Access the Service Health Watch List

Module 17: Service Level Management

- Identify the benefits of using Service Level Management (SLM) in an organization
- Navigate SLM Administration
- Create a Service Level Agreement (SLA) in Agreements Manager
- Define the features of SLAs
- Work with the SLM application
- View SLM reports

Module 18: User Reports

- Identify various report types
- Define the key features of the Report Manager
- Configure and build custom reports

- Work with the Custom Query Builder
- Work with trend reports
- Schedule reports

Module 19: Introduction to MyBSM

- Identify the MyBSM concept
- Define the MyBSM Workspace
- Set up the MyBSM workspace
- Configure page layout
- Work with MyBSM components
- Define access to an external component
- View MyBSM predefined pages

Module 20: Platform Administration

- Define Platform Administration tasks in BSM
- Access and navigate BSM Administration
- Log in to BSM
- View set up and maintenance tasks of BSM
- View and manage BSM licensing
- View server deployment
- Perform database administration
- Perform data enrichment
- View and manage content packs
- View BSM downtime management
- Set up user and Group permissions
- Configure alerts for BSM

Module 21: Service Intelligence Overview

- Identify HPE Service Intelligence (SI) benefits
- Use the Service Health Analyzer (SHA)
- Work with the Service Health Optimizer (SHO)
- Use the Service Health Reporter (SHR)

Module 22: Using TransactionVision

- Identify business transactions
- Define Transaction Management
- Identify components of TransactionVision
- Install the TransactionVision processing sever
- Install the WebSphere agent
- Work with the TransactionVision UI
- Trace transactions using TransactionVision
- Work with TransactionVision reports

Module 23: Working with HPE Diagnostics

- Identify the Diagnostics value proposition
- Identify Diagnostics solutions
- Define the Diagnostics architecture
- Install and configure Diagnostics
- Navigate the Diagnostics UI
- View Diagnostics data in BSM



Module 24: Using the BSM Grapher

- Define the BSM Grapher
- View the architecture of the BSM Grapher
- Define the usage of performance graphs
- Define performance graphing
- Navigate the Performance Graph Manager
- Work with Performance graphs to:
 - Draw graphs
 - Design graphs

Module 25: Troubleshooting BSM

- Identify troubleshooting resources
- Perform installation and connectivity troubleshooting
- Perform application troubleshooting
- View troubleshooting logs
- Troubleshoot administration problems