

Business Availability Center 7.5 Essentials

Instructor-Led Training

* DRAFT *



INTENDED AUDIENCE

- New users of Business Availability Center 7.5

OVERVIEW

This entry-level, instructor-led classroom training offers technical personnel who are new to Business Availability Center 7.5 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 highly recommended for individuals who are responsible for providing operational visibility into the performance and availability aspects of mission-critical applications.

DURATION: 5 DAYS

PREREQUISITES

Working knowledge of the following:

- Systems, network and database administration
- ITIL concepts and terminology
- Industry standard operating systems
- Network, system and application monitoring principles and practices

COURSE OBJECTIVES

At the end of the course, you will be able to:

- Describe the BAC architecture components and operational system.
- Build a monitoring framework to effectively monitor your IT environment.
- Explain HP Universal Configuration Management Database (uCMDB) concepts.
- Integrate SiteScope with the BAC environment.
- Manage Key Performance Indicators (KPIs), repositories, and alert schemes.
- Monitor your IT environment using the Dashboard views and end user reports.
- Administer My BAC Portal to display performance and service level data.
- Implement service-level management processes using the Service Level Management (SLM) module in BAC.

RECOMMENDED FOLLOW-UP COURSES

- Scripting with VuGen for BAC 7.5
- uCMDB 7.5 Essentials
- RUM 7.5 Administration

Day 1	<p>I. Course Overview</p> <ul style="list-style-type: none"> • Course Features • Class Introductions • Responsibilities • Course objectives • Course Schedule • Introduction to Hands-on Labs
	<p>II. Introducing BAC</p> <ul style="list-style-type: none"> • Identify the BAC 7.5 architecture components. • Describe the BAC application components. • Name the BAC servers and describe the function of each. • Define the main BAC user-roles and functions. • List the BAC databases. • Demonstrate an understanding of the role of data collectors • Describe the type of monitoring performed by each data collector
	<p>III. Installing BAC</p> <ul style="list-style-type: none"> • List the prerequisites for a successful installation of BAC 7.5 • Identify the stages of a successful BAC 7.5 installation • Install the BPM data collector software • Explain the proper configuration of BAC databases • Demonstrate basic troubleshooting skills
	<p>IV. Introduction to Business Process Monitoring</p> <ul style="list-style-type: none"> • Identify guidelines to select the appropriate location from which to monitor business processes. • List the considerations for planning application monitoring • Identify guidelines to defining monitoring goals for your organization.
	<p>V. Navigating BAC</p> <ul style="list-style-type: none"> • Identify the roles supported by the BAC user interface. • Identify four items available under the Administration menu of BAC. • Identify four items available under the Application menu of BAC. • Locate the area in BAC where you can change the BAC license. • Describe two vertical applications in BAC and where you may find them in the user interface.
	<p>VI. Introducing Virtual User Generator</p> <ul style="list-style-type: none"> • Identify the main components of the VuGen interface. • Record VuGen scripts to monitor business processes. • Explain the purpose of the Central Repository Service (CRS). • Describe the operations supported by CRS. • Manage virtual user scripts in CRS. • Understand the basic concepts of parameterization, content check, and correlation.

Day 2	<p>VII. Business Process Monitor Administration</p> <ul style="list-style-type: none"> • Install the BPM software • Define a BPM instance • Configure BPM instances • Understand and use the BPM Administration console features • Set a BPM to run as a specific user • Restart a BPM
	<p>VIII. End User Management Administration</p> <ul style="list-style-type: none"> • Identify the functions performed using the End User Management Administration in BAC. • Identify business profile configurations steps. • Describe the relation between profiles and databases. • Manage business process profiles.
	<p>IX. Using SiteScope</p> <ul style="list-style-type: none"> • Identify SiteScope Monitoring types • Understand the SiteScope licensing model. • Describe the purpose of SiteScope when working with BAC. • Integrate SiteScope with BAC by creating profiles and associating relevant monitors. • Create a monitoring group. • Define and configure alerts. • List some of the log files available for troubleshooting SiteScope. • Demonstrate knowledge of SAM components. • Explain which operating systems support SAM components. • Configure SiteScope as a SAM components
	<p>X. BAC Reports</p> <ul style="list-style-type: none"> • Identify the purpose of each type of EUM report. • Explain where EUM report data comes from. • Create a User Report containing user-defined data. • Create a Custom Report using the Custom Report Manager.

Day 3	<p>XI. BAC Alerts</p> <ul style="list-style-type: none"> • Describe the concept of baselines and alerting. • Create an effective alert scheme.
	<p>XII. Introducing uCMDB</p> <ul style="list-style-type: none"> • Correlate ITIL concepts to uCMDB in BAC. • Position uCMDB in the overall BAC monitoring topology. • Demonstrate the inter-relationships between uCMDB and the topology elements. • Define an IT universe model in accordance with a design goal by using the uCMDB architectural components.
	<p>XIII. Navigating uCMDB</p> <ul style="list-style-type: none"> • Select a suitable uCMDB tool, which can be a view, a feature in a tab, or a log file, to perform a given administration task. • Navigate through BAC to access the following: the IT Universe Manager, View Manager, Source Manage, and CI Type Manager.
	<p>XIV. Populating uCMDB</p> <ul style="list-style-type: none"> • Understand the different methods to populate the uCMDB • Relate the methods of populating CMDB with the type of data source. • Populate CMDB by using an appropriate method.

	<p>XV. Discovering CIs</p> <ul style="list-style-type: none"> • Sequence the flow of data in the discovery architecture. • Set up the discovery process to populate uCMDB.
--	---

Day 4	<p>XVI. Creating Views in uCMDB</p> <ul style="list-style-type: none"> • Create an instance view by using the View Manager. • Explain the difference between an instance view and a pattern view. • Define a default view (out-of-the-box). • Edit a view by using the appropriate editor.
	<p>XVII. Dashboard Administration</p> <ul style="list-style-type: none"> • Identify the role of Dashboard Administration in the overall BAC workflow. • Identify the purpose of the Dashboard Administration interface tabs. • Identify the components used to define a KPI. • Attach a KPI to CIs in Dashboard Administration. • Edit KPI properties for a specific CI in Dashboard Administration. • Identify the types of repositories and repository objects in BAC. • Create repository objects in Dashboard Administration for a given requirement. • Modify the properties of existing repository objects in Dashboard Administration.
	<p>XVIII. Using the Dashboard Application</p> <ul style="list-style-type: none"> • Identify the views and reports provided by BAC Dashboard. • Monitor the performance of CIs and SLAs by using Dashboard views and reports.

Day 5	<p>XIX. Platform Administration</p> <ul style="list-style-type: none"> • Manage BAC licenses • Remove historical data from Profile databases using Purging Manager. • Configure settings and resources related to data collection • Understand the role of Infrastructure Settings • Use System Health to measure BAC performance • Set up users, groups, and permissions by using the Users and Permissions tab. • Schedule reports to be automatically delivered to specific users.
	<p>XX. Managing SLAs</p> <ul style="list-style-type: none"> • Identify the benefits of using Service Level Management (SLM) in an organization • Describe the purpose of an SLA. • Describe the components of an SLA. • Explain the configuration process for SLAs.
	<p>XII. Introducing MyBAC</p> <ul style="list-style-type: none"> • Identify the components and features of My BAC portal. • Identify the design considerations for My BAC portal. • Administer the components of My BAC portal. • Personalize pages in a module of My BAC portal.