



Application Performance Management 9.x Essentials

Training Services



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1 Overview

This five-day, instructor-led classroom training offers technical personnel the opportunity to learn and experience managing the Application Performance Management (APM) side of Business Service management (BSM) 9.2. This course is designed for individuals who are responsible for the performance and availability aspects of mission-critical applications and for the configuration and administration of BSM.

1.1 Intended Audience

New users of BSM including:

- IT Tools engineers
- Database administrators
- System administrators
- Network administrators
- Operations managers
- Availability engineers

1.2 Prerequisites

To be successful in this course, you should have the following prerequisites or knowledge.

- 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

1.3 Course Objectives

Upon successful completion of this course, you should be able to:

- Identify the key characteristics of HP Business Service Management (BSM), its architecture, and deployment scenarios
- Monitor application performance and availability from the end-user perspective
- 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
- Integrate HP SiteScope (SiteScope) with the BSM environment
- Create and analyze reports that present and organize specific data your organization might need
- Create and manage service level agreements (SLAs) representing contracts with service providers, customers, and internal business units
- Correlate scripts to process server-generated data

1.4 Certification

HP ASE – Business Service Management v9

HP AIS – BSM Platform and End User Management v9 Related Courses

- Business Service Management 9.x Advanced



2 MODULES

2.1 Module 1: Course Overview

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

2.2 Module 2: Introduction to Business Service Management (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

2.3 Module 3: BSM Architecture and Deployment

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

2.4 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

2.5 Module 5: Introduction to BPM and VuGen

- Define the purpose of HP 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



2.6 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

2.7 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

2.8 Module 8: End User Management (EUM-RUM)

- Define Real User Monitoring (RUM)
- Identify the features of HP 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

2.9 Module 9: 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
- Use EUM utilities

2.10 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

2.11 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

2.12 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

2.13 Module 13: Introduction to SiteScope

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

2.14 Module 14: Working with SiteScope

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

2.15 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



2.16 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

2.17 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

2.18 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

2.19 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

2.20 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

2.21 Module 21: Service Intelligence Overview

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

2.22 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

2.23 Module 23: Working with HP 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

2.24 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

2.25 Module 25: Troubleshooting BSM

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