

HP BAC 8.0 ESSENTIALS

Instructor-Led Training



INTENDED AUDIENCE

New users of Business Availability Center 8.0, including:

- Database Administrators
- System Administrators
- Network Administrators
- Operations Managers
- Availability Engineers
- SLA/OLA Administrators

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

OVERVIEW

This entry-level, instructor-led classroom training offers technical personnel who are new to Business Availability Center 8.0 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.

COURSE OBJECTIVES

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

- Determine appropriate BAC deployment solutions.
- Proactively monitor application performance and availability from the end-user perspective.
- Integrate SiteScope with the BAC environment.
- Monitor the real-time status of Key Performance Indicators (KPIs), view performance metrics, and access reports containing historical performance data.
- Use Discovery and Dependency Mapping to automatically discover and map IT infrastructure resources and their interdependencies.
- Configure and work with an IT model to build a topology of your system, populate the model with configuration items 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 may need.
- Create and manage service level agreements representing your department contracts with service providers, customers, and internal business units.
- Isolate and detect enterprise application anomalies and their probable causes using proactive and reactive analysis.
- Perform administrative tasks to enable user access, configure licenses, and enhance system performance.

Day 1

HP BAC Installation & Deployment

Course Overview

- Class Introductions
- Course Features & Objectives
- Course Schedule
- Introduction to Hands-on Labs and Case Studies

Your Business Agenda and HP Solutions

- Today's Business and IT Challenges
- Understanding the Business Impact
- The HP Business Service Management Solution

Introduction to HP Business Availability Center 8.0

- Introduction to HP BAC 8.0
- HP BAC Application Components
- HP BAC Data Collector Components
- HP BAC Technical Architecture

HP BAC Installation & Deployment Considerations

- HP BAC Installation Workflow
- Deployment Considerations
- High Availability Options
- HP BAC on VMware
- Course Lab Allocation/Set Up
- The HP BAC Installation Process

The HP BAC GUI

- HP BAC 8.0 GUI Elements

Business Process Monitoring Concepts

- Business Processes and Your Monitoring Goals
- Understanding Business Processes
- Determining Monitor Location, Frequency, and Thresholds

Day 2

Collecting Availability and Performance Data

Monitoring Web Applications with HP VuGen

- Introduction to HP VuGen (Virtual User Generator)
- Recording a Web Session
- Managing VuGen Scripts in Central Repository Service

End User Monitoring with HP Business Process Monitor

- Introduction to HP Business Process Monitor
- Creating Business Process Monitor Instances
- Managing Business Process Monitor Instances

Infrastructure Monitoring with HP SiteScope

- Introduction to System Availability Management
- Introduction to SiteScope Monitoring
- Configure SiteScope to Monitor Remote Windows Servers
- Solution Templates Overview

Monitoring Network Traffic with HP Real User Monitor

- Installing the HP Real User Monitor engine
- Running the HP Real User Monitor Configuration Tool
- Installing the HP Real User Monitor probes
- Administering HP Real User Monitor Engine
- Using HP Real User Monitor Diagnostics Tools

Introduction to End User Management Administration

- Introduction to End User Management Administration

Day 3

Building Service Models & Views

HP Universal CMDB Fundamentals

- Introduction to HP uCMDB
- Introduction to the IT Universe Manager

Populating HP Universal uCMDB

- Methods for Populating the IT Universe Model

Modeling the Business Environment

- Introduction to Modeling Studio
- Building a Business CI Model
- Creating Views
- Working with Dependencies
- Modeling Applications with Software Elements
- Modeling Best Practices

Day 4

Reporting the Business Impact

Managing Service Levels Agreements

- Introduction to Service Level Management
- Service Level Management Reports

Dashboard 360* Application and Administration

- Introduction to HP BAC Dashboard – 360 Degrees
- Dashboard Business Service Solution Types
- Customizing HP BAC Dashboard

Generating & Analyzing Reports

- Overview of End User Reports
- User Reports
- Custom Reports
- Analyzing BPM User Reports
- Analyzing SiteScope Reports
- Analyzing RUM Reports

Setting Up Alert Delivery Systems

- Introduction to HP BAC Alerts
- Customizing Alerts
- Overview of Alert Integrations

Day 5

HP BAC Administration & Integrated Solutions

HP BAC Platform Administration

- Platform Administration Interface
- HP Business Availability Center Login Flow
- Managing Users
- Introduction to Data Partitioning and Purging Manager
- Configuring Infrastructure Settings
- Managing System Health
- Data Collector Maintenance
- HP BAC License Management
- Upgrading to HP BAC 8.0

Isolating Problems with HP Problem Isolation

- Using HP Problem Isolation
- Modeling for Problem Isolation
- Problem Isolation Reactive Analysis Workflow

Configuring My BSM

- Overview of My BSM Portal
- Navigating My BSM Portal
- Default Modules
- Portlet Categories
- Special Portlets
- My BSM Administration
- Personalizing My BSM
- My BSM Portal Design Considerations

Course Wrap Up – Understanding BAC Solutions

- Q & A Session
- Comprehensive Performance Evaluation