



INTENDED AUDIENCE

This course is recommended for both new and experienced SiteScope users, system administrators, Operations team members and anyone responsible for the installation and maintenance of critical systems using SiteScope.

DURATION: 4 DAYS

PREREQUISITES

- Experience in DOS and WINDOWS operating systems
- User experience with Web browsers
- Administrative and network experience is an advantage
- Experience with enterprise applications such as an application or database server

OVERVIEW

This course is designed to provide the technical knowledge and skills needed to manage and monitor an IT infrastructure with the help of HP SiteScope. Students gain practical experience in using SiteScope to design and configure an extensive set of monitoring assets, proactive alerts and reports. In addition, the course delves into best practices and administrative techniques fundamental to the successful use of SiteScope. The course expands on fundamental concepts of product usage and management. Participants will become familiar with SiteScope deployment and implementation processes with an emphasis on advanced product administration and configuration skills. The topics included in the course are reinforced through intensive lab exercises and hands-on activities.

COURSE OBJECTIVES

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

- Perform a SiteScope installation
- Design a scalable and easy to manage monitoring strategy
- Design an efficient alerting mechanism
- Efficiently configure individual monitoring entities
- Implement a monitoring system leveraging best practices for grouping and alerting
- Design enterprise level reports
- Perform on-going maintenance and troubleshooting of the monitoring solution
- Apply Best Practices to SiteScope deployment and management
- Demonstrate mastery of advanced techniques for monitor configuration, grouping, design, and report and alert generation
- Use templates and repeatable patterns in the creation of groups, monitors, reports, and alerts.
- Demonstrate architectural knowledge of SiteScope.
- Perform maintenance and administrative techniques
- Evaluate business requirements, engage in capacity planning, estimate resource usages, and size the SiteScope architecture accordingly
- Use practical skills in SiteScope monitor administration, alerting, reporting and diagnostics.
- Describe common SiteScope integrations

Day 1	I. Course Overview <ul style="list-style-type: none"> • Purpose • Course objectives • Course outline • Class introductions • Student responsibilities • Instructor responsibilities • Miscellaneous items
	II. Introducing SiteScope <ul style="list-style-type: none"> • Identify the key product features. • Describe the architecture and flow of monitoring. • Identify SiteScope monitoring objects. • Identify the monitoring levels. • Use the SiteScope help.
	III. Installing SiteScope <ul style="list-style-type: none"> • Identify key input requirements when installing SiteScope. • Download and install an evaluation copy of SiteScope. • Use the configuration tool. • Perform post-installation tasks.
	IV. Getting Familiar With SiteScope Interface <ul style="list-style-type: none"> • Access SiteScope user interface. • Explore the various tabs on the interface. • Explore the Preferences interface. • Identify the purpose of the SiteScope Health monitors. • Identify the purpose of the SiteScope diagnostics tools.
	V. Designing a Monitoring Strategy <ul style="list-style-type: none"> • Describe the best practice methodology for SiteScope monitoring. • Configure heartbeats and dependencies. • Use a best practice approach for developing a grouping model. • Use a best practice approach for planning a SiteScope deployment and when planning to monitor an IT environment.
	VI. Managing Groups and Monitors <ul style="list-style-type: none"> • Navigate the SiteScope interface using the Dashboard tab. • Create and configure groups and monitors. • Acknowledge Monitor errors. • Use threshold settings and baselining. • Use filters.
Day 2	VII. Configuring Alerts <ul style="list-style-type: none"> • Define and configure alerts. • Identify the purpose of alert filters. • View alert logs.

Day 3	<p>VIII. Using Templates</p> <ul style="list-style-type: none"> • Identify the role of templates. • Create user-defined templates. • Modify templates by applying user-defined and system variables. • Deploy user-defined and solution templates. • Use the Publish Template Changes wizard.
	<p>IX. Introducing Diagnostic Tools</p> <ul style="list-style-type: none"> • Become familiar with the available diagnostic tools in SiteScope. • Build monitors using the appropriate diagnostic tools. • Use the diagnostic tools to solve problems and troubleshoot monitoring issues.
	<p>X. Generating Reports</p> <ul style="list-style-type: none"> • Understand the business purposes of reports. • Identify the different types of reports in SiteScope. • Generate reports based on business requirements.
	<p>XI. Administering and Maintaining SiteScope</p> <ul style="list-style-type: none"> • Identify the SiteScope directories and files that require regular backup. • Become familiar with the SiteScope upgrade path. • Identify the patch download location. • Use self-monitoring features and log files. • Understand the SiteScope failover model. • Become familiar with SiteScope security considerations. • Understand the SiteScope licensing model.
	<p>XII. Integrating with SiteScope</p> <ul style="list-style-type: none"> • Define SiteScope and its role in the IT operations environment. • Describe the SiteScope product architecture. • Describe the benefits of integrating SiteScope with HP application management products, such as BAC and Operations Manager (OM). • List integrations with third-party application management products.
	<p>XIII. Planning and Best Practices</p> <ul style="list-style-type: none"> • Understand the concerns and challenges of SiteScope deployment. • Implement the structured process of SiteScope deployment planning. • Describe HP best practices and recommendations for a successful deployment. • Leverage advanced techniques to make deployment more efficient and streamlined.
	<p>XIV. Using Regular Expressions</p> <ul style="list-style-type: none"> • Understand regular expression syntax. • Define regular expressions that meet specific monitoring requirements. • Create basic regular expressions as part of building monitors in SiteScope. • Use the regular expression tool to build expressions incrementally.

Day 4	<p>XV. Advanced Grouping and Monitoring</p> <ul style="list-style-type: none"> • Describe how SiteScope stores group and monitor information in the SiteScope\persistency and SiteScope\groups directories. • Edit group, subgroup, and monitor configurations manually or by using the SiteScope UI. • Describe monitoring flow and monitoring frequency. • Describe the cause, impact, and recommended practices for addressing timeouts, skips, false positives, and alert storms. • Use advanced configuration to develop efficient grouping and monitoring.
	<p>XVI. Introducing Advanced Monitoring</p> <ul style="list-style-type: none"> • Understand transaction monitoring with SiteScope. • Use the URL Sequence monitor. • Understand the concepts of Composite monitoring. • Use the E-Business Transaction Chain monitor. • Use regular expressions in URL monitors. • Pass variables between monitors in sequence monitoring.
	<p>XVII. Alert and Alert Templates</p> <ul style="list-style-type: none"> • Create advanced alert filters. • Use naming conventions to refine filters. • Use distribution lists and advanced e-mail settings. • Create script alerts. • Use alert parameters. • Create alert templates. • Describe best practices for alerts.
	<p>XVIII. Adapters and Scripts</p> <ul style="list-style-type: none"> • Define Operating System (OS) adapter. • Create and modify an OS adapter. • Write basic scripts for Windows and UNIX. • Describe script troubleshooting methods.
	<p>XIX. Performance and Tuning</p> <ul style="list-style-type: none"> • Understand Performance Factors • Become familiar with Connection and Data Collection Mechanisms • Apply Tuning Techniques
	<p>XX. SiteScope Internals</p> <ul style="list-style-type: none"> • Understand maintenance and administration tasks in SiteScope • Identify the purpose and location of key SiteScope files in the SiteScope directory structure. • Add and reference custom properties. • Manage data retention.