

## Application Performance Management Essentials (APM120-951)

ID APM120-951 Price 3,200.— €(excl. tax) Duration 4 days

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### Course Overview

This four-day, instructor-led classroom offers technical personnel the opportunity to learn and experience how to use the Application Performance Management (APM) software. 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 APM. The hands-on lab exercises in this course use APM version 9.51. In this version, Adobe Flash Player plug-in is no longer required in browser to access the application GUI.

### Who should attend

IT Tools engineers, Operations staff, System administrators, Network administrators, Operations managers, Availability engineers, Database administrators

### 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

### Course Objectives

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

- Identify the key characteristics of Application Performance Management (APM), 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 SiteScope with the APM environment
- Create and analyze reports that present and organize specific data that your organization might need
- Create and manage service level agreements (SLAs) representing contracts with service providers, customers, and internal business units
- Perform administrative tasks to enable user access, configure licenses, and enhance system performance

### Course Content

- Course Overview
- Introduction to Application Performance Management
- APM Architecture and Deployment
- Application Health
- Service Health Application
- MyBSM
- Introduction to BPM and VuGen
- End User Management Administration
- RUM Overview
- End User Management Reports
- Infrastructure and Application Monitoring with SiteScope
- System Availability Management
- Run-Time Service Model (RTSM) Introduction
- Service Health Administration
- Service Level Management
- User Reports
- Platform Administration
- Appendix: Diagnostics Overview

### Detailed Course Outline

## Module 1: Course Overview

- Identify the contents and objectives of the course
- Define the class schedule and class logistics
- Identify the related courses
- Discuss the lab environment details

## Module 2: Introduction to Application Performance Management

- Identify the evolution of applications and services in IT
- Identify today's business and IT challenges
- Define the key characteristics of the Application Performance Management (APM) solution

## Module 3: APM Architecture and Deployment

- Identify Application Performance Management (APM) components
- List typical APM integrations
- Identify typical deployment strategies
- Describe the deployment life cycle

## Module 4: Application Health

- Describe functionality provided by Application Health
- Investigate Application Performance issues using Application Health
- Investigate application availability issues using Application Health
- View RUM data in Application Health

## Module 5: Service Health Application

- Describe the Service Health solution
- Operate Service Health views
- Run Service Health reports
- Add CIs to the watch list

## Module 6: 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 7: Introduction to BPM and VuGen

- Define the purpose of BPM
- Define key BPM concepts and terminology
- Work with Virtual User Generator (VuGen) to create a

HTTPscript

- Work with VuGen to create a TruClient script
- Work with VuGen to create a REST API script

## Module 8: End User Management Administration

- Populate the Scripts repository
- Define a BPM monitored application in APM
- Define a BPM monitored application in Application Health
- Configure Application downtimes

## Module 9: RUM Overview

- Define Real User Monitoring (RUM)
- Describe Docker</li><li>Configure APM/RUM integration

## Module 10: End User Management Reports

- Use Application Health to monitor the status of your applications
- Generate BPM reports
- Generate RUM reports

## Module 11: Infrastructure and Application Monitoring with SiteScope

- Describe SiteScope agentless monitoring
- Define monitors and groups
- Manage SiteScope groups
- Define SiteScope monitors

## Module 12: System Availability Management

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

## Module 13: Run-Time Service Model (RTSM) Introduction

- Define RTSM and its key capabilities
- Identify the role and purpose of 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
- Define an RTSM Class
- Define RTSM relationships

## Module 14: Service Health Administration

- Identify Service Health as a consolidated monitoring solution
- Define a Service Health View
- Define Service Health indicators
- Define a custom image

## Module 15: Service Level Management

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

## Module 16: 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 17: Platform Administration

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

## Appendix: Diagnostics Overview

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

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