

Application Performance Management 9.x Advanced (APM220)

ID APM220 Price 2,400.— €(excl. tax) Duration 3 days

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Course Overview

This three-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 9.50.

Who should attend

New users of APM 9.50, include the following:

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

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 features of Application Performance Management (APM), its architecture, deployment and configuration scenarios.
- Identify the key features and principles of Operations Bridge and its components.
- Identify the key concepts of RTSM and Pattern and Perspective based views.
- Describe the components of the RTSM.
- Configure the RTSM – CMS Integration.
- 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
- Describe RTSM population and extend the data model through enrichment
- Create the HIs, KPIs, their assignments and customizing the Service Health to meet specific needs.
- Identify primary function of System Health and its utility in investigating APM issues.
- Use APM logs and Logging administrator to troubleshoot the APM issues.
- Describe the APM APIs related to System Health, SLM, EUM and Generic Reporting engines.
- Describe and configure the OBM – APM Integration, its features and configuration options.

Detailed Course Outline

Module 1: Course Overview

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

Module 2: Operations Bridge Overview

- Describe how IT organizations can transition from a cost function to a value creator
- Describe the Operations Bridge approach to addressing

those challenges

- Describe the applications that comprise the Operations Bridge solution

Module 3: APM Architecture and Configuration Decisions

- Review APM Architecture
- List the components of the APM portfolio
- Review the workflow for installing and configuring APM
- Harden APM deployment
- Define High Availability options
- Design APM Disaster Recovery
- Define a multi-tenancy environment
- Configure APM deployment
- Work with the Setup and Database Configuration Utility
- Size and tune APM deployment
- Work with Infrastructure Settings
- Work with JMX Console

Module 4: 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

Module 5: RTSM Administration

- Describe the components of RTSM
- Integrate Multiple CMDBs
- Configure RTSM-CMS Integration

Module 6: RTSM Reconciliation

- Understand the Reconciliation Engine in UCMDB
- List reconciliation processes
- Name reconciliation types
- Use identification rules

Module 7: Service Health Customization

- Describe customizing Service Health to meet unique requirements
- Create Health Indicators (HIs)
- Create HI assignments
- Create Key Performance Indicators (KPIs)
- Create KPI assignments
- Describe the operation of KPI Enrichment Service (KES)
- Describe the operation of Multi-process Architecture

Business Logic Engine (MARBLE)

Module 8: System Health

- State System Health's primary function
- Install System Health
- Drill down to identify and investigate APM issues
- Start and stop individual APM processes
- Package APM log files so they can be sent to MF Support
- View and save individual log files
- View the status and value of APM metrics
- Configure APM failover using System Health
- Access System Health's SiteScope UI

Module 9: APM Logs and Troubleshooting

- Explain how to use APM logs
- Use the APM Logging Administrator to create custom personal log files
- Troubleshoot the APM Platform
- Make use of troubleshooting tools and resources
- In addition, this module contains the following appendices:
 - Appendix A – APM Applications Troubleshooting
 - Appendix B – APM Reports Troubleshooting
 - Appendix C – APM Data Collectors Troubleshooting
 - Appendix D – Additional Troubleshooting Tips

Module 10: APM Extensibility

- Define the Service Health API
- Define the Service Level Management (SLM) API
- Define the End-User Management (EUM) API
- Define the Generic Reporting Engine API
- Appendix A – Troubleshooting
- Appendix B – APM 9.x EUM Reports Troubleshooting

Module 11: APM-OBM Integration

- Identify the OBM – APM Integration features
- Explain the OBM – APM Integration Process
- Setup the OBM – APM Integration
- Validate the OBM – APM Integration
- Utilize the additional Integration features
- Explain configuration options of the OBM – APM Integration

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