Operations Bridge Manager (OBM) Event Processing, Automation, and Correlation (OBM-EPAC)

ID OBM-EPAC **Price** 3,000.— €(excl. tax) **Duration** 4 days

Important notes for the booking of Open Text trainings

Please note that prepayment is required for participation in an Open Text training course. Participation in a training course is possible for 12 months after booking the course. Cancellations are excluded. For further information, please refer to **our** General Terms and Conditions.

Course Overview

The Operations Bridge Manager (formerly known as Operations Manager i) is the core component of the OpenText™ Operations Bridge solution.

This four-day instructor-led course is designed for technically experienced Operations Bridge Manager Administrators and Support personnel. It covers advanced concepts, principles, methodologies, and hands-on configuration of the OBM software and solutions. In addition, this training provides an opportunity for OBM administrators to learn how to extend the value of their current implementation using custom event handling, automation, and correlation.

The course uses lectures and a series of hands-on labs to teach the course material.

Highlights:

- Create TBEC rules
- Create SBEC rules
- Create TBEA rules
- Create custom actions
- Create event suppression rules
- Provide a summary of the performance perspective
- Overview of Monitory dashboard
- Create and configure Cis
- Create and configure ETIs
- Configure event pipeline

Who should attend

This course is intended for:

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

Prerequisites

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

- IT operations principles and practices
- Systems and network administration
- Industry-standard operating systems
- Network, system, and application monitoring principles and practices

Course Objectives

On completion of this course, participants should be able to:

- Describe, Configure, and troubleshoot Configuration Item (CI) resolution.
- Describe, configure, and troubleshoot Event Type Indicators (ETI) resolution.
- Describe, configure, and troubleshoot the primary stages of the event pipeline.
- Create and tune Topology Based Event Correlation (TBEC) rules.
- Create and tune Stream Based Event Correlation (SBEC) rules.
- Create and tune Time-Based Event Automation (TBEA) rules.
- Create OBM custom actions
- Create Runbook automation flows
- Create and tune event suppression rules
- Customize the way health information is processed and

displayed in OBM
- Create an event processing customization based on an existing script.

Course Content

- Module 1: Course overview
- Module 2: Event Pipeline
- Module 3: RTSM Overview
- Module 4: CI Resolution
- Module 5: ETI Resolution
- Module 6: Event Reduction Tuning
- Module 7: Stream-based Event Correlation
- Module 8: Topology-based Event Correlation
- Module 9: Event Automation and Forwarding
- Module 10: Event Processing Interface
- Module 11: Automated Event Correlation *
- Module 12: OBM Tools
- Module 13: Custom Actions
- Module 14: Run book Automation
- Module 15: Service Health Customization

Detailed Course Outline

Module 01: Course overview

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

Module 2: Event Pipeline

- Describe the data flow architecture
- Describe event processing in the OBM gateway component
- Describe event processing in OBM Data processing component
- Describe the effect of each event pipeline step on events
- Locate and tune parameters relevant to each stage of the Event Pipeline
- Locate log messages relevant to each stage of the Event Pipeline
- Use performance dashboard to view Event Pipeline statistics

Module 3: RTSM Overview

- Identify the features of the Run-Time Service Model (RTSM)
- Identify the role of the RTSM in an OBM implementation
- Define CIs
- Organize CIs and relationships in the class model
- Navigate the RTSM administrative UI
- Locate and analyze CIs and relationships in IT Universe Manager

Module 4: CI Resolution

- Explain CI resolution processing
- Recommend appropriate hints to be provided by event sources
- Configure the CI resolution cache

Module 5: ETI Resolution

- Describe how Event Type Indicators (ETIs) enable sophisticated OBM processing
- Follow best practices to customize and use ETIs
- Describe how data collectors deliver ETI hints in events
- Resolve issues related to ETI resolution
- Locate log files containing ETI resolution entries

Module 6: Event Reduction Tuning

- Configure the Close Related Events feature of OBM
- Use the Duplicate Event Suppression feature of OBM
- Use the Event Suppression feature of OBM
- Configure the Event Storm Suppression feature of OBM

Module 7: Stream-based Event Correlation

- Configure the Stream Based Event Correlation (SBEC) feature of OBM

Module 8: Topology-based Event Correlation

- Define Topology Based Event Correlation (TBEC)
- Identify the TBEC operation
- Use the Correlation Manager
- Correlate rule creation
- Automate cross-domain correlation
- Relate events manually

Module 9: Event Automation and Forwarding

- Configure the Time-Based Event Automation (TBEA) feature of OBM
- Analyze OBM event forwarding capabilities
- Define the Event Processing Interface (EPI) script capabilities
- Identify custom actions

Module 10: Event Processing Interface

- Describe event processing interface entry points in the pipeline

- Describe EPI scripting use-cases
- Explain the required components of an EPI script
- Create an event processing customization based on an existing script
- Verify the successful operation of an event processing customization
- Access the Java documentation for OBM-related APIs
- Add logging to an EPI script
- Install and use the OBM Script Development Kit
- Use Groovy Console

Module 11: Automated Event Correlation *

- Explain Event Forwarding to OPTIC DL
- Discuss high-level integration steps for OBM and OPTIC
- Explain the Containerized OpsBridge Suite deployment architecture and its components
- Explain the concepts of OPTIC Data Lake (OPTIC DL)
- Describe OPTIC DL Data Collection
- Explain OPTIC DL Integrations
- Describe AEC
- Understand how AEC works
- Understand AEC Architecture
- Configure Classic OBM for AEC
- Configure Containerized OBM for AEC
- Navigate User Interface (AEC)
- Understand benefits and best practices for AEC
- Troubleshoot AEC

Module 12: OBM Tools

- Report defects Access and use OBM tools
- Create OBM tools
- Define OBM tool authorization

Module 13: Custom Actions

- Explain the purpose and operation of custom actions
- Access and execute custom actions
- Analyze the results of custom actions executed
- Describe the primary areas of OBM that support customization using the Groovy script
- Create a custom action
- Verify the successful operation of a custom action
- Add logging to a custom action

Module 14: Run book Automation

- Verify the monitored nodes with Operations Agent
- Install Operations agent
- Verify the installed content packs in central and OO
- Create a flow for OBM
- Test and run the flow

Module 15: Service Health Customization

- Describe customizing Service Health to meet unique requirements
- Create Health Indicators (His)
- Create Key Performance Indicators (KPIs)
- Create KPI assignments
- Describe the operation of KPI Enrichment Service (KES)
- Describe the operation of the Multi-process Architecture Business Logic Engine (MARBLE)

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