Operations Bridge Manager (OBM) Service Modeling (3-6319)

ID 3-6319 **Preis** auf Anfrage **Dauer** 2 Tage

Voraussetzungen

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

- Basic knowledge of Networking
- Basic knowledge of Configuration Management Systems and ITIL
- Basic knowledge of OBM and APM
- Working knowledge of Windows and UNIX

Kursziele

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

- Explain the purpose and architecture of the RTSM.
- Describe how CI management works within RTSM.
- Install and configure a DFP to enable data collection and integration.
- Create and interpret Modeling Queries and Views for service modeling.
- Apply Enrichment rules to enhance and update configuration data.
- Perform Reconciliation to maintain data integrity across systems.

Kursinhalt

The RTSM is a core component of IT operations that enables organizations to maintain accurate service models and make informed decisions. This course provides a comprehensive understanding of how RTSM improves operational visibility and service intelligence, allowing you to monitor and manage complex IT environments effectively. You will learn to build and maintain real-time models through robust configuration management and reconciliation processes.

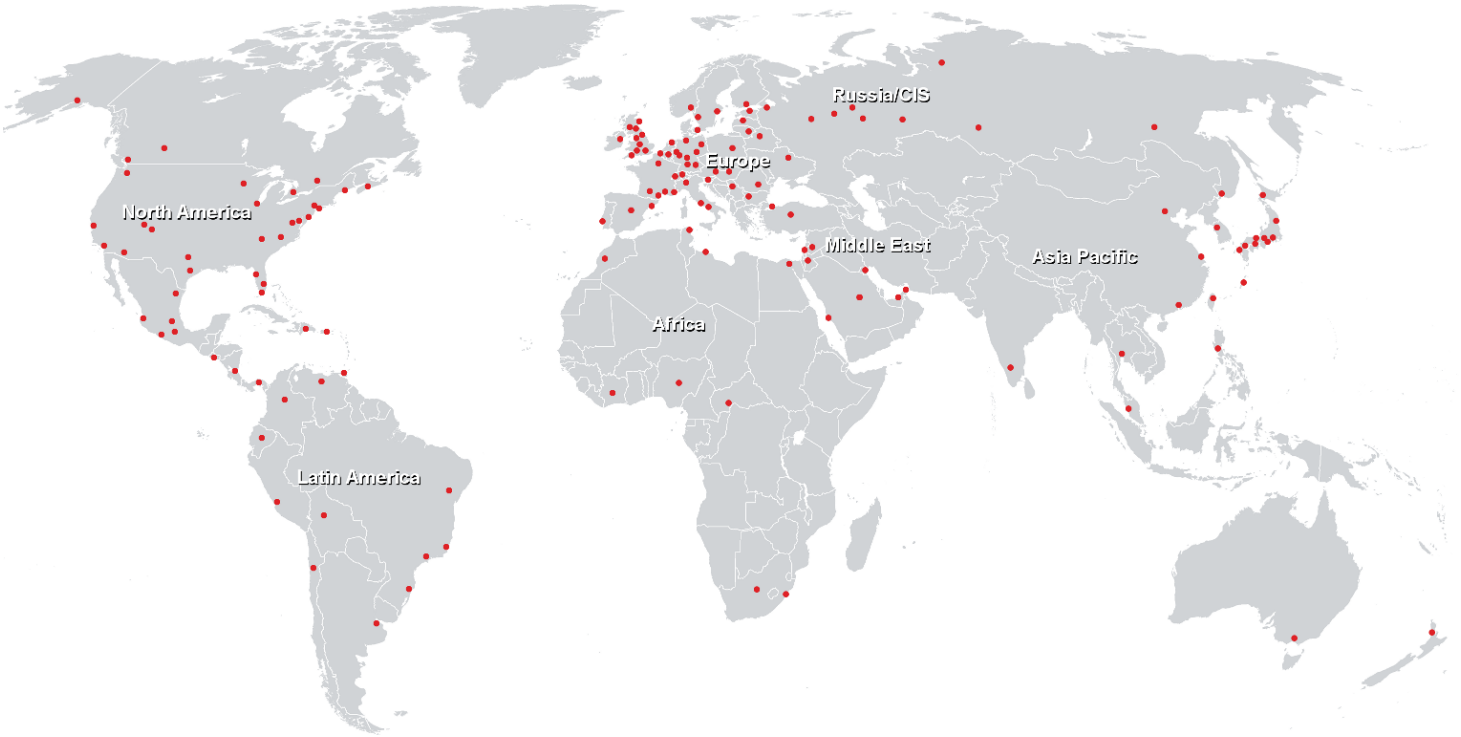
The course also covers creating custom queries and topology maps to visualize relationships between IT elements, helping you tailor solutions to specific business needs. Additionally, you will master redundancy management techniques to eliminate single points of failure and ensure reliable performance across applications, servers, and networks.

By the end of this course, you will have the skills to deliver seamless, resilient, and data-driven operations that support business continuity and optimize IT service delivery.

Highlights:

- Explain the purpose and architecture of the RTSM and its role in IT operations.
- Describe the principles of configuration management and how Configuration Item (CI) management works.
- Install and configure a Data Flow Probe (DFP) to enable integration between RTSMs.
- Create and interpret modeling queries, views, and topology maps using the HTML5 Web UI.
- Apply enrichment rules to enhance and update configuration data.
- Perform reconciliation processes to maintain data integrity across systems.

Weltweite Trainingscenter





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