

# Application Performance Management Essentials (APM120-951)

ID APM120-951 Price on request Duration 4 days

## 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

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