

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

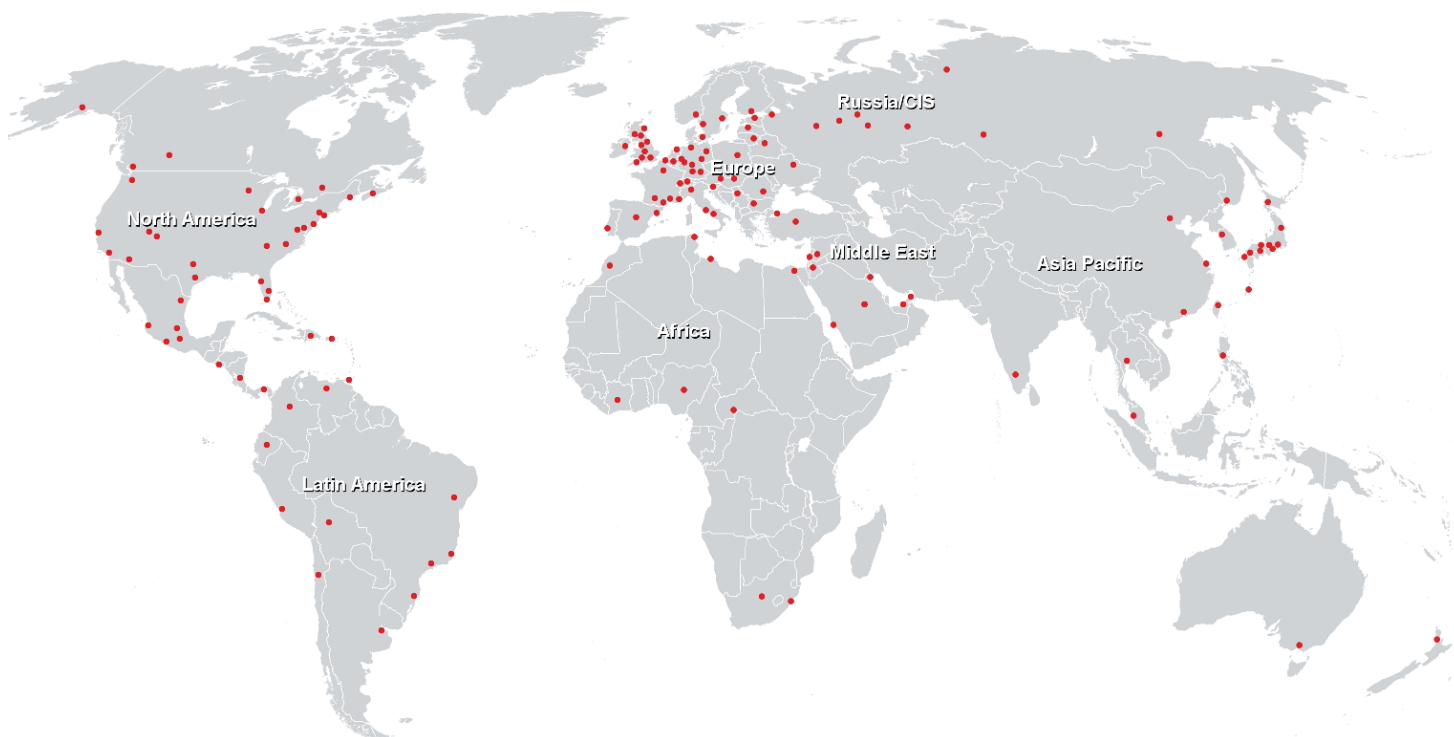
Upon successful completion of this course, you should be able to:

- 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

Training Centres worldwide



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