



## APM01IT – Application Performance Management 9.3 Interactive Training Created by ART

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### Adoption Readiness Tool (ART)

The Adoption Readiness Tool (ART) provides initial and ongoing enablement to your users to ensure that you get the most out of your software. ART is a cost-effective, comprehensive IT education, documentation and performance support solution. ART provides pre-built simulation-based courses in Micro Focus software that can be accessed by users anytime, anywhere.

ART content provides easy access to self-paced learning content enabling your users to not only dive into an online course, but also to gain direct access to individual components to quickly master specific tasks.

- Access printable job aids targeted towards specific application tasks.
- View or practice a task in a simulated environment.
- Experience full learning with key terms and concepts, product demonstrations and selfassessments by viewing the entire course.

Regardless of which route chosen, users will gain an understanding of the important key concepts, as well as gain competency in both the navigation and functionality of the application.

### Course Description

This Application Performance Management (APM) Adoption Readiness Tool (ART) learning solution offers operators and end users, who are new to APM version 9.3, the opportunity to develop experience in applying the fundamental concepts, principles, and methodologies for managing APM. This course is recommended for individuals who are responsible for providing operational visibility into the performance and availability of mission-critical applications.

The simulations in this course use Micro Focus Application Performance Management version 9.3.

### Audience/Job Roles

This course is recommended for application support operators and anyone who needs an overview of the capabilities of Application Performance Management.

## Course Objectives

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

- Describe APM services and features.
- List the challenges and values associated with APM.
- Identify the key characteristics of APM and its architecture
- 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
- Integrate Micro Focus SiteScope with the APM environment
- Create and analyze reports that present and organize specific data your organization might need
- Create and manage service-level agreements (SLAs) representing contracts with service providers, customers, and internal business units
- Perform basic administrative tasks

## Prerequisites / Recommended Skills

N/A

## Course Topics

Modules	Objectives
<b>APM01IT – Application Performance Management 9.3</b>	
<b>Module 1: Introduction</b>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• IT Impact on Business Services</li> <li>• APM</li> <li>• APM Features</li> <li>• Real-Time Service Model (RTSM)</li> <li>• APM Applications – Data Collectors</li> <li>• APM Applications</li> <li>• Navigate APM*</li> <li>• Summary</li> <li>• Assessment</li> </ul>
<b>Module 2: APM Architecture and Deployment</b>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• APM Components</li> <li>• Analyze Application Issues*</li> <li>• Summary</li> <li>• Assessment</li> </ul>

<p><b>Module 3: Application Health</b></p>	<ul style="list-style-type: none"> <li>• Objectives</li> <li>• Application Health</li> <li>• Investigate Availability Issues*</li> <li>• Investigate Performance Issues*</li> <li>• View RUM Data*</li> <li>• Summary</li> <li>• Assessment</li> </ul>
<p><b>Module 4: Service Health Application</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• Service Health Solution</li> <li>• 360° View Page</li> <li>• Top View Page</li> <li>• Use 360° View to Analyze Service Health*</li> <li>• Use Top View*</li> <li>• Use Topology*</li> <li>• Use the Watch List*</li> <li>• Service Health Reports</li> <li>• Summary</li> <li>• Assessment</li> </ul>
<p><b>Module 5: MyBSM</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• MyBSM Key Terminology</li> <li>• MyBSM</li> <li>• MyBSM Workspace</li> <li>• Set Up Workspaces*</li> <li>• Define a Custom MyBSM Page*</li> <li>• Summary</li> <li>• Assessment</li> </ul>
<p><b>Module 6: End-User Monitoring with BPM</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• Introduction to EUM</li> <li>• BPM Concepts and Terminologies</li> <li>• PM Architecture and Data Flow</li> <li>• BPM Integrating with APM*</li> <li>• Overview of True Client</li> <li>• Overview of REST Service</li> <li>• Application Testing Best Practices</li> <li>• VueGen</li> <li>• Create a VueGen True Client Script*</li> <li>• Create a VueGen HTTP Script*</li> <li>• Summary</li> <li>• Assessment</li> </ul>

<p><b>Module 7: EUM Administration</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• Upload Scripts to the Repository*</li> <li>• Define BPM Monitored Application*</li> <li>• Use Application Health to Upload Scripts*</li> <li>• Define BPM Monitoring in Application Health*</li> <li>• Use Application Health to Define Application Downtime*</li> <li>• Configure BPM Alerts*</li> <li>• Summary</li> <li>• Assessment</li> </ul>
<p><b>Module 8: RUM Overview</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• RUM</li> <li>• RUM Architecture</li> <li>• RUM APM Integration</li> <li>• Docker and Container Virtualization</li> <li>• Discover Docker Configurations with RUM*</li> <li>• RUM Application Monitoring</li> <li>• Define a RUM Application*</li> <li>• MAP A RUM Application to BPM Transactions*</li> <li>• Run RUM Reports*</li> <li>• Summary</li> <li>• Assessment</li> </ul>
<p><b>Module 9: Infrastructure and Application Monitoring with SiteScope</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• SiteScope</li> <li>• SiteScope Monitor Types</li> <li>• SiteScope Templates</li> <li>• SiteScope Monitoring Components</li> <li>• Site Scope Monitor – URL*</li> <li>• Site Scope Monitor – Disk Space*</li> <li>• Site Scope Monitor – CPU Utilization*</li> <li>• Site Scope Monitor – Port*</li> <li>• Site Scope Monitor – Database*</li> <li>• Site Scope Monitor – Docker Monitor*</li> <li>• Summary</li> <li>• Assessment</li> </ul>

<p><b>Module 10: System Availability Management</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• SAM UI Elements</li> <li>• Add a New SiteScope</li> <li>• Integrate SiteScope using SAM Admin*</li> <li>• Map SiteScope Metrics to APM Health Indicators*</li> <li>• Use SAM Reports*</li> <li>• SAM Reports in MyBSM*</li> <li>• Summary</li> <li>• Assessment</li> </ul>
<p><b>Module 11: Service Modeling with RTSM</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• Modeling Components</li> <li>• About a Service Model</li> <li>• Topology Query Language</li> <li>• Create TQL*</li> <li>• Create Instance-based Models*</li> <li>• Create a Service View*</li> <li>• Create Service Models in RTSM Model Studio*</li> <li>• Summary</li> <li>• Assessment</li> </ul>
<p><b>Module 12: Service Health Administration</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• Create Local Impact View*</li> <li>• Review Service Health Repositories*</li> <li>• Review Default CI Indicators*</li> <li>• Assign New CI Indicators*</li> <li>• Create a Custom Image*</li> <li>• Create CI Status Alerts*</li> <li>• Summary</li> <li>• Assessment</li> </ul>

<p><b>Module 13: Service Level Management</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• About SLM</li> <li>• APM SLM Concepts and Terminologies</li> <li>• SLM Administration UI</li> <li>• SLM Application UI</li> <li>• Define a SLA*</li> <li>• View SLA Status in Application Health*</li> <li>• Run SLM Reports*</li> <li>• Summary</li> <li>• Assessment</li> </ul>
<p><b>Module 14: User Reports</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• Preconfigured BSM Reports</li> <li>• Custom Reports</li> <li>• Create a Custom Report*</li> <li>• Trend Reports</li> <li>• Create a Trend Report*</li> <li>• Summary</li> </ul>
<p><b>Module 15: Platform Administration</b></p>	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Objectives</li> <li>• Database Maintenance Tasks</li> <li>• Define a Database Maintenance Task*</li> <li>• Define a Report Schedule*</li> <li>• Locations</li> <li>• Define a Location*</li> <li>• User Permissions</li> <li>• Define a User Account*</li> <li>• Downtime Specifications</li> <li>• Define Downtime*</li> <li>• Define Downtime in Application Health*</li> <li>• Summary</li> <li>• Assessment</li> </ul>

\* Indicates a simulation.