



OBM01WBT-EX-202111 – Operations Bridge Manager 2021.x

Adoption Readiness Tool (ART)

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This ART Course contains *Voice Narrations* in both the course modules and simulations. The audio controls at the bottom of the page enable you to pause, play, and stop the audio, enable/disable the audio, and also display the audio transcript text.



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- 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 self-assessments by viewing the entire course

Regardless of which route is selected, 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

In this course, you will learn about the Micro Focus Operations Bridge Suite and key concepts and features of the Operations Bridge Suite. You will also learn the Operations operator workflow, event lifecycle, and how to close a resolved event. This course consists of 9 modules.

In these modules, you will learn about Operations Bridge suite components, Business Value Dashboard (BVD), Operations Bridge Manager (OBM), OBM Monitoring Automation (MA), and OBM Management Packs (MPs). You will also learn about Operations Bridge data collectors and data sources.

As an Operator, you need to manage Operations Bridge Suite, event lifecycle, business impact report, and different data collectors of OBM.

Audience/Job Roles

This course is intended for:

- Users who are new to the Operations Bridge Suite
- Users of the Operations Bridge Suite, who serve the role of an operator
- Anyone interested in a technical introduction to the Operations Bridge Suite

Course Objectives

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

- Describe the core features and capabilities of OBM and its role in event management
- Describe OBM's role as a consolidated console and Operations Bridge
- Define the key concepts and features of the Operations Bridge Suite
- Describe the OBM operator workflow
- Access performance dashboards
- Use display control features
- Describe the features and usage of Health Perspective
- Describe the components of the Operations Bridge Suite
- Describe the SiteScope (SiS), Operations Manager (OM), and Network Node Manager i (NNMi) components

Prerequisites / Recommended Skills

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

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

Course Topics

Modules	Objectives
Module 1: Introduction	<ul style="list-style-type: none"> ▪ Your Story ▪ Operations Bridge ▪ Automation of the Monitoring Lifecycle ▪ Discover Infrastructure and Events ▪ Analyze Events ▪ Automated Remediation ▪ Escalating Events ▪ Forward Events ▪ Collaborate Across Domains ▪ Notify and Collaborate ▪ OBM Capabilities and Consistency Across Domains ▪ Summary ▪ Assessment
Module 2: Operations Bridge Suite Overview	<ul style="list-style-type: none"> ▪ Your Story ▪ IT Operations Management (ITOM) Suites ▪ Operations Bridge Suite ▪ Key Concepts of the Operations Bridge Suite ▪ Key Features of the Operations Bridge Suite ▪ Summary ▪ Assessment
Module 3: Operator Workflow	<ul style="list-style-type: none"> ▪ Your Story ▪ Operations Operator Workflow ▪ Navigate Events* ▪ The Event Lifecycle ▪ Select the Highest Priority Event* ▪ Analyze Event Details* ▪ Use Graphs and Tools* ▪ Close a Resolved Event* ▪ Summary ▪ Assessment
Module 4: OBM Performance Dashboards	<ul style="list-style-type: none"> ▪ Your Story ▪ Performance Dashboards in the Event Details Panel ▪ Accessing Performance Dashboards from Events ▪ Hover Over Data Point ▪ Isolating a Single Metric ▪ Accessing the Date Range Panel ▪ Selecting a Date Range ▪ Custom Date Range ▪ Access Performance Dashboards* ▪ Graph Charts ▪ Single Value and Text Chart ▪ Dashboard Configuration ▪ General Settings ▪ Enabling Event Overlay ▪ Viewing Event Overlay ▪ Chart Level Options ▪ Exporting to CSV

	<ul style="list-style-type: none"> ▪ Share Performance Dashboards ▪ Use Advanced Features* ▪ Performance Perspective ▪ Creating a New Favorites Dashboard ▪ Adding SQL Server Status to Favorites ▪ Adjusting Layout ▪ Create a Favorites Dashboard* ▪ Summary ▪ Assessment
Module 5: OBM Tools	<ul style="list-style-type: none"> ▪ Your Story ▪ About OBM Tools ▪ Tool Basics ▪ Use Sample Tool – BBC Util Ping* ▪ Use Sample Tool – Databases Status* ▪ Analyze a Database Event Using Tools* ▪ Use Sample Tool – AOS Customer Login* ▪ Summary ▪ Assessment
Module 6: Health Perspective	<ul style="list-style-type: none"> ▪ Your Story ▪ Health Perspective and Event Perspective Views ▪ Health Indicators and Key Performance Indicators ▪ KPI Display ▪ KPI Status Indicators ▪ Health Perspective Highlights ▪ Accessing Indicator Details ▪ Accessing Additional Information ▪ KPIs Over Time Report ▪ Change Report ▪ CI Properties ▪ Investigate CI Status* ▪ Business Impact Report ▪ Impacting CIs ▪ Path to Root ▪ Problematic Subtree ▪ Errors ▪ Investigate Impact on Business Services* ▪ Summary ▪ Assessment
Module 7: Operations Bridge Components	<ul style="list-style-type: none"> ▪ Your Story ▪ Operations Bridge Suite Components ▪ Business Value Dashboard (BVD) ▪ Operations Bridge Manager – OBM ▪ OBM Monitoring Automation (MA) ▪ OBM Management Packs (MPs) ▪ Operations Bridge Analytics (OBA) ▪ Operations Orchestration (OO) ▪ Universal Discovery (UD) Spiral Discovery ▪ Topology-Driven Service Management ▪ Automated Service Modeling (ASM) ▪ Cloud Optimizer (CO)

	<ul style="list-style-type: none"> ▪ Summary ▪ Assessment
Module 8: Operations Bridge Data Sources	<ul style="list-style-type: none"> ▪ Your Story ▪ Operations Bridge Data Collectors and Data Sources ▪ Application Performance Management (APM) ▪ APM Components ▪ APM Data Collectors – RUM ▪ APM Data Collectors – BPM ▪ APM Data Collectors – Diagnostics ▪ SiteScope (SiS) ▪ Operations Manager (OM) ▪ Network Node Manager i (NNMi) ▪ Key Features of NNMi ▪ OBM and Third-Party Data Integration ▪ Summary ▪ Assessment
Module 9: Accessing Data within Operations Bridge	<ul style="list-style-type: none"> ▪ Your Story ▪ Accessing Data Using BVD ▪ Accessing a Sample BVD Dashboard ▪ BVD Data Integration ▪ Summary ▪ Assessment

* Indicates a simulation