OFERTA FORMATIVA

Detalles de contacto

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Tivoli's Process Automation Engine 7.5 Fundamentals

CÓDIGO:	DURACIÓN:	Precio:
TR711G	40 Hours (5 días)	€2,000.00

Description

This course covers elements of Tivoli's process automation engine 7.5 that are common to all products based on the engine. It is the prerequisite for more advanced training on IBM's Service Mangement products.
The course is technical and hands-on in nature. In addition to abstract concepts and use, technical details of the applications and data structures used by IBM Service Management applications are discussed.

Objetivos

- List the components of Tivoli's process automation engine
- Create the foundation data required for Tivoli's process automation engine applications
- Use work management
- Report on Tivoli's Process Automation Engine data
- Customize the engine database configuration and applications
- Automate IBM Service Management applications using workflows
- Use the Integration Framework to import and export data

Público

This intermediate course is for implementers, deployment and project teams, system administrators, database administrators, and consultants who are new to Tivoli's process automation engine and will be using IBM Service Management products.

Requisitos Previos

There are no prerequisites for this course.

Programa

Tivoli Process Automation Engine overview

- Lesson 1: Overview
- Lesson 2: The IBM Service Management products
- Lesson 3: Basic navigation
- Lesson 4: Start Centers

Components and architecture

- Lesson 1: Architecture and engine components
- Lesson 2: Engine Administrative Workstation directory structure
- Lesson 3: System properties

Foundation Data

- Lesson 1: Engine financial configuration
- Lesson 2: Sites, locations, and systems
- Lesson 3: Classifications

Security

- Lesson 1: System security configuration
- Lesson 2: Groups and system privileges
- Lesson 3: People, users, labor, and crafts
- Lesson 4: Conditional security

Database Architecture

- Lesson 1: Database configuration
- Lesson 2: E-Signature and E-Audit

Work Management

- Lesson 1: Introduction to work management
- Lesson 2: Work orders and job plans
- Lesson 3: Activities, tasks, and automated flow control

Application Customization

- Lesson 1: Managing domains
- Lesson 2: Application Designer
- Lesson 3: Migration Manager

Automation

- Lesson 1: Cron tasks
- Lesson 2: Email, communication templates, and the bulletin board
- Lesson 3: Escalations and actions
- Lesson 4: Scripting interfaces

Workflow

- Lesson 1: Introduction to workflow
- Lesson 2: Workflow administration
- Lesson 3: Workflow design

Reporting

- Lesson 1: Data analysis overview
- Lesson 2: QBEs, KPIs, and predefined reports
- Lesson 3: Adhoc Reports using QBRs
- Lesson 4: Report administration

Integration

- Lesson 1: Integration framework overview
- Lesson 2: Integration framework examples

Troubleshooting

- Lesson 1: Logging and appenders
- Lesson 2: Troubleshooting

Fechas Programadas

A petición. Gracias por contactarnos.

Información Adicional

Esta formación también está disponible en modalidad presencial. Por favor contáctenos para más información.