Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

Arrow ECS, Nidderdale House, Beckwith Knowle, Harrogate, HG3 1SA

Email: educationteam.ecs.uk@arrow.com
Phone: 0870 251 1000

IBM Cloud Pak for AIOPs: Operating with Event Manager to reduce MTTR

CODE:	LENGTH:	PRICE:
TN410G	16 Hours (2 days)	£1,300.00

Description

This course teaches you how to use the Event Manager component of IBM Cloud Pak for AIOps to view, categorize, understand, and resolve alarm conditions in your IT event to reduce the mean time to resolve (MTTR) those issues.

Objectives

- Describe the functions of the Event Viewer component of IBM Cloud Pak for AIOps
- View events
- Create filtered events views
- Change the columns that are shown in event views
- View related events and designate a possible root cause
- View events that are periodic in nature
- Create a Runbook automations
- Change the priority of an event
- Assign an event to a particular user or group

Audience

This course is intended for help desk personnel and operators using IBM Event Manager.

Prerequisites

- Understand how systems, applications, services, and network topology relate to one another
- Have basic Linux command-line skills
- Understand the kinds of events or alarms that are typical to an enterprise or telco customer

Programme

- Course introduction
- Unit 1. Accessing your lab environment
- Exercise 1. About your lab environment
- Unit 2. Seeing events in the Event Viewer
- Exercise 2. Seeing events in the Event Viewer
- Unit 3. Customize and create event views and filters
- Exercise 3. Customizing event views
- Unit 4. Viewing related events
- Exercise 4. Viewing related events
- Unit 5. Using the Topology Viewer
- Exercise 5. Using the Topology Viewer
- Unit 6. Create runbooks
- Exercise 6. Create and use Runbooks
- Course summary

Session Dates

On request. Please Contact Us

Additional Information

This training is also available as onsite training. Please contact us to find out more.