BMC Helix Operations Management

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BMC Helix Operations Management: Education Enterprise Product Subscription

Subscription Code: ASSR-ENT-SUBS-BHOM-GEN2

Modality	Target Audience
• Web-based Training (WBT)	• Operators
• Self-Paced Training (SPT)	• Administrators
• Online Exam	• Consultants
• Skills Assessment	

Subscription Overview

BMC Helix Operations Management is a SaaS-based solution for monitoring, event management, and other ITOM capabilities. It features a modern user experience and automated workflows to streamline these functions.

This subscription deeply delves into BMC Helix Operations Management features and capabilities. The demonstrations, videos, and presentation content included in the subscription provide a clear understanding of the features and capabilities of BMC Helix Operations Management and how to leverage them.

Note: This content is part of an annual subscription and is regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees or being subject to additional registration.

Learning Objectives (Limited Offerings)

- Define data collection.
- Configure, view, and filter deployment packages.
- Work with monitoring policies.
- Manage Alarm Policies: create, view, edit, enable, disable, and delete.
- Describe multivariate policies and their application.
- Create basic enrichment, suppression, time-based, correlation, and notification policies.
- Identify common services in the BMC Helix Portal for Role-Based Access Control.
- Set up users and user groups.
- List types of roles.
- Set up roles and permissions and explain the purpose of authorization profiles.
- Provide an overview of the TSOM to BHOM migration.
- Understand the usage of the BHOM Policy Migrator tool.
- Migrate monitoring and alarm policies.
- Understand the PCM to Policy Converter tool.
- Understand the BHOM PATROL Agent Migrator tool.
- Migrate TSOM PATROL Agents to the BHOM tenant.
- Understand the Event Migration Utility tool.
- Migrate the event data.
- Create a new dashboard and set up its panels.
- Configure dashboard settings, annotations, variables, links, tags, queries, and permissions.
- Schedule reports.
- List BMC's best practices in designing dashboards.
- Understand the key terminologies and concepts of the Netreo platform.
- Explore device details, incident states, alarms, thresholds, and anomalies using Netreo.
- Create dashboards, onboard devices, create templates, and utilize virtualization and configuration monitoring in Netreo platform.
- Understand functionalities of Retrace and also explore APM, transaction tracing, server, application and custom metrics monitoring, application performance, logging with Retrace, and error management.

For more information about BMC Education Services, visit **www.bmc.com/education**.

Learning Objectives (Unlimited Offerings)

- List the operational features and benefits of BMC Helix Operations Management.
- Customize and download monitor graphs.
- Perform the various event operations.
- Describe policies and their types.
- Explain Event and Blackout Policies.
- Provide an overview and navigate through the BMC Helix Portal.
- Introduce BMC Helix Operations Management and list its features and benefits.
- Understand user identities and user access.
- Create, edit, and delete users, user groups, and roles.
- Configure device monitoring in BMC Helix Operations Management.
- Monitor and analyze events in BMC Helix Operations Management.
- Create alarm policies in BMC Helix Operations Management.
- Create monitor policies in BMC Helix Operations Management.
- Understand event policy in BMC Helix Operations Management.
- Aggregate events using correlation policy in BMC Helix Operations Management.
- Create a basic enrichment event policy in BMC Helix Operations Management.
- Create a notification policy and filter unwanted events in BMC Helix Operations Management.
- Detect anomalies and create multivariate policies in BMC Helix Operations Management.
- Create refinement policies and migrate event policies across environments.
- Introduce BMC Helix Log Analytics and generate events.
- Create an alert policy and detect anomalies in BMC Helix Log Analytics.
- Create an enrichment policy and field extraction policy in BMC Helix Log Analytics.
- Archive and restore logs in BMC Helix Log Analytics.
- Create a collection policy to collect logs in BMC Helix Log Analytics.
- Introduce BMC Helix Dashboards.
- Create visualizations and add them to a dashboard.
- Perform basic operations on the BMC Helix Dashboard.
- Understand the key terminologies and concepts of the Netreo platform.
- Understand functionalities of Retrace and also explore APM, transaction tracing, server, application and custom metrics monitoring, application performance, logging with Retrace, and error management.

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Limited Offerings

S.No.	Course Name	Description/Abstract	Duration (Minutes/Hours /Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix Operations Management				
1	BMC Helix Operations Management 23.x: Fundamentals Administering (WBT)	This course explains an overview of the monitoring infrastructure using BMC Helix Operations Management. In addition, the students will learn to collect data, manage users and events, and work with policies.	6.5 hours	WBT
2	BMC Helix Operations Management: Fundamentals Migrating	This course provides insight into migrating from TrueSight Operations Management (TSOM) to BMC Helix Operations Management (BHOM). This includes migrating monitoring configurations, event management rules and policies, and PATROL agents using the migration utility tools.	3 hours	WBT
3	Netreo Version 12 Administrator Training (WBT)	This course introduces students to the key terminologies and concepts of the Netreo platform. They will learn how to navigate the platform, explore device details, and organize devices effectively. The course also covers topics such as incident states, alarms, thresholds, and anomalies. Additionally, students will learn how to create dashboards, onboard devices, create templates, and utilize virtualization and configuration monitoring.	4.5 hours	WBT
4	Netreo Version 12 User Training (WBT)	This course introduces students to the key terminologies and concepts of the Netreo platform. Students will learn about the platform's user interface and topics such as incident states, alarms, thresholds, and anomalies. Additionally, students will learn to utilize virtualization and configuration monitoring.	2.5 hours	WBT
5	Stackify Retrace Engineer User Training (WBT)	Retrace is an easy-to-use SaaS application monitoring solution that combines several products and their functionalities. In this course, the students will learn about the functionalities of Retrace. They will also learn about APM, transaction tracing, server, application and custom metrics monitoring, application performance, logging with Retrace, and error management.	3 hours	WBT
BMC Helix Dashboards				
6	BMC Helix Operations Management 23.x: Fundamentals Designing Dashboards (WBT)	This course provides experience with best practices for designing dashboards based on BMC Helix Operations Management data. It covers scheduling reports and advanced configuration for the most common issues observed while designing dashboards.	3.5 hours	WBT

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Unlimited Offering

S.No.	Course Name	Description	Duration (Minutes/Hours/Days)	Delivery Method (WBT, SPT, Exam)
BMC Helix Portal				
1	BMC Helix Portal: Overview (WBT)	This course explains the steps to access the BMC Helix Portal, the different user accesses, and the various functional areas of the BMC Helix Portal Console.	30 minutes	WBT
BMC Helix Operations Management				
2	BMC Helix Operations Management 23.x: Fundamentals Operating (WBT)	This course explains an overview of the features and capabilities of BMC Helix Operations Management to an operator.	3 hours	WBT
3	BMC Helix Operations Management: Overview (WBT)	This course explains the features and benefits of BMC Helix Operations Management. In addition, the course provides an overview of the BMC Helix Operations Management console and its tabs.	25 minutes	WBT
4	BMC Helix Operations Management: Fundamentals Device Monitoring (WBT)	This course explains an overview of devices and device monitoring. In addition, the course demonstrates the steps to access the Devices page in the BMC Helix Operations Management Console.	20 minutes	WBT
5	BMC Helix Operations Management: Fundamentals Groups (WBT)	This course provides an overview of groups for devices and entities. In addition, the course enables learners to access the Groups page and Groups Details page in the BMC Helix Operations Management console.	20 minutes	WBT
6	BMC Helix Operations Management: Fundamentals Event Processing (WBT)	This course explains event monitoring. In this course, the students will learn to perform basic event monitoring tasks, such as accessing events, customizing event list display preferences, setting event preferences, and filtering events.	30 minutes	WBT
7	BMC Helix Operations Management: Fundamentals Authorization Profile (WBT)	This course explains authorization profiles and their components. It also explains creating, editing, and deleting an authorization profile.	30 minutes	WBT
8	BMC Helix Operations Management: Fundamentals Role-Based Access Control (WBT)	This course explains user identities and access and how to create, edit, and delete new users, user groups, and roles in the BMC Helix Portal.	1 hour	WBT
9	BMC Helix Operations Management: Fundamentals Implementing Alarm Policies (WBT)	This course introduces the learners to alarm policies and explains different types of alarm generation conditions and threshold conditions. The learners will become familiar with alarm instances, post-trigger actions for alarm events, policy precedence, and baselines. In addition, the learners will learn to work with alarm policies and use out-of-the-box policies.	1 hour	WBT
10	BMC Helix Operations Management: Fundamentals Monitor Policies (WBT)	This course explains monitor policies. In this course, the students will learn to create a monitor policy that involves adding monitoring configurations, setting a polling interval, deactivating agent side collection, and configuring variables.	40 minutes	WBT

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11	BMC Helix Operations Management: Fundamentals Event Policy (WBT)	This course introduces event policies. The course also explains how to create a basic enrichment event policy.	40 minutes	WBT
12	BMC Helix Operations Management: Fundamentals Aggregating Events using Correlation Policies (WBT)	This course explains correlation policy and how it helps aggregate events based on set conditions. It also explains how to create correlation policies and view aggregated events.	20 minutes	WBT
13	BMC Helix Operations Management: Fundamentals Event Policy - Notifications (WBT)	This course explains the need for a notification policy, the types of notifications, and the steps to create one.	25 minutes	WBT
14	BMC Helix Operations Management: Fundamentals Event Policy - Filtering Unwanted Events (WBT)	This course explains how to filter unwanted events, event deduplication, and the steps to create a suppression policy.	20 minutes	WBT
15	BMC Helix Operations Management: Fundamentals Event Policy Enhancements (WBT)	This course explains the enhancements in Event Policy, how to create a refinement policy, and how to migrate event policies across environments.	20 minutes	WBT
16	BMC Helix Operations Management: Advanced Detecting Anomalies Using Multivariate Policies (WBT)	This course introduces anomaly detection and the creation of multivariate policies. It also provides an overview of the importance and requirement of multivariate policies to analyze metrics and detect anomalies within the BMC Helix Operation Management console.	30 minutes	WBT
17	Netreo Version 12 User Training (WBT)	This course introduces students to the key terminologies and concepts of the Netreo platform. Students will learn about the platform's user interface and topics such as incident states, alarms, thresholds, and anomalies. Additionally, students will learn to utilize virtualization and configuration monitoring.	2.5 hours	WBT
18	Stackify Retrace Engineer User Training (WBT)	Retrace is an easy-to-use SaaS application monitoring solution that combines several products and their functionalities. In this course, the students will learn about the functionalities of Retrace. They will also learn about APM, transaction tracing, server, application and custom metrics monitoring, application performance, logging with Retrace, and error management.	3 hours	WBT

BMC Helix Log Analytics

19	BMC Helix Log Analytics: Overview (WBT)	This course explains the uses of BMC Helix Log Analytics, enables learners to navigate its user interface, and explains the process of filtering logs.	15 minutes	WBT
20	BMC Helix Log Analytics: Fundamentals Deriving Insights from Logs (WBT)	This course explains different features of the Explorer tab in BMC Helix Log Analytics, such as creating visualization and adding the visualization to a dashboard.	30 minutes	WBT
21	BMC Helix Log Analytics: Fundamentals Generating Events Using Alert Policy (WBT)	This course explains alert policy creation in BMC Helix Log Analytics. It also describes how to view the generated log event in BMC Helix Operations Management, BMC Helix Service Monitoring, and BMC Helix Dashboards.	20 minutes	WBT
22	BMC Helix Log Analytics: Fundamentals Enriching Logs (WBT)	This course explains the need for enriching logs and the steps to create an enrichment policy in BMC Helix Log Analytics.	25 minutes	WBT

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23	BMC Helix Log Analytics: Fundamentals Archiving and Restoring Logs (WBT)	This course explains the need for archiving logs, the life cycle of logs, and how to archive and restore logs in BMC Helix Log Analytics.	15 minutes	WBT
24	BMC Helix Log Analytics: Fundamentals Extracting Fields (WBT)	This course explains the need for extracting fields from logs and the steps to create a field extraction policy in BMC Helix Log Analytics.	20 minutes	WBT
25	BMC Helix Log Analytics: Fundamentals Collecting Logs (WBT)	This course explains the steps to collect logs in BMC Helix Log Analytics and create a collection policy for collecting logs.	40 minutes	WBT
26	BMC Helix Log Analytics: Fundamentals Detecting Anomalies (WBT)	This course explains the need for anomaly detection and the process of detecting anomalous logs in BMC Helix Log Analytics. It also explains how to create an alert policy for anomaly detection.	30 minutes	WBT

BMC Helix Dashboards

27	BMC Helix Dashboards: Overview (WBT)	This course explains how to access BMC Helix Dashboards, cross-launch them from various applications, and understand the concept of dashboards, panels, and playlists. It also describes the multiple options for sharing and scheduling reports.	1 hour	WBT
28	BMC Helix Dashboards 21.x: Fundamentals Using (WBT)	This course explains the method of creating various dashboards, the configuration of panels and queries, annotations, and links. It also explains scheduling reports and provides insights into the visualization plugins available in BMC Helix Dashboards.	2 hours	WBT

Certification

29	BMC Certified Associate: BMC Helix Operations Management Online Exam	This exam will validate the technical competencies needed to use BMC Helix Operations Management successfully.	2 hours	Exam