ABSTRACT

BMC HELIX IT OPERATIONS MANAGEMENT

BMC Helix IT Operations Management: Education Individual Subscription - Instructor-Led

⚡ bmc helix

Learning Path

Subscription Code: ASSR-IND-SUBS-ITOM-ILT

Modality	Target Audience
• Web-based Training (WBT) • Instructor-Led Trainings (ILT) • Assisted-Self Paced (ASP) • Certified Associate Online Exam • Certified Professional Online Exam	• Administrators • Consultants • Operators

Subscription Overview

BMC Helix IT Operations Management enables IT departments to monitor the performance and availability of the infrastructure and applications that comprise their services, monitor events coming from the infrastructure devices, and monitor transactions from the applications that enable the services they deliver.

This subscription provides a deep dive into the components and features of BMC Helix Operations Management, BMC Helix Service Monitoring/AIOps, BMC Helix Log Analytics, BMC Helix Continuous Optimization, and BMC Helix Discovery. The subscription also includes courses on migration and on-prem deployment. Additionally, the subscription also includes courses on TrueSight Server Automation and TrueSight Orchestration. Using examples, demonstrations, and scenarios, the content of the online education subscription provides an overview of features and capabilities of BMC Helix IT Operations Management and how to leverage them and details the use of these solutions to identify and remediate system vulnerabilities.

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 registrations.

Learning Objectives

BMC Helix Service Monitoring/AIOps
- Understand the features and benefits of BMC Helix Service Monitoring
- Walkthrough of the BMC Helix Service Monitoring Console
- Identify the key performance indicators of BMC Helix Service Monitoring
- Monitor and investigate situations in BMC Helix Service Monitoring
- Analyze the service health and perform causal analysis
- Create service blueprints in BMC Helix Service Monitoring
- Create service models using blueprints
- Monitoring services by using BMC Helix Dashboards
- Access the BMC Helix Intelligent Integration product console and integrate third-party tools
- Access the BMC Helix Intelligent Automation product console, connect to connectors, and create an automation policy
- Understand the advantages, capabilities, and working of BMC HelixGPT
- Discuss the BMC Helix GPT use cases for BMC Helix ITSM and BMC Helix Service Monitoring

BMC Helix Operations Management
- 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.
- Configure device monitoring in BMC Helix Operations Management.

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- Monitor and analyze events in BMC Helix Operations Management.
- Define data collection.
- Configure, view, and filter deployment packages.
- Perform the various event operations.
- Describe policies and their types.
- Explain Event and Blackout Policies.
- Create alarm policies in BMC Helix Operations Management.
- Create monitor policies 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.
- 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.

BMC Helix Operations Management Migration
- Create refinement policies and migrate event policies across environments.
- 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.

BMC Helix On-Premises IT Operations Management Container Deployment
- Understand the process of BMC Helix IT Operations Management On-premises deployment
- Understand the deployment architecture
- List the planning and preparing tasks for on-premises deployment
- Set the BMC Discovery Appliance and download container images
- Set up Harbor registry
- List the importance and use of reference architecture
- Install and use the Health Check Tool
- Perform the BMC Helix IT Operations Management On-Premises deployment steps
- Identify and resolve common troubleshooting pre-deployment, deployment and post-deployment issues
- Understand the Disaster Recovery process

BMC Helix Log Analytics
- 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.

BMC Helix Dashboards
- Introduce BMC Helix Dashboards.
- Create visualizations and add them to a dashboard.
- Perform basic operations on the BMC Helix Dashboard.

BMC Discovery
- Describe the working of BMC Discovery
- Review the layout and utilities in the user interface of BMC Discovery
- Access available dashboards and configure dashboards in BMC Discovery
- Describe a taxonomy and view standard patterns from the UI
- Run a basic discovery scan and interpret the results
- Explain different Discovery access types
- Configure credentials for scans in BMC Discovery

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- Describe storage discovery in BMC Discovery
- Describe patterns
- Explain the concept of first scan, second scan, and optimization in a discovery run
- Describe clustering and cluster management in BMC Discovery
- Explain the Start Anywhere Application Modeling (SAAM) functionality
- Explain software and infrastructure visualization

BMC Helix Continuous Optimization

- Use the BMC Helix Continuous Optimization Console
- Understand domains and entities
- Understand metrics and indicators
- Manage time and entity filters
- Use tags and bookmarks
- Analyze business services view
- Collect data using out-of-the-box ETLs
- Create custom dashboards and service risk dashboard
- Perform migration simulation and evaluate the simulation results
- Create and manage capacity pools

BMC Helix Continuous Optimization Migration

- Understand the process of migrating from TrueSight Capacity Optimization to BMC Helix Continuous Optimization
- List the planning activities required for the migration
- Explain the process for installing the Remote ETL Engine
- Download and Run the Migration Toolkit
- Validate data and perform post-migration tasks

TrueSight Server Automation

- Familiarizing yourself with TrueSight Server Automation
- Explain the TrueSight Server Automation Client Tier, Middle Tier, and Server Tier Architecture and Components
- Explain the views, perspectives, and elements of the TrueSight Server Automation Console application window
- Installing, configuring, administering and troubleshooting TrueSight Server Automation
- Create and execute TSSA Jobs
- Describe the usefulness of the Health and Value Dashboards
- Describe and create a file deployment job
- Define patch management and the patching process
- Learn about basic compliance using audit and snapshot jobs.
- Learn how to manage server objects.
- Describe how TSSA approaches security.
- Use TrueSight Server Automation to set up and perform Application Release Management.
- Identify the methods to apply scripts in TSSA.
- Identify Administration tasks in Live Reporting.
- Use the Unified Agent Installer Utility.
- Define TSSA Agents and the Smart Hub and describe their use.

TrueSight Orchestration

- Describe the IT Process Automation
- Describe the purpose, functions, and benefits of TrueSight Orchestration
- Describe the Architecture of TrueSight Orchestration
- Recognize the components of TrueSight Orchestration
- Explain the Operator Control Panel
- Execute Workflows from the Operator Control Panel
- Install, configure, and administer TrueSight Orchestration and its components
- Explain features and functionalities of TrueSight Orchestration
- Use TrueSight Orchestration effectively to increase business efficiency

Virtual Lab

- Contact the Training Coordinator for BMC Training in your organization or **education@bmc.com** for assistance

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Offerings

Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix IT Operations Management		
BMC Helix Service Monitoring/AIOps		
BMC Helix Service Monitoring 24.x: Fundamentals Using	8 Hours	ILT
BMC Helix Service Monitoring: Overview (WBT)	25 mins	WBT
BMC Helix Service Monitoring: Fundamentals Navigating the Console (WBT)	40 mins	WBT
BMC Helix Service Monitoring: Fundamentals Key Concepts (WBT)	30 mins	WBT
BMC Helix Service Monitoring: Fundamentals Monitoring Key Performance Indicators (WBT)	20 min	WBT
BMC Helix Service Monitoring: Fundamentals Monitoring Service Health and Performing Causal Analysis (WBT)	50 mins	WBT
BMC Helix Service Monitoring: Fundamentals Monitoring Situations (WBT)	40 mins	WBT
BMC Helix Service Monitoring: Fundamentals Configuring Situations (WBT)	25 mins	WBT
BMC Helix Service Monitoring: Fundamentals Service Blueprints Overview (WBT)	20 min	WBT
BMC Helix Service Monitoring 24.x: Fundamentals Creating Service Models Using Blueprints (WBT)	40 mins	WBT
BMC Helix Service Monitoring 24.x: Fundamentals Using Dashboards (WBT)	35 mins	WBT
BMC Helix Service Monitoring 24.x: Fundamentals Using Intelligent Integration (WBT)	40 mins	WBT
BMC Helix Service Monitoring 24.x: Fundamentals Using (WBT)	2.4 Hours	WBT
BMC Certified Associate: Helix Service Monitoring Online Exam	2 Hours	Exam - CERT

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Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Certified Associate: Helix Service Monitoring 24.x for Operators Online Exam	2 Hours	Exam - CERT
BMC Helix Service Monitoring 25.x: Fundamentals Remediating Services and Situations Using Automation (WBT)	40 mins	WBT
BMC HelixGPT 23.x: Fundamentals Concepts (WBT)	2 Hours	WBT
BMC Helix Operations Management		
BMC Helix Operations Management 25.x: Fundamentals Operating	8 Hours	ILT
BMC Helix Operations Management 25.x: Fundamentals Designing Dashboards	16 Hours	ILT
BMC Helix Operations Management 23.x: Fundamentals Operating	8 Hours	ILT
BMC Helix Operations Management 23.x: Fundamentals Administering	16 Hours	ILT
BMC Helix Operations Management 23.x: Fundamentals Designing Dashboards	16 Hours	ILT
BMC Helix Portal: Overview (WBT)	30 mins	WBT
BMC Helix Operations Management 23.x: Fundamentals Operating (WBT)	3 Hours	WBT
BMC Helix Operations Management 23.x: Fundamentals Administering (WBT)	6.5 Hours	WBT
BMC Helix Operations Management: Overview (WBT)	25 mins	WBT
BMC Helix Operations Management: Fundamentals Device Monitoring (WBT)	20 mins	WBT
BMC Helix Operations Management: Fundamentals Groups (WBT)	20 mins	WBT
BMC Helix Operations Management: Fundamentals Event Processing (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Authorization Profile (WBT)	30 mins	WBT
BMC Helix Operations Management: Fundamentals Role Based Access Control (WBT)	1 Hour	WBT
BMC Helix Operations Management: Fundamentals Implementing Alarm Policies (WBT)	1 Hour	WBT

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Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix Operations Management: Fundamentals Monitor Policies (WBT)	1 hour	WBT
BMC Helix Operations Management: Fundamentals Event Policy (WBT)	40 mins	WBT
BMC Helix Operations Management: Fundamentals Aggregating Events using Correlation Policies (WBT)	20 mins	WBT
BMC Helix Operations Management: Fundamentals Event Policy - Notifications (WBT)	25 mins	WBT
BMC Helix Operations Management: Fundamentals Event Policy - Filtering Unwanted Events (WBT)	20 mins	WBT
BMC Helix Operations Management: Fundamentals Event Policy Enhancements (WBT)	20 mins	WBT
BMC Helix Operations Management: Advanced Detecting Anomalies Using Multivariate Policies (WBT)	30 mins	WBT
BMC Helix Operations Management 23.x: Fundamentals Designing Dashboards (WBT)	3.5 Hours	WBT
BMC Certified Associate: BMC Helix Operations Management Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: Helix Operations Management 25.x for Operators Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: Helix Operations Management 23.x for Administrators & Consultants Online Exam	2 Hours	Exam - CERT
Netreo Version 12 Administrator Training (WBT)	4.5 Hours	WBT
Netreo Version 12 User Training (WBT)	2.5 Hours	WBT
Stackify Retrace Engineer User Training (WBT)	3 Hours	WBT
BMC Helix Operations Management Migration		
BMC Helix Operations Management: Fundamentals Migrating	16 Hours	ILT
TrueSight Operations Management to BMC Helix Operations Management Migration: Overview (WBT)	20 mins	WBT

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Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix Operations Management: Fundamentals Using the TrueSight Health Check Tool (WBT)	20 mins	WBT
BMC Helix Operations Management: Fundamentals Migrating (WBT)	3 Hours	WBT
BMC Certified Associate: Helix Operations Management Migration Online Exam	2 Hours	Exam - CERT

BMC Helix On-Premises IT Operations Management Container Deployment

Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix IT Operations Management: Planning the On-Premises Deployment (WBT	40 mins	WBT
BMC Helix IT Operations Management: Preparing for On-Premises Deployment (WBT)	30 mins	WBT
BMC Helix IT Operations Management: Using Reference Architecture (WBT)	40 mins	WBT
BMC Helix IT Operations Management: Using the Health Check Tool (WBT)	30 mins	WBT
BMC Helix IT Operations Management: Performing On-Premises Deployment (WBT)	40 mins	WBT
BMC Helix IT Operations Management: Troubleshooting On-Premises Pre-Deployment Issues (WBT)	40 mins	WBT
BMC Helix IT Operations Management: Troubleshooting On-Premises Deployment Issues (WBT)	40 mins	WBT
BMC Helix IT Operations Management: Troubleshooting On-Premises Post-Deployment Issues (WBT)	45 mins	WBT
BMC Certified Associate: Helix On-Premises IT Operations Management Container Deployment 23.x Online Exam	2 Hours	Exam - CERT
BMC Helix On-Premises IT Operations Management: Disaster Recovery (WBT)	45 mins	WBT

BMC Helix Log Analytics

Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix Log Analytics: Overview (WBT)	15 mins	WBT
BMC Helix Log Analytics: Fundamentals Deriving Insights from Logs (WBT)	30 mins	WBT
BMC Helix Log Analytics: Fundamentals Generating Events Using Alert Policy (WBT)	20 mins	WBT

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Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix Log Analytics: Fundamentals Enriching Logs (WBT)	25 mins	WBT
BMC Helix Log Analytics: Fundamentals Archiving and Restoring Logs (WBT)	15 mins	WBT
BMC Helix Log Analytics: Fundamentals Extracting Fields (WBT)	20 mins	WBT
BMC Helix Log Analytics: Fundamentals Collecting Logs (WBT)	40 mins	WBT
BMC Helix Log Analytics: Fundamentals Detecting Anomalies (WBT)	30 mins	WBT

BMC Helix Dashboards

Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix Dashboards: Overview (WBT)	1 Hour	WBT
BMC Helix Dashboards 21.x: Fundamentals Using (WBT)	2 Hours	WBT
BMC Helix Dashboards 23.x: Fundamentals Using (WBT)	3 Hours	WBT

BMC Discovery

Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Discovery 24.x: Fundamental Administering - Part 1	16 Hours	ILT
BMC Discovery 24.x: Fundamental Administering - Part 2	16 Hours	ILT
BMC Discovery 24.x: Fundamentals On-Premises Administering	8 Hours	ILT
BMC Discovery 24.x: Fundamentals Application Modeling - Part 1	24 Hours	ILT
BMC Discovery 24.x: Fundamentals Application Modeling - Part 2	8 Hours	ILT
BMC Discovery 24.x: Fundamentals Application Modeling - Part 3	8 Hours	ILT
BMC Certified Associate: Discovery 24.x for Administrators Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: Discovery 24.x Application Modeling for Administrators Online Exam	2 Hours	Exam - CERT
BMC Helix Discovery 23.x: Fundamentals Modeling Services Using Blueprints (WBT)	1.5 Hours	WBT
BMC Discovery 22.x: Fundamental Administering - Part 1	16 Hours	ILT
BMC Discovery 22.x: Fundamental Administering - Part 2	16 Hours	ILT
BMC Discovery 22.x: Fundamentals On-Premises Administering	8 Hours	ILT

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Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Discovery 22.x: Fundamentals Application Modelling - Part 1	24 Hours	ILT
BMC Discovery 22.x: Fundamentals Application Modelling - Part 2	8 Hours	ILT
BMC Discovery 22.x: Fundamentals Application Modelling - Part 3	8 Hours	ILT
BMC Discovery 22.x: Advanced Customization	16 Hours	ILT
BMC Discovery 22.X: Fundamental Administering - Part 1 (ASP)	16 Hours	ASP
BMC Discovery 22.X: Fundamental Administering - Part 2 (ASP)	16 Hours	ASP
BMC Discovery 22.x: Fundamentals On-Premises Administering (ASP)	8 Hours	ASP
BMC Discovery 22.x: Fundamentals Application Modelling - Part 1 (ASP)	24 Hours	ASP
BMC Discovery 22.x: Fundamentals Application Modelling - Part 2 (ASP)	8 Hours	ASP
BMC Discovery 22.x: Fundamentals Application Modelling - Part 3 (ASP)	8 Hours	ASP
BMC Discovery 22.x: Advanced Customization (ASP)	16 Hours	ASP
BMC Discovery 22.x: Fundamental Concepts (WBT)	2 Hours	WBT
BMC Certified Professional: BMC Discovery 22.x Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: Discovery 22.x for Administrators Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: Discovery 22.x Application Modelling for Administrators Online Exam	2 Hours	Exam - CERT

BMC Helix Continuous Optimization

Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix Continuous Optimization: Overview (WBT)	45 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Working with Domains and Entities (WBT)	35 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Authorization Profiles (WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Role Based Access Control (WBT)	1 Hour	WBT
BMC Helix Continuous Optimization: Fundamentals Overview of Metrics and Indicators (WBT)	30 mins	WBT

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Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
BMC Helix Continuous Optimization: Fundamentals Using Filters (WBT)	40 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Using Tags and Bookmarks (WBT)	45 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Working with Business Service Views and Service Pools (WBT)	45 mins	WBT
BMC Helix Continuous Optimization: Advanced Collecting Data Using Out-of-the-box ETLs (WBT)	45 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Working with Dashboards (WBT)	25 mins	WBT
BMC Helix Continuous Optimization: Using Service Risk Dashboards (WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Simulating Cloud Migration (WBT)	40 mins	WBT
BMC Helix Continuous Optimization: Fundamentals Working with Capacity Pools (WBT)	30 mins	WBT
BMC Certified Associate: Helix Continuous Optimization Online Exam	2 Hours	Exam - CERT
BMC Helix Continuous Optimization Migration		
BMC Helix Continuous Optimization: Fundamentals Migrating Overview (WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Planning the Migration and Activating(WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Installing the Remote ETL Engine (WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Downloading and Running the Migration Toolkit(WBT)	30 mins	WBT
BMC Helix Continuous Optimization: Validating Data and Performing Post-Migration Tasks(WBT)	30 mins	WBT
TrueSight Server Automation		
TrueSight Server Automation 22.x: Advanced Administering	5 Days	ILT
TrueSight Server Automation 22.x: Advanced Administering (ASP)	5 Days	ASP
TrueSight Server Automation 22.x: Fundamentals Using	2 Days	ILT
TrueSight Server Automation 22.x: Fundamentals Using (ASP)	2 Days	ASP

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Course Name	Duration (Minutes/Hours/Days)	Delivery Method (WBT, ILT, ASP, SPT, Exam)
TrueSight Server Automation 22.x: Fundamentals Developing	2 Days	ILT
TrueSight Server Automation 22.x: Fundamentals Developing (ASP)	2 Days	ASP
TrueSight Server Automation 22.x: Fundamentals Administering	1 Day	ILT
TrueSight Server Automation 22.x: Fundamentals Administering (ASP)	1 Day	ASP
TrueSight Server Automation 22.x: Architecture and Components (WBT)	2 Hours	WBT
BMC Certified Professional: TrueSight Server Automation 22.x Online Proctored Exam	2 Hours	Exam - CERT
BMC Certified Associate: TrueSight Server Automation 22.x Online Exam	2 Hours	Exam - CERT
TrueSight Orchestration		
TrueSight Orchestration 20.x: Fundamentals Architecture and Components (WBT)	1 Hour	WBT
TrueSight Orchestration 20.x: Fundamentals Developing	3 Days	ILT
TrueSight Orchestration 20.x: Fundamentals Developing (ASP)	3 Days	ASP
TrueSight Orchestration 20.x: Fundamentals Installing & Configuring	1 Day	ILT
TrueSight Orchestration 20.x: Fundamentals Installing & Configuring (ASP)	1 Day	ASP
TrueSight Orchestration 20.x: Fundamentals Administering	3 Days	ILT
TrueSight Orchestration 20.x: Fundamentals Administering (ASP)	3 Days	ASP
TrueSight Orchestration 20.x: Advanced Integrating	3 Days	ILT
TrueSight Orchestration 20.x: Advanced Integrating (ASP)	3 Days	ASP
TrueSight Orchestration 20.x: Advanced Web Services	3 Days	ILT
TrueSight Orchestration 20.x: Advanced Web Services (ASP)	3 Days	ASP
BMC Certified Associate: TrueSight Orchestration 20.x for Administrators Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: TrueSight Orchestration 20.x for Developers Online Exam	2 Hours	Exam - CERT
BMC Certified Associate: TrueSight Orchestration 20.x for Consultants Online Exam	2 Hours	Exam - CERT

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