



## Quick-Start Solutions • Lasting Results

### Overview

This course is designed to provide students with an understanding of the fundamental concepts of the HP OMi application. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course will provide detailed lessons on all of the OMi modules such as TBEC, ETI, Event Management and Dashboard. By fully understanding the OMi modules and concepts you can therefore make informed decisions on event management and automation requirements. Effectively leveraging data from your monitoring tools is crucial to reduce service downtime from outages. Through root cause analysis and smart KPI and HI decisions, you are much better able to focus your SMEs on finding the correct resolutions.

### Objectives

- Understand the purpose of HP OMi
- Become familiar with the architecture, integrations and system-level components of HP OMi
- Understand the functionality of the OMi, TBEC, ETI and Dashboard modules
- Understand the creation of TBEC and SBEC Rules for better event management
- Understand how Omi can help focus SME efforts
- The technology and implementation considerations surrounding OMi
- Challenges, Critical Success Factors and Risks associated with OMi

### Requirements

- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- General knowledge of IT operations, familiarity with business services

### Duration

- 3 days

### Intended Audience

- *COS/NOC Teams*
- *Project Managers*
- *Infrastructure SMEs*

### Materials

LIST OF ITEMS NEEDED FOR COURSE, IF ANY

- *Projector and access to conference room/class room*
- *Individual work stations for each student*
- *Internet Connectivity and VPN access*