UCMDB End-User Course

Quick-Start Solutions • Lasting Results

Overview

This course is designed to provide an understanding of the fundamental Concepts and applications of HP's UCMDB, through instruction, labs and demonstrations. Participants learn to leverage actionable information in the context of Discovery operations and management. The discussions and scenario-based exercises reinforce skills to simplify change control, avoid service disruptions and better track, manage and control IT infrastructures.

Objectives

- Configure and perform auto discovery and understand the concepts of discovering hardware and software CIs
- Become familiar with the architecture, integrations, federation and system level HP UCMDB
- Design and build business services views and topology maps to solve business problems
- Create perspective-based views and models using modeling best practices
- Use out-of-the-box and ad-hoc reports and comparison options to track infrastructure changes
- Gain a basic understanding of the new UCMDB Browser 1.95

Intended Audience

- *Configuration Managers responsible for business services and their related assets and relationships*
- *UCMDB discovery engineers, application modelers and project managers*

Requirements

- General knowledge of IT operations, familiarity with business services, and service management
- Familiarity with the ITIL V3 Foundations subject area and the Configuration Management System in particular
- Background in network or enterprise application administration and knowledge of enterprise architectures in a production IT infrastructure

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*

Duration

- 3 days

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