HPE UCMDB Administrator Course

Quick-Start Solutions • Lasting Results

Overview

This course is designed to provide students with an understanding of the fundamental concepts of administering discovery, modeling, customizations and maintenance of the HPE Universal Discovery software. 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.

Objectives

- Understand the architecture, integrations and system-level components of the HPE Universal Discovery toolset
- Learn how to manage discovery requirements and scheduling
- Visualize and understand the UCMDB data model
- Understand how to create custom CIs and attributes
- Understand how to create and schedule enrichment rules
- Create views, templates and perspectives within the UCMDB
- Effectively use out-of-the-box reporting features

Intended Audience

- *Configuration Managers*
- *Universal Discovery Administrators*
- *Universal Discovery Users*

Requirements

- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- Familiarity with the ITIL Foundations subject area and the Configuration Management System in particular
- General knowledge of IT operations, familiarity with business services, and configuration management

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*

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