

# DX Unified Infrastructure Management 20.3.x Systems Administration Foundations 200

Course Code: 20NMS20361

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## Course Description

The *DX Unified Infrastructure Management 20.3.x Systems Administration Foundations 200* course covers the features and functionalities of Unified Infrastructure Management (UIM) that will enable you to perform your administration responsibilities effectively. It shows how to organize and configure your devices to retrieve the monitored data and then how to gain insights about monitored data and customize information appropriate to your role or business context using the Admin Console and Operator Console. In this course, you will also learn how to perform advanced monitoring configuration and how to create OOTB and customized reports using Dashboard Designer and CABI.

## Delivery Method

Instructor-Led

## Duration

Four Days

## Course Objectives

- Define the installation and upgrade requirements of UIM
- Gain insights about monitored data and customize information appropriate to your role or business context using the Admin Console and Operator Console
- Set up the basic parameters of the Alarm Server (NAS) quickly to view and manage alarms
- Extend the monitoring capabilities of UIM through the configuration of probes
- Deploy robots and perform advanced robot configurations
- Generate dashboards and reports using CA Business Intelligence reports and Dashboard Designer
- Apply the advanced capabilities of the probe configurations and troubleshooting
- Utilize the capabilities by integrating with ITSM like ServiceNow, Email notification and AIOps

## Hands-On

This course includes practical hands-on exercises that enable you to test your new skills and begin to use those skills in a working environment.

## Prerequisites

- Familiarity with network infrastructure management

## Additional Courses Available

- Unified Infrastructure Management 20.3.x Advanced Presentation and Reporting 300

For further information, please contact your regional education team:

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# COURSE OUTLINE

## Introduction

- This course is designed for system administrators, application developers, business analysts, and implementation consultants.
- This course will help you to perform all your administrative responsibilities using the UIM solution.
- Information about education, documentation, and social media channels

## Module 1: Installation and Deployment

- Explains the need of UIM in the organization
- Define components of UIM architecture
- Outlines the pre-installation process
- Outlines the various installation modes and process
- Outlines the upgrade process

## Module 2: Primary Interfaces –Admin Console and Operator Console

- Explains the features of Admin Console and Operator Console
- Outlines the process of navigating and working through Admin Console and Operator Console
- Define various types of users and outline the User Management Process
- Describes the various types or groups and outline the Group Management Process

## Module 3: Discovering Devices and Deploying Robots

- Use Discovery Wizard and Application Discovery in Operator Console
- Perform Monitoring Configurations in Operator Console
- Perform discovery using CM Data Import, Nutanix, and CDM Probe
- Perform Maintenance Scheduling in Operator Console.

## Module 4: Performing Advanced Robot Configurations

- Deploy a Secondary Hub
- Plan Hub to Hub communication
- Describe Multi-Tenancy
- Configure Message Queues
- Explain a Hub-to-Hub Tunnel

## Module 5: Advanced Monitoring Administration Bullet

- Learn about Monitoring Configuration Service (MCS)
- Probe Deployment

## Module 6: Examining Monitored Data

- Describe the process of using navigation tree for Group and Inventory Dashboards
- Demonstrate the new Metric Viewer in Operator Console

## Module 7: Basic Alarm Notifications

- Set enhanced Alarm Console in Operator Console
- Use Legacy (MCS) Monitoring Templates
- Use enhanced (MCS) Monitoring Templates
- Set Alarm Policies in Operator Console
- Upgrade a Legacy (MCS) Monitoring Template to an Enhanced (MCS) Monitoring Template

## Module 8: Performing Advanced Alarm Activities

- Build an Auto Operator (AO) profile
  - Enhance alarm messages using the alarm\_enrichment probe
  - Enrich alarm using trigger, preprocessing rule and work with script
  - Create alarm policies for local deployed (cdm) and remote deployed (net\_connect) probes
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## Module 9: SLA and SLM Management

- Describe
  - Service Level Management (SLM)
  - Service Level Agreements (SLA)
  - Service Level Objectives (SLO)
  - QoS constraints
- Define SLAs, SLOs, and QoS constraints
- Generate SLA report to view the details of a SLA with attached SLO and QoS information

## Module 10: Dashboarding and Reporting

- Load a Dashboard from the CA Business Intelligence Dashboards Repository
- Load a Report from the CA Business Intelligence Reports Repository
- Create a Custom Dashboard with Dashboard Designer in Operator Console
- Create Ad Hoc report using CA Business Intelligence

## Module 11: Performing Advanced Probe Configurations and Troubleshooting

- Describe the logmon probe
- Explain the process of collecting data in logmon probe

## Module 12: Integrations

- Describe ServiceNow Integration with Service DeskGateway (sdgtw) Probe
- Explain Email Notification Integration with Email Gateway (emailgtw) Probe

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