

Operations Manager 2012 Administration Bootcamp

Number of Days: Four (4)

Prerequisites:

Before attending this course, students should have:

- MCITP certification, or equivalent knowledge

The course materials, lectures, and lab exercises are in English. To benefit fully from our instruction, students need an understanding of the English language and completion of the prerequisites.

Instructors:

The instructors that deliver this course are experienced, enterprise consultants who are familiar with the challenges encountered in the deployment of Operations Manager and how to overcome them. All of our instructors have real-world expertise and are both accomplished consultants and excellent presenters that make the delivery interesting and are able to share their insights around real world issues.

Description:

This four-day course is a mix of in-depth instructor led training and hands-on labs where you will learn how to administer System Center Operations Manager 2012. This course will provide students with an understanding of the Operations Manager 2012 Architecture, features and how to administer and maintain Operations Manager 2012.

This class begins with an introduction to Operations Manager 2012 followed by a detailed architectural discussion that explains how to design your Operations Manager 2012 environment. You will then perform an advanced installation of Operations Manager 2012 and explore agent deployment. Once the setup is complete you will perform other recommended post installation configurations. From here, we turn our attention to overrides, diagnostics and recoveries, notification configuration, and the Operations Manager Shell. Next we spend some time on the basics and best practices around alert tuning which is the process that helps to reduce the alert 'noise' within your organization. Next, we look at how to address a number of common monitoring requests within the Operations Console to allow you to confidently say 'Sure, we can monitor that.' and then go off and create the required rules or monitors. Finally, we wrap up the class with a look at some of the more common 3rd party add-ons to provide you with an understanding of how to integrate SCOM into your environment as opposed to having it operate in isolation.



NOTE: This course does NOT address migrations from Operations Manager 2007 R2 to 2012. We offer a different class call *Migrating from SCOM 2007 R2 to SCOM 2012*, which covers migration.

This class begins with a brief introduction to Operations Manager 2012 and then dives into the fundamentals of administering SCOM 2012.

This class consists of the following sessions:

Session 1: Overview of System Center Operations Manager 2012

Session 2: Operations Manager 2012 Architecture

Session 3: Installing Operations Manager 2012

Session 4: Installing the Gateway Server Role

Session 5: Configuring Operations Manager Security

Session 6: Agent Deployment and Configuration

Session 7: Alert Notification and Incident Remediation

Session 8: Management Pack Tuning and Targeting Best Practices

Session 9: Tuning of the Core Microsoft MPs

Session 10: Application Performance Monitoring

Session 11: Network Monitoring in Operations Manager 2012

Session 12: Working in the Operations Manager Shell

Session 13: Building Custom Monitoring Solutions & Distributed Applications

Session 14: Reporting & Dashboards

Session 15: Third Party Extensions

Session 1: Overview of System Center Operations Manager 2012

After completing this session students will be able to:

- Describe the features in System Center Operations Manager 2012
- Navigate through the Operations Console



Session 2: Operations Manager 2012 Architecture

After completing this session students will be able to:

- Describe the core server roles in Operations Manager 2012
- Design a basic and advanced architecture
- Understand the hardware requirements and physical and virtual server options

Session 3: Installing Operations Manager 2012

After completing this session students will be able to:

- Install Operations Manager 2012
- Install an additional Management Server
- Import Management Packs
- Understand and perform recommended post installation tasks
- Explain and define the configuration of global settings

Session 4: Installing the Gateway Server Role

After completing this session students will be able to:

- Explain the Public Key Infrastructure (PKI) prerequisites
- Describe the Gateway server role
- Install and Configure a Gateway server

Session 5: Configuring Operations Manager Security

After completing this session students will:

- Understand role based security for both Windows and Cross-platform monitoring
- Be able to create a new user role and restrict the view in the Operations Console to specific groups



- Understand the minimum requirements for the different service accounts and the action account
- Create and configure Run As accounts and Run As Profiles for cross platform agent discovery

Session 6: Agent Deployment and Configuration

After completing this session students will be able to:

- Deploy an agent to a Windows server
- Deploy an agent to a non-Windows server
- Discover and monitor network devices

Session 7: Alert Notification and Incident Remediation

After completing this session students will be able to:

- Create overrides based on targeting best practices
- Create a diagnostic and recovery to automate corrective actions
- Define notification recipients
- Define notification subscriptions
- Subscribe to a notification from an alert

Session 8: Management Pack Tuning and Targeting Best Practices

After completing this session students will be able to:

- Describe the components included in a Management Pack
- Describe and use the Management Pack Templates
- Understand overrides, diagnostics and recoveries
- Understand the health model
- Describe the difference between rules and monitors



- Understand targeting best practices

Session 9: Tuning the Core Microsoft Management Packs

After completing this session students will be able to:

- Perform basic tuning of the core Microsoft Management Packs such as Windows Server, MS Exchange, MS SQL, IIS and SharePoint

Session 10: Application Performance Monitoring

After completing this session students will be able to:

- Configure performance and exception monitoring (server and client-side)
- Limit visibility of personally identifiable customer data (PII)
- Configure tagging and aliasing
- Use APM reports to identify root cause of exception and performance issues

Session 11: Network Monitoring in Operations Manager 2012

After completing this session students will be able to:

- Configure explicit, recursive and schedule network discovery
- Enable deep monitoring for critical ports and devices
- Use network visualizations to pinpoint root cause

Session 12: Working in the Operations Manager Shell

After completing this session students will be able to:

- Run some basic Operations Manager Command Shell commands
- Extract information from the Comment Shell
- Perform bulk administration tasks, such as group maintenance mode



Session 13: Building Custom Monitoring Solutions & Distributed Applications

After completing this session students will be able to:

- Create their own monitoring components to allow them to manage non-Microsoft applications and save these in unsealed management packs. In this module, we will walk through and demonstrate the different components that can be included in a Management Pack including:
 - Attributes
 - Object discoveries
 - Rules and Monitors
 - Tasks
 - Views
 - Build a distributed application to monitor for 'application service availability'

Session 14: Reporting & Dashboards

After completing this session students will be able to:

- Run the reports in the Microsoft Generic Report Library
- Create a custom dashboard to present the data that is of interest

Session 15: Third Party Extensions

After completing this session students will be able to:

- Describe and demonstrate some of the 3rd party add-ins to extend Operations Manager 2012 functionality