

OpenView content services

determining the type of
training you need from
hp Education Services

There are 5 major categories of OpenView training available to customers. For each category, training exists in both classroom and on-line formats. Descriptions of the uses and audience for each of the following categories can be found in this document:

- 1) Network Management
- 2) Application and system management
- 3) Directory and server management
- 4) Performance/storage management
- 5) IT service management

network management

Provides the ability to test, monitor, control and distribute hardware and software components for a more stable IT environment. Network Management training also provides the ability to quickly and efficiently respond to customer requests for new or modified hardware configurations.

If you find yourself asking questions like these you will be interested in OpenView network training ...

- 1) How do you control discovery?
- 2) How do you configure notification for alerts in the environment?
- 3) How do you build your own menu choices?
- 4) How do you set up Node Manager in a distributed enterprise environment?
- 5) Which SNMP MIB variables are good to monitor?
- 6) How do you customize a map through filtering?
- 7) How do you build your own symbols?
- 8) How do you implement Node Manager?
- 9) How do you set up an OpenView web server?
- 10) How do you set up a distributed collection station?

For a full course listing visit: www.hp.com/education and click on "find a course" and select "OpenView". The Network Management courses are listed first on the page.

application and system management

Efficiently handle problems and known errors, track and correlate known errors over time, identify trends, and proactively avoid problems. Provides the ability to test, monitor, and control hardware and software components for a more stable UNIX-based IT environment.

If you find yourself asking questions like these you will be interested in OpenView application and system training ...

- 1) What are the key challenges for IT in the area of Application Management?
- 2) Describe the difference between a managed node and a management system?
- 3) What does it mean to acknowledge a message?
- 4) What are the steps to resolve a problem?
- 5) How can you create a new operator?
- 6) What message attributes can you configure?
- 7) How can you push new configurations to the managed nodes?
- 8) What are some of the applications you can monitor?
- 9) What are some of the platforms you can monitor?
- 10) What is event correlation?

For a full course listing visit: www.hp.com/education and click on "find a course" and select "OpenView". The application and system management courses are listed second on the page.

directory and server management

Provides the ability to test, monitor, control and distribute hardware and software components for a more stable NT-based IT environment; provides the ability to quickly and efficiently respond to customer requests for new or modified hardware configurations.

If you find yourself asking questions like these you will be interested in OpenView directory and server training ...

- 1) How do I monitor a large NT Enterprise network and set real time alerts?
- 2) How do I implement IT policies within my environment and deploy them throughout the enterprise?
- 3) How can I easily monitor the Event Logs on all my NT servers from a central location?
- 4) How can I set up a Lights Out Console and automate actions that are routine in nature?
- 5) How can I perform an inventory on a standalone NT system and store the information into a central database?
- 6) How can I bundle software together, distribute it and install it among my NT systems?
- 7) How can I control the licensing of software on my NT systems?
- 8) How can I configure the desktop components on a managed NT system?
- 9) How can I route messages from distributed systems to one central location?
- 10) How can I easily backup my NT systems to a DLT library device on a UNIX system?

For a full course listing visit: www.hp.com/education and click on "find a course" and select "OpenView". The application & system management courses are listed third on the page.

performance/storage management

Provides service planning and processes for service level management, availability management, capacity management and IT cost management.

If you find yourself asking questions like these you will be interested in OpenView performance/server training ...

- 1) What is the total bandwidth that we are using? Can we improve that?
- 2) Is our Service Level Agreement being met?
- 3) What is the difference between RMON and RMON2 data?
- 4) Where is the best position on my network to place a LAN probe?
- 5) If I know my bandwidth utilization how do I see the 5 top talkers?
- 6) What protocols are utilizing my network and at what network layer?
- 7) Networking says the problem is Systems, Systems says its Networking, which is the source of the problem?
- 8) How do I access my network metrics from the WEB?
- 9) Now that I can get a Historical Analysis, how can I use that to improve the performance of my network?
- 10) What will MWA give me?

For a full course listing visit: www.hp.com/education and click on "find a course" and select "OpenView". The performance/storage courses are listed 4th on the page.

IT service management

Provides bridge between technology and the business benefits the technology provides. Moves the relationship between IT and users from casual dialog to concrete, measurable business objectives that provide common ground for review.

If you find yourself asking questions like these you will be interested in OpenView IT service training ...

- 1) What is a Information Technology Infrastructure Library?
- 2) How do identify the key management information crucial to the implementation of a Help Desk?
- 3) How do I identify the basic steps in planning an implementing Problem Management?
- 4) What are the key documents for Configuration Management and what are their purpose?
- 5) How do I identify the generic roadblocks to Software Control and Distribution implementation?
- 6) What are the key business benefits associated with the implementation of Change Management?
- 7) How do I go about building a case for Contingency Planning?
- 8) What are the major elements of a Cost Management System?
- 9) What is the role of the Service Level Manager?
- 10) What are the underpinning Service Level Management Essential Support Processes?

For a full course listing visit: www.hp.com/education and click on "find a course" and select "OpenView". The It service management courses are listed at the bottom of the page.

For more information on any of these types of training with HP Education Services, please contact your local HPES Sales representative.

hp's it resource center

In addition to our standard OpenView classroom courses, we also provide a selection of self-paced and instructor-led OpenView courses available online at our IT Resource Center (ITRC) web site. The IT Resource Center contains an expanding library of over 2,000 online IT courses.

The following provides an overview of the internetworking and networking online courses available on the ITRC.

- **internetworking and networking essentials**
Learn about internetworking and networking essentials from our list of over 100 courses covering topics like network types, network devices, data transmission, network protocols and architectures, administration issues, security, integrity and troubleshooting, etc.
- **Cisco courses**
Pick and choose from our extensive list of more than 130 Cisco courses including Internetworking Overview, Cisco Router Configuration Basics, TCP/IP addressing, Routing Protocols, WAN Connections, Frame Relay, LAN Switching, etc.
- **others**
Need more? We also have courses covering Oracle database administration, Microsoft Windows 2000 Installation and Administration, Microsoft SQL Server, Web Site Administration, and much more.

For more information or to register for our online courses, please go to <http://education.itrc.hp.com> and start learning today!

why hp education services?

- Experienced and best-in-the-field HP instructors
- Comprehensive student materials
- State-of-the-art classroom facilities
- Hands-on practice
- Focus on job-specific skills
- More than 260 locations worldwide
- Customized on-site delivery
- Online instructor-led and self-paced training at: <http://education.itrc.hp.com>

for more information

To obtain local country contact information or additional information about our classroom or online offerings, please visit our worldwide web site at <http://education.hp.com/>.

