



SHR120 - Service Health Reporter 9.x Essentials (DRAFT)

Instructor-Led Training
For versions 9.0 & 9.1

OVERVIEW

This introductory course provides students with the skills needed to effectively use and manage the HP Service Health Reporter (SHR) and Service Health Optimizer (SHO) 9.1x software products. This course focuses on providing hands-on experience in applying the fundamental concepts, principles, and methodologies for managing the administration and configuration aspects of this best-in-class service intelligence performance reporting solution for Business Service Management (BSM) and Operations Manager (OM). This course is recommended for individuals who are responsible for providing business service-driven, cross-technology domain, and capacity management reports from BSM. This five-day course is a mixture of lectures and hands-on exercises. The exercises use version 9.1 of the software

INTENDED AUDIENCE

- Infrastructure architect/analyst (Enterprise architect, Virtualization architect)
- Capacity planner
- Performance engineer
- Applications/services personnel
- IT operations personnel

DURATION: 5 DAYS

SOFTWARE VERSIONS: 9.0 and 9.1

PREREQUISITES

- Business Service Management (BSM) administration and/or Operations Manager (OM) administration.
- Knowledge of End User Management (EUM) (Business Process Management (BPM) & Real User Monitor (RUM)), Operations Manager i Software (OMi), SiteScope, and Operation Agents is helpful.
- Knowledge of Application Performance Management, Operations Center, and Network Management Center is helpful.
- Information Technology Infrastructure Library (ITIL) concepts and terminology.
- System administration.
- System and application monitoring principles and practices.

COURSE OBJECTIVES

At the end of the course, you will be able to:

- Use SHR to understand the relationship between the availability and performance metrics of the IT environment and their impact on business services.
- Use SHR to report cross infrastructure elements residing in multiple technology domains.
- Understand of the SHR Out-of-the-Box (OOTB) reporting Content Packs.
- Access SHO Forecast, Capacity Planning, and Capacity Management reports.
- Optimize physical and virtual server infrastructure.
- Describe the role and intent for each of the SHR and SHO components.
- Understand how to leverage the Performance Management Database (PMDB) data via the RfSM topology database.
- Manage SHR and SHO operations and reports.
- Configure the SHR and SHO components
- Install SHR and SHO.
- Administer SHR and SHO.
- Troubleshoot SHR and SHO.

RECOMMENDED FOLLOW-UP COURSES

- Any HP Software products mentioned on the Prerequisites section that are deployed in your environment.

**This course is in development. This outline might change at any time.*

Course Introduction

- Participant introductions
- Administration, Housekeeping, and Facilities
- Access to the Lab Environment
- Course Objectives
- Course Outline
- Exercises and Survey

Module 1: Introduction and Demo to SHR and SHO

- Service Health Reporter (SHR) Concepts Overview
- SHR and SHO in the BSM World
- Introduction to Content Packs
- Deployment Scenarios

Module 2: SHR Reports Overview

- Reports Structure
- Reports Types
- Reports Layout
- Reports Customization and Example

Module 3: SHR Content Packs Concept

- SHR Contents Overview
- Content Pack Role in SHR
- Content Pack Structure
- Content Pack Modification
- Packaging and Installation of Content Packs
- Content Packs Generic Features
- Core and CMDBCore Content Pack
- Content Packs in SHR Deployments

Module 4: SHR Installation Configuration and Deployment

- HP SHR Installation
- Post Install Configurations
- Installing Content Packs
- Configure and Deploy HP SHR

Module 5.0: Available Content Packs for SHR

- Overview of the OOTB Content Packs for SHR
- Which Content Packs for which Monitoring Technology

Module 5.1: BPM Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 5.2: RUM Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 5.3: System and Virtualization Management Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 5.4: OMi Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 5.5: OM Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 5.6: Oracle Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 5.7: MS-SQL Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 5.8: Application Servers Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 5.9: Active Directory Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 5.10: MS Exchange Content Pack

- Purpose of the Content Pack
- Reports Available in the Content Pack
- Installation and Configuration of the Content Pack
- Administration of the Content Pack
- Data Collection
- Data Aggregation
- Database Schema

Module 6: SHR Architecture and Data Flow Monitoring

- System Architecture Overview
- Collection Framework and Collectors Overview
- Data Warehousing Components and Maintenance
- Content Pack Structure Overview and Extensibility
- Monitoring Collection Framework
- Modeling Data Flow in SHR
- SHR Log Configuration

Module 7: SHR Administration

- Configuring SHR
- Administrating SHR
- Monitoring SHR

Module 8: SHO Positioning/ Messaging/Basic Value:

- Introduction to Service Health Optimizer
- The Need for Capacity Management
- Key Capabilities and Value Proposition
- On Demand Placement Capability
- Implementing SHO Optimization Recommendations

Module 9: SHO Concepts and Architecture

- SHO Functionality
- SHO Architecture
- Virtualization Visibility
- Virtualization Optimization
- SHO Benefits

Module 10: SHO Installation

- Installation and Configuration
- Licensing
- SHO User Documentation

Module 11: SHO Scenarios/Use Cases per Persona

- SHO Scenarios
- Understanding and Generating SHO Reports
- SHO Forecasting and What If Analysis Capabilities
- SHO Usage by Persona

Module 12: Troubleshooting SHR and SHO

- Troubleshooting SHR Collection Issues
- Troubleshooting SHR Data Flow Issues
- Troubleshooting SHR Reporting Issues
- Troubleshooting SHO General Issues
- Troubleshooting SHO Data and Connection Issues