

CA EDUCATION TRAINING CATALOG: CA NSM

# CA NSM r11.2 Training Catalog

---

## Table of Contents

<b>Education Overview</b>	<b>1</b>
<b>Training Options</b>	<b>1</b>
<b>Package Overview</b>	<b>2</b>
<b>Understanding the Different Roles</b>	<b>3</b>
<b>When Do I Take Training?</b>	<b>3</b>
<b>Learning Path</b>	<b>4</b>
<b>Mapping Training During Implementation</b>	<b>5</b>
<b>Packages by Role</b>	<b>6</b>
<b>Purchasing Options</b>	<b>6</b>
<b>Course Overviews</b>	<b>7</b>

## CA EDUCATION VALUE PROPOSITION

---

CA Education helps customers unify and simplify the management of IT, resulting in:

### Improved Productivity

Do more in less time; maximize staff performance

### Improved Service Availability

Less downtime; faster application, system and data recovery

### Optimized Software

More value and functionality from existing software

### Risk Mitigation

Reduce risk; meet company/industry/regulatory compliance requirements

## CA Education Overview

---

CA Education's number-one priority is to help maximize your CA software investment. That is why we work with you to identify your educational needs, provide a range of flexible learning options, and outline an effective plan to meet your goals.

More than 30,000 people are trained annually by CA Education in many different languages from all over the world. Our training methods and tools are designed to help work teams be more productive in less time.

Our commitment to effective training is demonstrated in how we develop and deliver our curriculum. Our instructors average more than 20 years of industry experience, many of which they've devoted to CA products and technologies. Skilled professionals and top-ranked instructors work together to provide award-winning courses that speed up the learning process and deliver measurable results in productivity, service availability, software optimization and reduced costs.

## Training Options

---

CA Education understands the critical impact that training can have on your business performance. Our experienced and certified professionals and education partners deliver a robust and flexible catalog of courses to align training to your CA technology investment.

### Classroom Training

Learn from live experts and share best practices with instructors and peers in state-of-the-art CA Education learning centers. The personal, face-to-face interaction with instructors and peers gives students an open forum to ask questions and share rich tips and tricks. This rich learning solution can ensure the highest levels of competency and knowledge transfer. Instructor-led training classroom training is available at:

#### CA LEARNING CENTERS

Get away from your daily work by attending a class at a state-of-the-art CA Learning Center near you. This option provides a dedicated learning environment that eliminates any impact on your production workflow.

- Public Courses: Choose from a list of popular courses offered at CA Learning Centers
- Private Courses: Dedicated classes for often large customers at CA Learning Centers

#### ON-SITE

CA Education's on-site, instructor-led training accelerates the learning curve and boosts productivity. Our instructors teach courses that fit within your learning objectives and present the material in one or several scheduled courses on-site at your facility. On-site courses not only save travel time, but in many cases, students can directly apply the outcome of their hands-on exercises to actual tasks for or with their CA technology implementation.

### Virtual Learning

CA Virtual Learning provides the same benefits of classroom instruction at your own desk without the time and expense of travel. CA Virtual Learning options include:

- CA VIRTUAL INSTRUCTOR LED TRAINING (VILT) CA Education certified instructors host the course using state-of-the-art tools over the internet. With your web browser you view the courseware material and whiteboard exercises while listening to and engaging with your instructor as well as with your student peers.
- CA VIRTUAL LAB (VL) Sharpen your skills in a fully functional, hands-on practice environment. Labs are available as a part of a Virtual Instructor Led course or purchasable in one business week increments where applicable.

### Web-Based Training

CA Education also offers a number of courses that can be completed outside of the classroom. Our Web-Based Training courses are designed to be an effective self study course allowing you to stop and start the training at your convenience, allowing you to learn at your own pace. Coursework can be provided as a download or on a CD-ROM. Simply access the training online from your office or home, saving you travel time and expense.

### BLENDED LEARNING

CA Education is dedicated to providing you with flexible learning options with optimal results. We blend instructor-led, virtual, and web-based course offerings to provide you with a complete learning solution that builds your competency with CA software. . We leverage skilled professionals to create blended learning paths that incorporate multiple learning options based on a common methodology. This ideal solution speeds the learning process, which translates to improvements in productivity, service availability, software optimization and return on investment.

---

## CA Unicenter® NSM Package Overview

CA Education recognizes the need for organizations to have flexibility in determining the amount, type and composition of their education offerings. To meet this need, we have built several education packages designed to address the majority of small, medium and large scale implementation types within an organization. This approach also creates cost effective education solutions that enable the recommended amount of personnel in an organization to effectively use, administer and implement CA products and solutions,

The CA NSM education packages create robust training plans by role and serve to combine the recommended number of each path together in order to create a comprehensive level-set of knowledge within the organization. It is also designed to help accelerate our customers overall time to value in the implementation and use of our products and solutions.

---

## Understanding the Different Roles

Role based education has proven to be an effective model for training various levels of an organization. By delineating the levels of education within each role, we strive to ensure that an organization is receiving the appropriate level of training at the right time while still maintaining a cost-effective and efficient approach to imparting knowledge for an organization. The roles definitions are as follows:

### User

Persons responsible for using the product on a daily basis. Key responsibilities include using the product features to meet business needs. Other role types in this category include but are not limited to end-user and operator.

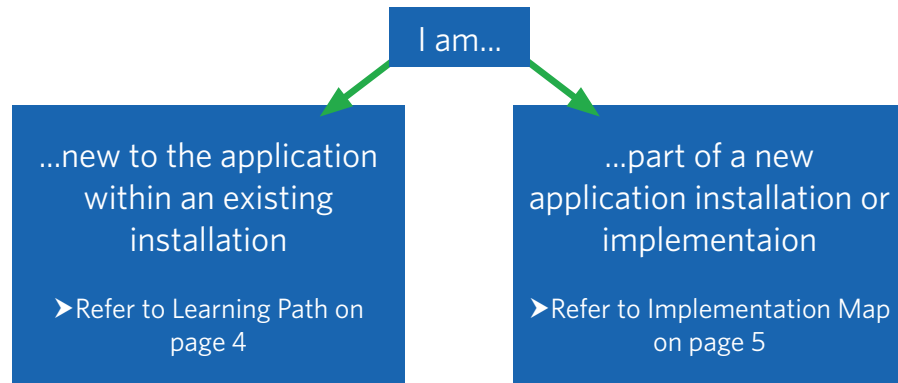
### Administrator

Persons responsible for maintaining the product and providing technical assistance on a daily basis. Key responsibilities include: maintaining and monitoring performance; testing; documenting procedures. Other role types in this category include but are not limited to systems administrator and operations manager.

---

## When Do I Take Training?

Use the graphic below to help explain the best path of recommended training for your situation.

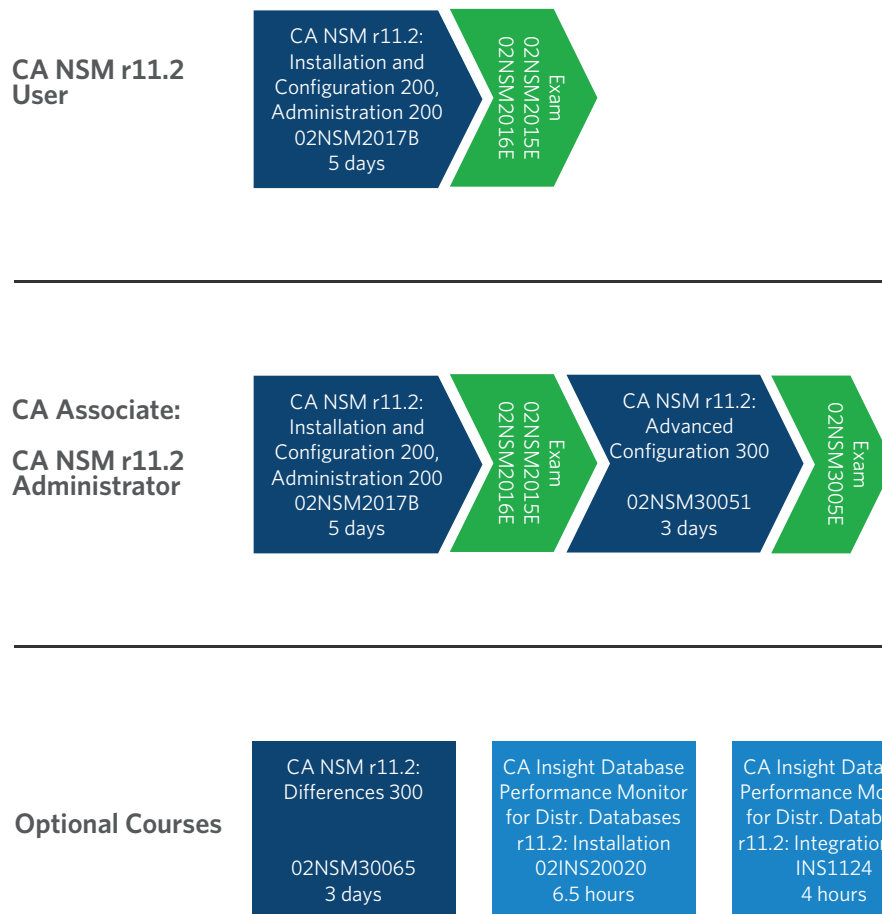


## CA NSM Learning Path

Recommended for New Users to an Existing Installation

The CA NSM Learning Path below provides a holistic view of the available education by role. These role based paths are then combined into packages in order to provide the recommended depth and breadth of education for organizations of various sizes.

### CA NSM r11.2 Learning Paths



#### Key to Delivery Options

Instructor Led Training  
(Classroom & Virtual)

Web-based Training

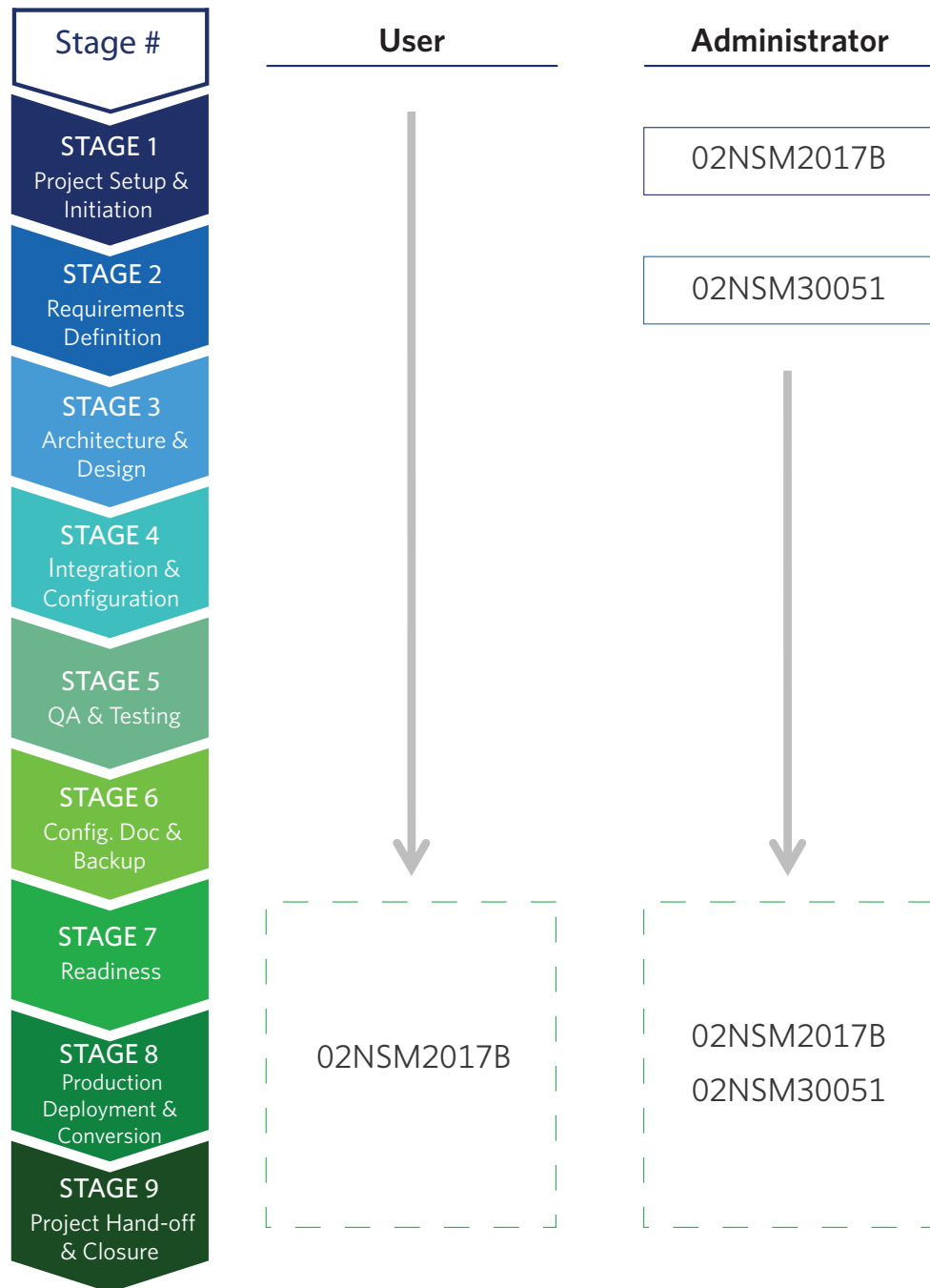
Exam

## Mapping Training During Implementation

Recommended for those who are part of a New Installation or Roll-out

The diagram below provides a view of the recommended role-based education that maps with the CA Services implementation methodology (nine stages of implementation). These role based paths are then combined into packages in order to provide the recommended depth and breadth of education for organizations of various sizes.

The course numbers listed below correspond with their recommended roles and the ideal stages to complete training. The solid boxes represent the ideal time to complete initial training. Additional training can be taken throughout the implementation cycle. See the recommended additional times for training in the dashed boxes.



---

## Education Packages by Role

The matrix below illustrates the recommended number of individuals per role for organizations of various size and implementation levels. As a result, CA Education believes that an organization will obtain the quickest time to value with its product and solutions purchase by obtaining the appropriate level of education as described below.

Roles	Small Enterprise	Medium Enterprise	Large Enterprise
User	1	2	3
Administrator	1	2	3
<b>Total (in \$)</b>	<b>\$8,450</b>	<b>\$16,900</b>	<b>\$25,350</b>

*Final price and training plan determined at time of sale*

---

## Education Prepayment Program Flexibility

By utilizing CA Education's EPP (Education Prepayment Program) in the purchase of these education packages, your organization gains the flexibility to amend the composition of your education offerings in order to address a changing need or desire for the type of education provided.

### Other Prepayment Program Benefits

- Discounts available off CA Education's list price with every education delivery transaction
- Dedicated CA Education Advisors assigned to work with your organization to determine your training needs and help design your delivery plan
- Individual or group skill assessments
- Balances can be used globally for any of our offerings

### Other Payment Methods

CA Education offers a range of payment options and purchase plans. We accept the following payment methods:

- Credit Cards
- Checks
- Purchase Orders

Check with your local representative to see what payment methods are available in your region.

## Course Overviews

Below you will find a list of the courses available for CA NSM along with a brief description of the course. For a full description of these courses, please visit your regional Education section of ca.com.

*Key to Training Methods Available:*



Web-Based Training



Instructor Led Training



On-site



Virtual Instructor Led Training

### CA NSM r11.2: Installation and Configuration 200, Administration 200

02NSM2017B

This course can assist you in implementing and administering CA Network and Systems Management (NSM). Through demonstrations and hands-on exercises, you will be shown how to effectively configure agents, manage your enterprise resources, monitor automated responses to predefined events, and control the overall performance of your network environment. In the process, this course will demonstrate a variety of tools that can be used to dynamically configure systems monitoring and automate discovery of network devices.



5 Days

### CA NSM r11.2: Advanced Configuration 300

02NSM30051

This course will provide you with advanced strategies to optimize CA Network and Systems Management (CA NSM) Event Management with a focus on Systems Management Packs. Through a combination of hands-on activities and real-world case studies, you will apply best practices to correlate and determine the root cause of significant events that impact the enterprise. This course will also demonstrate how to implement Systems Management Pack Service Level Reporting and administer Unicenter Systems Performance.



3 Days

### Unicenter® NSM r11.2: Differences 300

02NSM30065

This technical training course will help you understand the major differences between Unicenter® NSM r11.1 and r11.2. You will learn about enhancements in the areas of; Unicenter® NSM Architecture, WorldView MDB, Management Command Center (MCC), Enterprise Management, Agent Technology, Optional Components, Systems Performance, Unicenter Management Portal, and Integration with other CA products.



3 Days

CA Insight Database Performance Monitor for Distributed Databases  
r11.2: Installation

02INS20020

CA Insight™ Database Performance Manager for Distributed Databases (DPM) enhances database performance management by reducing the time and effort involved in identifying and correcting performance problems. It can monitor performance, derive the root cause of problems, and notify the relevant parties.



6.5 Hours

This three module course will help you understand CA Insight DPM architecture components. You will learn about environmental readiness for out-of-the-box and site-specific installations before installing CA Insight DPM to manage your system databases and upgrade your environment in line with business requirements

CA Insight Database Performance Monitor for Distributed Databases  
r11.2: Integration 400

INS1124

CA Insight Database Performance Monitor for Distributed Databases (CA Insight DPM for Distributed Databases) enhances database performance management by reducing the time and effort involved in identifying and correcting database performance problems. It can monitor database performance, derive the root cause of problems, and take corrective actions or notify relevant parties.



4 Hours

In this course, you will be taught to configure the integration of CA Insight DPM for Distributed Databases with CA Network and Systems Management (CA NSM) to provide an end-to-end performance monitoring solution and facilitate problem identification and repair. You will also learn to integrate CA Insight DPM for Distributed Databases with CA NSM and CA Advanced Systems Management (CA ASM) to create a similar solution for highly available cluster environments. Finally, you will learn to integrate CA Insight DPM for Distributed Databases with CA eHealth®.

---

To learn more about how CA Education is dedicated to providing you with flexible learning options based on your budget, travel and knowledge transfer requirements go to your regional Education section of [ca.com](http://ca.com).

---

Learn more about how CA can help you  
transform your business at [ca.com](https://www.ca.com)

