

Application Performance Management

CA Wily Training Catalog

you can



What students are saying about CA Wily Education...

“I am extremely excited and anxious to utilize Introscope - I think it would provide tremendous insight into applications and environments over which I’m responsible.”

“Good course - it covered a broad gamut of content from basic to advanced. Very well done.”

“[The Wily instructor] did a good job answering questions as well as providing useful information about actual “real world” usage of the product.

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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 Wily 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.

Training is the quickest path to efficiently distribute, optimize and maintain CA Wily within an organization. Our training will create the foundation for successful deployment of unified strategies across an organization. The CA Wily education packages will utilize best practices so that our customers can take full advantage of the products capabilities. Students will be equipped to identify and improve business processes by performing real-world lab exercises with the help of our skilled instructors.

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:

Analyst

Persons responsible for using the product on a daily basis. Key responsibilities include using the product features to meet business needs.

Application Administrator

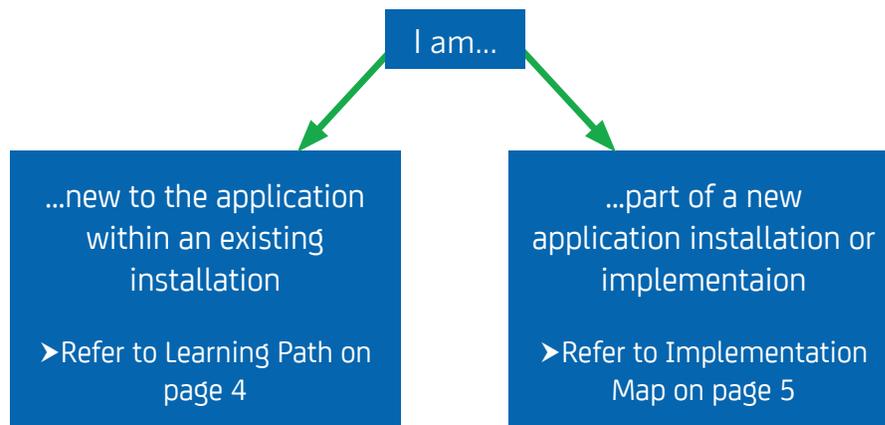
Persons responsible for maintaining the product and providing technical assistance on a daily basis. Key responsibilities include: maintaining and monitoring performance; testing; documenting procedures.

Developer

Persons responsible for building, testing and modifying functionality to mission-critical applications. Key responsibilities include: application design; writing and implementing program code; diagnosing problems in application implementation and design.

When to Take Training

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

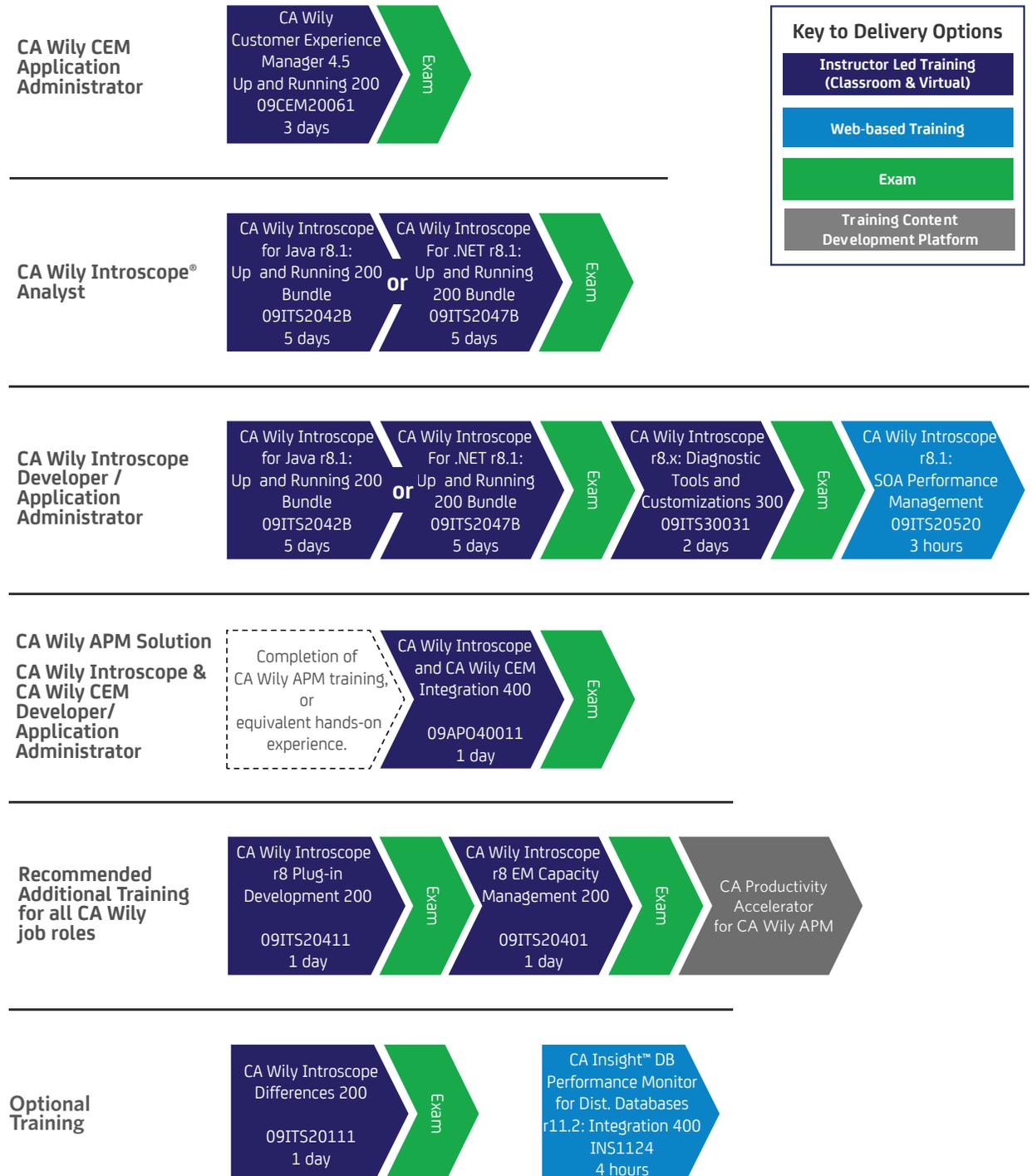


CA Wily Learning Paths

Recommended for New Users to an Existing Installation

The CA Wily Learning Paths below provide training specific to Customer Experience Manager and Introscope on both Java and .Net. This allows for a more acute understanding of the product's functionality within those environments.

CA Wily Application Performance Management



Key to Delivery Options

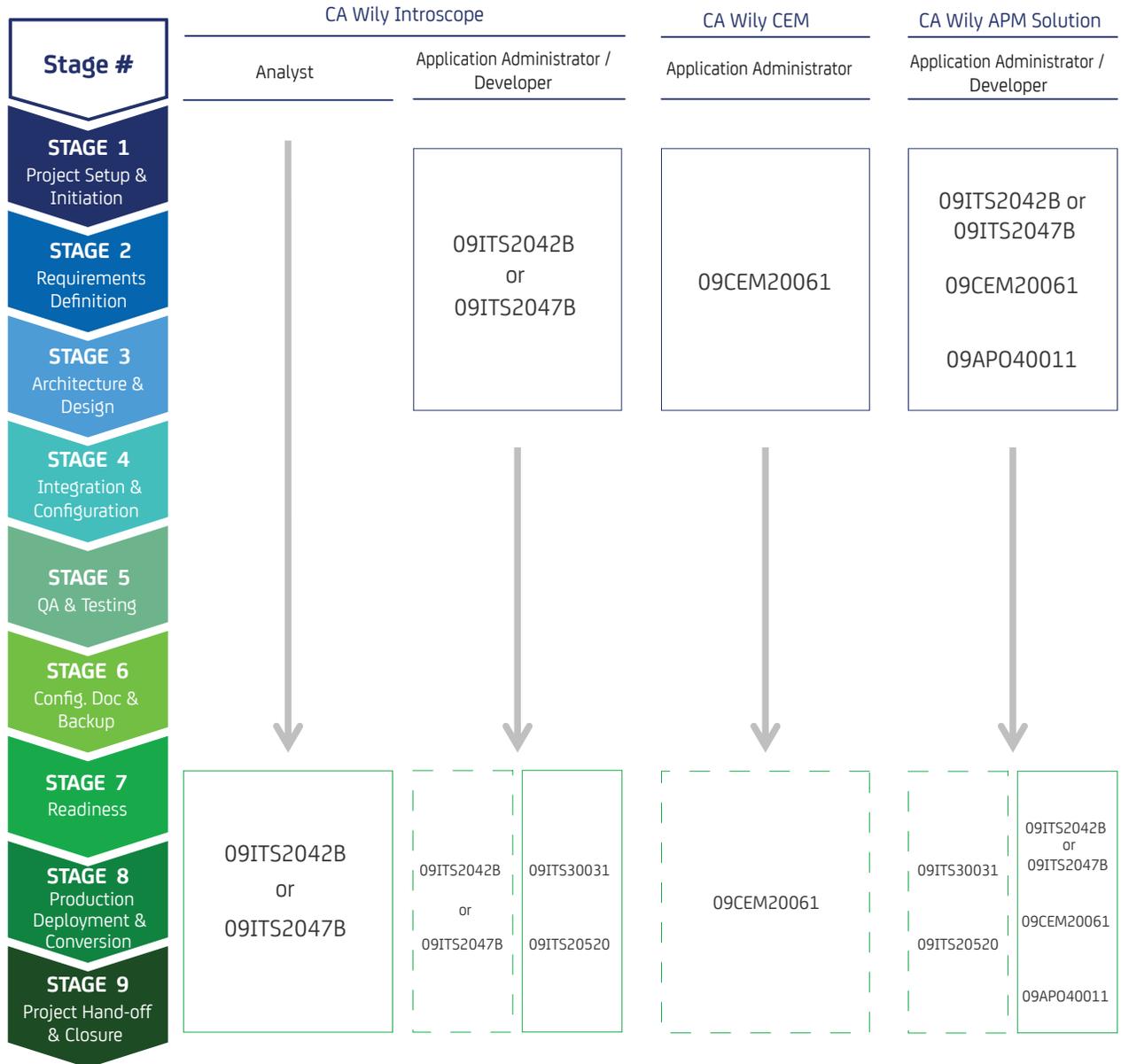
- Instructor Led Training (Classroom & Virtual)
- Web-based Training
- Exam
- Training Content Development Platform

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.

Product	Roles	Small Enterprise	Medium Enterprise	Large Enterprise*
CA Wily CEM	Application Administrator	2	2	4
CA Wily Introscope	Analyst	2	2	4
	Application Administrator	0	1	3
	Developer	0	1	2
CA Wily Introscope and CEM Integration	Application Administrator	2	2	4

Final price and training plan determined at time of sale **May require more than recommended here*

Education Training Credits

By utilizing CA Education's Training Credits 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 Training Credit 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
- One training credit = 1 unit of local currency

Other Payment Methods

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

- Credit Cards, Checks, or 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 Wily 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 Wily Customer Experience Manager 4.5: Up and Running 200

09CEM20061

This comprehensive course develops awareness, knowledge, and skills for people who work with CA Wily CEM, as a customer or as a solution provider. You will work through the installation, setup, and implementation of a CA Wily CEM system. Hands-on practice and real-time experience are gained through using CA Wily CEM components for recording transactions, creating applications, and monitoring business processes. After the systems are running, you will troubleshoot for common issues and apply best-practice solutions to achieve optimum results.



3 Days

CA Wily Introscope and CA Wily CEM Integration 400

09APO40011

In this course, you will be taught the advantages of CA Wily Introscope and CA Wily CEM integration and the integration processes. This course also shows you how to integrate these two CA Wily products and view new integration metrics and transactions. You will be taught how the integration of these two products maximizes the performance, reliability, and efficiency of the overall IT environment to help meet the business needs of the organization



1 Day

CA Wily Introscope for Java r8.1: Up and Running 200 Bundle

09ITS2042B

This course teaches students the essential skills and requisite knowledge for implementing Introscope to successfully manage enterprise Java applications. Participants discuss real-world examples and engage in hands-on labs. The Up and Running curriculum includes these four courses: Introduction; Building Alerts, Dashboards, Reports & More; Problem Diagnosis; and Metric Customization



5 Days

CA Wily Introscope for Microsoft.NET r8.1: Up and Running 200 Bundle

09ITS2047B

This course teaches students the essential skills and requisite knowledge for implementing Introscope to successfully manage enterprise .NET applications. Participants discuss real-world examples and engage in hands-on labs. The Up and Running curriculum includes these four courses: Introduction; Problem Diagnosis; Building Alerts, Dashboards, Reports, and More; and Metric Customization.



5 Days

<p>CA Wily Introscope® Differences 200</p> <p>You need to effectively manage customer interactions with your enterprise Java and .NET applications and prevent application performance issues from affecting your customers. To do this, you require a product that enables you to detect, prioritize, and diagnose performance issues in complex enterprise and service-oriented architecture (SOA) environments.</p> <p>CA Wily Introscope r8 enables you to monitor your Java and .NET applications and detect performance problems before they affect your customers. In addition, the improved features provided by CA Wily Introscope r8 enable you to lower the cost of ownership by streamlining administration and supporting more users and applications.</p> <p>In this course, you will review the differences between CA Wily Introscope r7 and r8 such as enhanced scalability, installation and configuration support, administration support, new security features, and new interface features. By attending this course and learning these differences, you will be able to take full advantage of these improvements to implement a better application performance management solution.</p>	<p>09ITS20111</p>  <p>1 Day</p>
<p>CA Wily Introscope® r8 EM Capacity Management 200</p> <p>This course provides comprehensive coverage of the internal workings of the CA Wily Introscope Enterprise Manager (EM) server. Participants will be taught how to measure performance, diagnose common problems, and make changes to maintain or improve service levels.</p>	<p>09ITS20401</p>  <p>1 Day</p>
<p>CA Wily Introscope r8 Plug-in Development 200</p> <p>In this course, you will develop plug-in code and Environment Performance Agents (EPAs) profiles for CA Wily Introscope. You will also be shown how to plan, implement, and troubleshoot plug-in deployment. Finally, this course shows you how to access plug-in development resources, such as CA Wily Introscope Perl and Java libraries, community pre-built plug-ins, and data APIs. This enables you to maximize your investment in CA Wily Introscope.</p>	<p>09ITS20411</p>  <p>1 Day</p>
<p>CA Wily Introscope® r8.1: SOA Performance Management 200</p> <p>Service Oriented Architecture (SOA) introduces a new layer of coordination across the enterprise. As a result, organizations must be able to cope with complex web applications in production environments and detect problems before they affect customers. CA Wily Introscope r8.1 SOA Performance Management (CA Wily Introscope SOA Performance Management) helps ensure that your SOA applications are responsive to the demands of your business in real time. It also helps improve operational efficiency, meet service level agreements (SLAs), and reduce IT costs, while ensuring business continuity.</p> <p>In this course, you will be taught the advantages of CA Wily Introscope SOA Performance Management and the sequence of its installation and configuration. You will identify and analyze metrics in CA Wily Introscope r8.1 Workstation Investigator (Introscope Workstation Investigator) to monitor web services running on Oracle Service Bus (OSB), WebSphere Process Server (WPS), and WebSphere Enterprise Service Bus (WESB). In addition, you will be instructed how to triage web service problems using the CA Wily Introscope SOA Performance Management Dependency Map (Dependency Map) and Transaction Tracing.</p>	<p>09ITS20520</p>  <p>3 Hours</p>

CA Wily Introscope r8.x: Diagnostic Tools and Customizations 300

09ITS30031

In your work of maximizing the performance of your application environment, events can occur that lower operational efficiency, such as memory leaks, serious errors, application changes, and day-to-day administrative activities. CA Wily Introscope provides you with extensions and customizations that enable you to locate and diagnose these problems, expand the ability of agents to gather performance measurement data, and free up your time for more customer-focused activities.

In this course, you will be taught to use CA Wily Introscope® LeakHunter™ to detect memory leaks, CA Wily Introscope® ErrorDetector™ to detect serious errors, and CA Wily Introscope® ChangeDetector™ to detect application changes. In addition, you will customize .pbd files and perform CA Wily Introscope administrative activities using Command Line Workstation (CLW) commands. These extensions and customizations will help ensure that your applications are responsive to the demands of your business in real time. It also helps improve operational efficiency, meet service level agreements (SLAs), and reduce IT costs, while helping ensure business continuity.



2 Days

CA Insight Database Performance Manager for Distr DBs 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.

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®.



4 Hours

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.

