

CA Application Performance Management 10.x Monitor Customer Experience Using Team Center Experience View 200 Dynamic Lab



Course Overview

To be successful, IT services and infrastructures need to be optimized, so that customer satisfaction does not suffer. By employing CA Application Performance Management (CA APM), you can help ensure quality of service and quality of experience for your critical business applications to protect revenue opportunities, end-user productivity, and customer satisfaction.

This course provides students with primary concepts on the CA APM Team Center Experience View and how to use Team Center to monitor the customer experience and triage application performance problems. Course instruction is web-based and includes self-directed learning and hands-on exercises that you can perform in a live CA APM virtual environment.

PRODUCT RELEASE

CA Application Performance Management 10.7

COURSE TYPE, LENGTH & CODE

- Dynamic Lab
- 1.5 hours
- 20APF2061S

PREREQUISITES

General familiarity with Java application servers

WHO SHOULD ATTEND

Application Support Specialists
Application Analyst/Architects
Application Developers
Application Managers
Availability Managers

What You Will Learn

In this course, you will learn how to:

- Describe and navigate Experience View
- Describe Assisted Triage and the Analysis Notebook
- Explore Business Transaction traces in Experience View
- Describe the Team Center workflow for triaging problems
- Use Team Center to triage a problem



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