

OnDemand CA APM 10.x Foundations for Monitoring Performance 200



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.

PRODUCT RELEASE

CA APM 10.5.1

COURSE TYPE, LENGTH & CODE

WBT

- 12 hours
- 20APF20180

Or

ILT

- 3 days
- 20APF2018T

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 be taught the essential skills and knowledge to successfully manage enterprise Java applications using CA APM. You will discover how to monitor, analyze, and report on applications and transactions throughout your IT environment so that you can quickly identify and resolve problems before they disrupt services.

For Managers

In this course, your staff will be taught how to use CA APM to manage the performance and availability of business-critical applications, transactions, and services. This helps you reduce downtime, improve end-user experience, and ultimately capitalize on business objectives.

**RECOMMENDED
NEXT COURSES**

- CA APM 10.x Foundations for the Administrator 200:
WBT - 20APF20190
ILT – 20APF2019T

Course Agenda

<p>Module 1: Application Performance Management Using CA APM</p> <ul style="list-style-type: none"> ▪ Identify the features and benefits of the CA APM solution ▪ Describe the components of the CA APM architecture 	<p>Module 2: Measuring EM Performance</p> <ul style="list-style-type: none"> ▪ Identify the basic application performance metrics ▪ Identify the resource metrics
<p>Module 3: Understanding Team Center</p> <ul style="list-style-type: none"> ▪ Describe Team Center views and navigation ▪ Describe access to universes in Enterprise Team Center ▪ Use Experience View ▪ Manage Map and Dashboard views ▪ Use Team Center to Triage a problem 	<p>Module 4: Analyze Application Performance in the WebView</p> <ul style="list-style-type: none"> ▪ Monitor application performance on the Home tab ▪ Analyze metrics in the Investigator ▪ Trace the cause of an event with the Transaction Tracer ▪ Query historical events in the Historical Event Viewer ▪ Identify the cause of errors and stalls in the Live Error Viewer ▪ Identify the key add-ons for analyzing application performance
<p>Module 5: Diagnose Application Performance Problems</p> <ul style="list-style-type: none"> ▪ Manage incidents ▪ Diagnose consistent problems ▪ Diagnose progressive problems ▪ Diagnose sudden problems ▪ Diagnose periodic problems 	<p>Module 6: Organize Monitoring Configuration Using Mgmt Modules</p> <ul style="list-style-type: none"> ▪ Identify the elements of a management module ▪ Create a management module



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Course Agenda, (cont'd)

Module 7: Create Metric Groups <ul style="list-style-type: none">▪ Identify the features of metric groupings▪ Create a metric grouping	Module 8: Create Actions and Alerts <ul style="list-style-type: none">▪ Create simple alerts▪ Configure alerts for the Application Triage Map▪ Create summary alerts▪ Create actions▪ Create Alert Downtime Schedules
Module 9: Create Customized Dashboards <ul style="list-style-type: none">▪ Identify the features of dashboards▪ Create a dashboard	Module 10: Application Performance Reporting <ul style="list-style-type: none">▪ Identify the advantages and drawbacks of CA APM reporting▪ Create a Report



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