

IBM Cloud Pak for AIOps: Operating with Event Manager to reduce MTTR

TN410 (Classroom)

ZN410 (Self-paced)

Course description

This course is intended to teach the skills that are needed to:

* View alerts coming from systems, network devices, access devices, and other equipment in your enterprise or telco network
* Sort and prioritize those alerts
* See the relationship between alerts in term of time correlation, associated events on other devices, and historic patterns using event analytics
* Apply a manual, interactive, or automated process to resolve event conditions
* Create filtered views to see events that match a defined criteria
* Change the column view to include or exclude data fields from your event view
* Create and implement a Runbook automation
* View and compare service topology before and after an event

For information about other related courses, see the IBM Training website:

**ibm.com**/training

General information

Delivery method

Classroom or self-paced virtual classroom (SPVC)

Course level

ERC 1.0

Product and version

IBM Cloud Pak for Watson AIOps - Event Manager 1.6.4

Audience

This course is intended for help desk personnel and operators using IBM Event Manager.

Learning objectives

After completing this course, you should be able to:

* Describe the functions of the Event Viewer component of IBM Cloud Pak for AIOps
* View events
* Create filtered events views
* Change the columns that are shown in event views
* View related events and designate a possible root cause
* View events that are periodic in nature
* Create a Runbook automations
* Change the priority of an event
* Assign an event to a particular user or group

Prerequisites

* Understand how systems, applications, services, and network topology relate to one another
* Have basic Linux command-line skills
* Understand the kinds of events or alarms that are typical to an enterprise or telco customer

Duration

2 days

Skill level

Basic

Notes

The following unit and exercise durations are estimates and might not reflect every class experience. If the course is customized or abbreviated, the duration of unchanged units will probably increase.

Course agenda

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| Course introduction  Duration: 15 minutes |

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| Unit 1. Accessing your lab environment  Duration: 1 hour | |
| Overview | In this unit you learn about the IBM Cloud Pak for Watson AIOps, including architecture, key features, and the specific functions of Event Manager. |
| Learning objectives | After completing this unit, you should be able to:   * Understand how machine learning applies to IT operations problems * Describe key features of Event Manager as a part of IBM Cloud Pak for Watson AIOps * Explain Event Manager architecture * Understand how the Event Manager gathers events from your environment * Understand OpenShift concepts and terminology * Become familiar with your lab environment * Become familiar with the concepts of stories, events, and alarms |

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| Exercise 1. About your lab environment  Duration: 30 minutes | |
| Overview | This exercise covers how to log in to your Red Hat OpenShift cluster and verify that it is ready for the lab exercises. You also learn how to use this lab exercise guide and your lab environment |
| Learning objectives | After completing this exercise, you should be able to:   * Start your cluster * Log in to your cluster with command line tools * Log in to the OpenShift web console * Verify that your cluster is ready for Cloud Pak installation |

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| Unit 2. Seeing events in the Event Viewer  Duration: 30 minutes | |
| Overview | In this unit , you learn how to access the Event Viewer and view events. |
| Learning objectives | After completing this unit, you should be able to:   * Access incidents in the Event Viewer * Sort or filter events by priority * See event properties |

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| Exercise 2. Seeing events in the Event Viewer  Duration: 1 hour | |
| Overview | This exercise show you how to access the Event Manager interface and view incidents and event details |
| Learning objectives | After completing this exercise, you should be able to:   * Access the Event Manager GUI * Show current incidents * View the details of an incident or event * Change the way event severity is shown by Event Manager |

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| Unit 3. Customize and create event views and filters  Duration: 1 hour and 30 minutes | |
| Overview | In this unit, you learn how to create filtered events lists, change the columns in yoru incident GUI, and change the way event severity shows in your GUI. |
| Learning objectives | After completing this unit, you should be able to:   * Change the order and format of columns that appear in a specific event view * Change Event Dashboard metrics * Understand the most efficient ways to assign permissions to a filter * Create custom filters * Create custom views and specify sort orders and view format |

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| Exercise 3. Customizing event views  Duration: 1 hour and 30 minutes | |
| Overview | In this exercise, you customize your event views by creating filtered views, changing the columns for a view, and changing the way that the Event Manager GUI shows event severity. |
| Learning objectives | After completing this exercise, you should be able to:   * Create custom views and specify sort orders and view format * Create custom filters * Understand the most efficient ways to assign permissions to a filter * Change Event Dashboard metrics * Change the order and format of columns that appear in a specific event view |

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| Unit 4. Viewing related events  Duration: 1 hour | |
| Overview | In this unit, you learn how to use Event Manager to view the relationships between events. You determine whether events are correlated by time, by scoping, or by topology. |
| Learning objectives | After completing this unit, you should be able to:   * List three types of correlation * Explain how events are correlated in time * Explain how you can create custom correlations |

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| Exercise 4. Viewing related events  Duration: 1 hour and 30 minutes | |
| Overview | In this exercise, you use Event Manager. to view how events are related to one another and whether events are time-correlated or are correlated by topology or scoped groups. |
| Learning objectives | After completing this exercise, you should be able to:   * List three types of correlation * Explain how events are correlated together in time * Explain how you can create custom correlations * Clear resolved events |

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| Unit 5. Using the Topology Viewer  Duration: 1 hour | |
| Overview | In this unit, operators learn how to see discovered topology elements that are related to a failed service and see how topology changes over time. Operators also learn how to save frequently used topology views to a dashboard for quick access. |
| Learning objectives | After completing this unit, you should be able to:   * View the topology for alerts with topological information. * Customize a dashboard with the topology views that you use the most * Use the time slider to see how topology changes over time * Understand how cloud-based services might have frequent topology changes as services scale in or out or auto-correct themselves during error conditions. |

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| Exercise 5. Using the Topology Viewer  Duration: 1 hour and 30 minutes | |
| Overview | In this exercise, you use the Topology Viewer. You learn how to see discovered topology elements that are related to a service. You see how topology changes over time. You learn how to access the Topology Viewer from the Alert viewer. |
| Learning objectives | After completing this exercise, you should be able to:   * Understand how cloud-based services might have frequent topology changes as services scale in or out or auto-correct themselves during error conditions. * Use the time slider to see how topology changes over time * Customize a dashboard with the topology views that you use the most * View the topology for alerts with topological information. * View the topology associated with an event |

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| Unit 6. Create runbooks  Duration: 1 hour | |
| Overview | In this unit, you learn how to create and test triggers, automations, and runbooks to automate common procedures to resolve events in your IT environment |
| Learning objectives | After completing this unit, you should be able to:   * Create runbooks that can be launched from an event menu * Create triggers to define when a runbook is available * Create automations for routine tasks |

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| Exercise 6. Create and use Runbooks  Duration: 2 hours | |
| Overview | In this exercise, you create triggers, automations, and runbooks to handle routine tasks to save operator time. |
| Learning objectives | After completing this exercise, you should be able to:   * Create triggers to define when a runbook is available * Create automations for routine tasks * Create runbooks that can be launched from an event menu |

For more information

To learn more about this course and other related offerings, and to schedule training, see **ibm.com**/training

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