Application Modeling Course

Quick-Start Solutions • Lasting Results

Overview

This course is designed to provide students with an understanding of the fundamental concepts of application mapping and business service modeling within the HP Universal Configuration Management Database environment. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This course will cover the creation, management, utilization and optimization of application maps.

Objectives

- Understand the foundational concepts of application mapping and business service modeling
- Create both instance- and pattern-based application views
- Understand and create business service models
- Understand the end-to-end application mapping process
- Understand how the reporting, impact analysis, snapshot and change history tracking features can support application monitoring and management

Intended Audience

- *Configuration Managers*
- *UCMDB Administrators*
- *UCMDB Users*
- *Application owners*
- *Application mapping analysts*

Requirements

- **T**here is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- Familiarity with the ITIL Foundations subject area and the Configuration Management System in particular
- General knowledge of IT operations, familiarity with business services, and configuration management

Materials

LIST OF ITEMS NEEDED FOR COURSE, IF ANY

- *Projector and access to conference room/class room*
- *Individual work stations for each student*
- *Internet Connectivity and VPN access*

Duration

- 3 days

Configure Consulting