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## **HP OpenView Operations for Windows**

### **Introduction**

- Course agenda
- Managing complex systems
- Integrated Service Assurance

### **Service Driven Operations Management**

- Implementing infrastructure management
- Service control versus service quality management

### **OpenView Operations for Windows Fundamentals**

- Architecture

### **Installation**

- Installation
- Security
- Help system

### **Node Management**

- Node installation
- Node configuration editor
- Discovery process

### **Introduction to Policies**

- Structure of policies

### **Policy Management**

- Policy grouping, creation, deployment, inventorying, and versioning

### **Pattern Matching**

- Pattern matching and rule selection

### **Rule Actions Processing**

- Conditional processing
- Configuring message attributes and default message properties
- Message correlation
- OVO commands

### **General Policy Configuration**

- Policy configuration parameters

## **Monitoring Policies in Depth**

- Policy types
- Text-based versus number-based events
- Scheduled task policy

## **Performance Data Gathering**

- Embedded performance component

## **Tools**

- Tool editor

## **IT Service Management**

- How the console displays services
- How messages are tied to services
- Status calculation and status propagation

## **Service Configuration Editor**

- Implementing a service hierarchy

## **Reports and Graphs**

- HP OpenView Reporter

## **User Roles**

- Assigning capabilities to operators
- Operator configuration and management of policies

## **Administration**

- License management
- Self management
- Interoperability with other HP OpenView solutions

## **SPIs and Solution Components**

- Smart plug-ins