SiteScope 11 Essentials

Instructor-Led Training

INTENDED AUDIENCE

This course is recommended for both new and experienced SiteScope users, system administrators, operations team members and anyone responsible for the installation and maintenance of critical systems using SiteScope.

DURATION: 4 DAYS

PREREQUISITES

- Administrative and network experience
- Experience with enterprise applications, such as an application or database server

OVERVIEW

This course is designed to provide the technical knowledge and skills needed to manage and monitor an IT infrastructure with the help of HP SiteScope. Students gain practical experience using SiteScope to design and configure an extensive set of monitoring assets, proactive alerts, and reports. In addition, the course describes best practices and administrative techniques fundamental to the successful use of SiteScope. The course expands on fundamental concepts of product use and management. Participants become familiar with SiteScope deployment and implementation processes with an emphasis on advanced product administration and configuration skills. The topics included in the course are reinforced through intensive lab exercises and hands-on activities. The hands-on lab exercises use version 11.0 of SiteScope.

COURSE OBJECTIVES

At the end of the course, you will be able to:

- Perform a SiteScope installation
- Design a scalable and easy-to-manage monitoring strategy
- Design an efficient alerting mechanism
- Efficiently configure individual monitoring entities
- Implement a monitoring system leveraging best practices for grouping and alerting
- Design enterprise-level reports
- Perform on-going maintenance and troubleshooting of the monitoring solution
- Apply best practices to SiteScope deployment and management
- Demonstrate mastery of advanced techniques for monitor configuration, grouping, design, and report and alert generation
- Use templates and repeatable patterns in the creation of groups, monitors, reports, and alerts
- Demonstrate architectural knowledge of SiteScope
- Perform maintenance and administrative techniques
- Evaluate business requirements, engage in capacity planning, estimate resource usages, and size the SiteScope architecture accordingly
- Develop practical skills in SiteScope monitor administration, alerting, reporting, and diagnostics.
- Describe common SiteScope integrations

Day 1 - **Course Introduction & Monitoring Concepts**	**I.**	**Course Overview** • Welcome and administration • Course description • Introduction to use cases (online banking) • Introduction to the lab environment
	II.	**Introduction to SiteScope** • Product overview • Architecture and data flow
	III.	**Installing SiteScope** • Requirements and sizing • Understand the SiteScope licensing model • Explain the SiteScope failover model • Installation – Step by step
	IV.	**Overview of SiteScope GUI** • Accessing the user interface • Explore the sections and tabs • Identify the features of the tools and monitors
	V.	**Monitoring in a Nutshell** • Understand the types of activities and requirements of monitoring • Hands-on exercises
	VI.	**Planning and Designing a Monitoring Strategy** • Understand best practices and methodologies for SiteScope monitoring. • Hands-on exercises
	VII.	**Managing Groups and Monitors** • Understand the dashboard, groups and monitors • Hands-on exercises
Day 2 – **Templates, Alerts & SiteScope Tools**	**VIII.**	**Quick Review** • Understand and explain the topics studied in the previous day
	IX.	**Templates** • Overview of templates • Understand and use user-defined templates • Understand and use solution templates • Hands-on exercises
	X.	**SiteScope Tools** • Overview of SiteScope diagnostic tools • Understand and use the diagnostic tools available in SiteScope.

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	XI. Regular Expressions • Overview of regular expressions • Understand regular expression syntax • Use regular expressions in SiteScope • Hands-on exercises
	XII. Alerts and Alert Templates • Understand alerts and alert templates • Explain best practices for alerts • Explain and use alert filters. • Hands-on exercises
	XIII. Reports • Understand the use and purposes of the different report types in SiteScope • Explain the process of report requirement gathering • Understand and generate reports • Hands-on exercises
Day 3 - **Advanced Monitoring**	**XIV. Quick Review** • Understand and explain the topics studied in the previous day
	XV. Advanced Monitors • Understand the different types of monitors available in SiteScope • Explain and use the different monitors in SiteScope: - Operating system monitors (Windows, UNIX) - Application monitors (Microsoft IIS, Oracle, etc.) - URL monitors - EMS integration (Log file integration, etc.) • Hands-on exercises
	XVI. Adapters and Scripts • Understand the use of adapters and scripts in SiteScope • Understand and use the OS adapters • Writing scripts for use in different operating systems • Explain the script troubleshooting processes • Hands-on exercises
	XVII. Advanced Monitoring • Explain the best practices for efficient monitoring in SiteScope • Explain and use the advanced features and processes available for SiteScope monitoring (i.e. timeouts, skips, false positives, storms, etc.) • Hands-on exercises

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	XVIII. Working with the SiteScope Dashboard • Overview of the SiteScope dashboard • Dashboard filter overview • Acknowledging monitors • Customizing the SiteScope dashboard • Analyzing data in the SiteScope dashboard • Hands-on exercises
Day 4 – **Administration, Maintenance & Tuning**	**XIX. Quick Review** • Understand and explain the topics studied in the previous day
	XX. Administration and Maintenance of SiteScope • Understand and describe critical SiteScope Directories and Files • Understand and explain the self-monitoring features and log files • Understand SiteScope security • Backing up SiteScope
	XXI. SiteScope Performance Tuning • Understand performance factors in SiteScope • Explain the cause and effect of SiteScope performance challenges • Explain and apply SiteScope tuning techniques
	XXII. Course Summary
	XXIII. Feedback Session

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