System Center Operations Manager 2007 R2: Monitoring, Optimizing, and Troubleshooting

Take control of your Operations Manager 2007 infrastructure to react to changing business requirements with confidence and speed.

The **System Center Operations Manager 2007 R2: Monitoring, Optimizing, and Troubleshooting** 4-day Workshop*PLUS* course provides participants with a deep understanding of how to use System Center Operations Manager to monitor an organization's infrastructure. The workshop provides a technical drill-down into various aspects of the Ops Mgr technology with a strong emphasis on hands-on labs.

Upon successful completion of this workshop, participants will have the knowledge to take control of an Operations Manager 2007 infrastructure and to extend its monitoring reach. Their improved understanding and expertise will allow them to react to business requirements with greater confidence and speed.

This workshop contains Level 300-400 content. Please review the "Target Audience" information (on the next page) and contact your Microsoft Services representative to ensure that this workshop is appropriate to the student's experience and technical expertise.

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Workshop*PLUS* Benefits

Incoming Assessment to baseline knowledge. It is important for students to get feedback on how much they have learned during the Workshop*PLUS* course. To accomplish that end, the Incoming Assessment measures what students know at the beginning of the course. This 25-question assessment was developed by a team of subject matter experts at Microsoft.

Outgoing Assessment to measure knowledge transfer. Students like to know how much they learned as a result of the training. At the end of the Workshop*PLUS* course, students compare their Incoming and Outgoing results. In addition, the instructor reviews the questions and discusses the answers in detail to ensure that students understand the concepts. (Note: Individual results of the Incoming and Outgoing Assessment are not provided to management.)

Action Planning Exercises to take workshop-acquired knowledge and apply them to the workplace. Applying new knowledge to the real world is key to getting the most value out of your training budget. The purpose of the Action Planning Exercises is to identify key problems or proactive opportunities in your workplace — and then to use the skills learned in this course to develop real-world action plans.

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Technical Highlights

The **System Center Operations Manager 2007 R2: Monitoring, Optimizing, and Troubleshooting** workshop provides participants with skills and techniques to help them perform the following tasks:

- Securing an Ops Mgr installation
- Implementing best practices on common management packs
- Monitoring cross-platform servers
- Monitoring client and distributed applications
- Using PowerShell and scripting
- Implementing notifications
- Reporting and creating custom reports
- Troubleshooting and disaster recovery techniques

Target Audience

To ensure the high-quality knowledge transfer expected by the attendees of this 4-day workshop, class size is limited to a maximum of 16 students and is targeted at administrators who are responsible for maintaining the Operations Manager infrastructure and for ensuring the ongoing availability of the Operations Manager service itself. Students should meet the following criteria:

- *Minimum* of 1 year of experience with day-to-day Operations Manager 2007 administration
- Prior knowledge of management packs

Syllabus

This workshop runs a FULL 4 days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended.

Incoming Assessment. Students take a 25-question quiz that measures their baseline knowledge.

Module 1: Operations Manager 2007 – Major Concepts. Describes fundamental Ops Mgr concepts such as model-based design, monitors, rules, tasks, health states, and management packs.

Module 2: Architecture. Describes Ops Mgr databases and server components, agent functions, network data flows, consoles, infrastructure, services, and the Ops Mgr 2007 Console.

Module 3: Security. Focuses on Ops Mgr required accounts, database security, role-based security, "Run As" execution, security principles, certificate authentication, gateway servers, and using certificates.

Module 4: Active Directory, SQL Server, and Exchange Server Management Packs. Covers best practices for configuring and tuning Active Directory, SQL Server, and Exchange Server management packs.

Module 5: Monitoring UNIX /Linux with Operations Manager 2007 R2. Discusses cross-platform architecture, configuring cross-platform monitoring, and monitoring UNIX and Linux with cross-platform management packs.

Module 6: Distributed Application Monitoring and Service Level Tracking. Covers how to design and manage distributed applications, templates, monitoring .NET Web application and synthetic transactions, authoring and monitoring Service-Level Tracking, and using the Service Level Dashboard.

Module 7: PowerShell, Scripting, and Management Pack Authoring. Covers Windows PowerShell features and how to apply PowerShell utilities for discovery and object manipulation as well as commands for transformation and output, and for the Ops Mgr command shell. Also covers scripting topics such as creating a runtime script, testing a script, using scripts in management packs, and scripting best practices.

Module 8: Notification. Introduces notification and notification workflow. Focuses on configuring notifications, including enabling notification channels, and creating notification subscribers and subscriptions. Also covers extending notifications using the Update Alert history tool, and Notifications Test Tool.

Module 9: Reporting and Creating Custom Reports. Covers the fundamentals of Ops Mgr reporting features, creating and customizing reports, data writing and the Write Action Module, data synchronization, data aggregation, the smart header, and when to use custom versus standard reports.

Module 10: Troubleshooting and Disaster Recovery. Explains Operations Manager component troubleshooting, performance, and disaster-recovery topics.

Outgoing Assessment. Students complete the quiz again and compare Incoming and Outgoing results to measure knowledge transfer.

Action Planning Exercises. Students develop Action Plans to improve real-world situations and/or implement proactive measures.

This workshop is just one of many available from Microsoft Services.

For more information, contact your Technical Account Manager or Services representative.