

# Microsoft System Center 2012 R2

## Getting Started with System Center 2012 – Operations Manager

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Microsoft Corporation

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### Applies To

System Center 2012 – Operations Manager

System Center 2012 Service Pack 1 (SP1) – Operations Manager

System Center 2012 R2 Operations Manager

### Feedback

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## Revision History

Release Date	Changes
October 17, 2013	Original release of this guide.
November 1, 2013	Minor updates for this guide.

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# Operator Learning Roadmap for Operations Manager

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System Center 2012 – Operations Manager helps organizations monitor their computers, networks, and applications. In many organizations, Operations Manager operators are the first level of monitoring and support and are limited in the possible actions they can take. This level is sometimes called Tier I support or “front-end support” or “help desk.” As the operator, you are the first to be notified when there is an alert, and the first to get the chance to react to an alert as needed.

This learning roadmap is intended for the operator in a Tier I role. If you are new to Operations Manager, this topic can help you identify what you need to learn to understand and use the features available to the Operations Manager operator role. You must understand the prerequisite topics first, because the other topics for Operations Manager build upon them and assume an understanding of them. Afterwards, you can begin learning about Operations Manager by reading the documents in the Level 100, 200, 300, and 400 sections.

We recommend that you read the topics in the order listed.

- [Prerequisite Information](#)
- [Level 100](#)
- [Level 200](#)
- [Level 300](#)

## Prerequisite Information

This section contains links to a variety of topics that contain background information that will help you understand how Operations Manager works.

- **Step 1: Learn about the features that comprise a management group.**

See [Key Concepts](#).

Your goal is to understand the parts of the management group and the basic process of discovery and monitoring.

- **Step 2: Learn about heartbeats.**

See [How Heartbeats Work in Operations Manager](#).

Your goal is to understand how Operations Manager monitors its communication channels with agent-managed computers.

## Level 100

The following topics contain introductory information that will help you learn to navigate the workspaces in the Operations Manager consoles.

- **Step 1: Learn about the console layout.**  
See [Comparing the Operations Console and Web Console in Operations Manager](#).  
This topic presents the layout of the Operations Manager consoles.  
Your goal is to understand the purpose of each section of the consoles.
- **Step 2: Learn about the Monitoring workspace.**  
See [Using the Monitoring Workspace in Operations Manager](#).  
This topic provides an overview of the Monitoring workspace.  
Your goal is to understand the purpose of the Monitoring workspace.
- **Step 3: Learn about the types of views.**  
See [View Types in Operations Manager](#) and [Standard Views in Operations Manager](#).  
These topics describe the types of views available in Operations Manager and the preconfigured views created when Operations Manager is installed.  
Your goal is to understand the type of information provided in each view.
- **Step 4: Learn about using scope, search, and find.**  
See [Finding Data and Objects in the Operations Manager Consoles](#).  
This topic explains how to use the **Scope**, **Search**, and **Find** tools to locate data and objects.  
Your goal is to understand how to find specific objects and data.
- **Step 5: Learn about My Workspace.**  
See [Using My Workspace in Operations Manager](#).  
This topic describes My Workspace.  
Your goal is to understand how to use My Workspace.

## Level 200

The following topics contain intermediate information that will help you get started monitoring.

- **Step 1: Learn about management group health.**  
See [Monitoring the Health of the Management Group](#).  
This topic describes the **Management Group Health** dashboard view.  
Your goal is to understand how to use the **Management Group Health** dashboard view to monitor the health of the management group.
- **Step 2: Learn about Health Explorer.**  
See [Using Health Explorer in Operations Manager](#) and [Using Health Explorer to Investigate Problems](#).  
These topics describe Health Explorer, an essential tool in Operations Manager for identifying and resolving health state issues.  
Your goal is to understand how to navigate in Health Explorer and how to use Health Explorer to investigate problems.
- **Step 3: Learn about viewing alerts.**

See [Viewing Alert Details](#) and [Examining Properties of Alerts, Rules, and Monitors](#).

These topics describe the type of information you can obtain from an alert.

Your goal is to understand how to identify the source of an alert and locate information to help you resolve the issue that caused the alert.

- **Step 4: Learn about resolving alerts.**

See [Impact of Closing an Alert](#) and [How to Close an Alert Generated by a Monitor](#).

These topics explain what happens when you close an alert and how to close an alert that was generated by a monitor.

Your goal is to understand when and how to close alerts.

- **Step 5: Learn about alert notifications.**

See [How to Subscribe to Notifications from an Alert](#).

This topic explains how to subscribe to an alert notification.

Your goal is to understand how to have notifications of alerts sent to you by phone, text message, or instant message.

## Level 300

The following documents contain advanced information for users in the Operator role.

- **Step 1: Learn about tasks.**

See [Running Tasks in Operations Manager](#).

This topic explains how to run tasks associated with a selected object.

Your goal is to understand how to run a task.

- **Step 2: Learn about creating views.**

See [Creating Views in Operations Manager](#).

This topic explains how to create views. Operators can create views in My Workspace.

Your goal is to understand how to create customized views.

- **Step 3: Learn about running diagnostics and recoveries.**

See [Diagnostic and Recovery Tasks](#).

This topic describes diagnostics and recoveries that can be associated with an alert.

Your goal is to understand how to run diagnostics and recoveries.

- **Step 4: Learn about maintenance mode.**

See [How to Suspend Monitoring Temporarily by Using Maintenance Mode](#).

This topic explains maintenance mode.

Your goal is to understand when and how to use maintenance mode to temporarily stop monitoring a computer.

## Feedback

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