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## Monitoring and Operating a Private Cloud with System Center 2012

Duration: 5 Days Course Code: M10750

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### Overview:

This course describes the various components of System Center and how to deploy, monitor and manage a service and prepackaged applications in to the private cloud as well as automating incident creation, remediation and change requests. This course provides an overview of a private cloud infrastructure, the business and technical drivers behind the implementation, and how System Center 2012 can be used to monitor and operate the private cloud infrastructure. Students will learn how to configure and optimize a new business unit cloud as well as how to deploy pre-packaged applications and create a new service template to deploy a service into the cloud. Students will learn how System Center Operations Manager is used to monitor the various services that underpin the private cloud and will gain a deep insight into the Application Performance Monitoring (APM) feature of Operations Manager to monitor the performance and availability of an application. Students will learn about the core functionality of Service Manager and learn how to create and manage change requests, incidents, and release records as well as the security model behind Service Manager. Students will also learn about problem management and how to use it within a service management framework using Service Manager. They will perform custom event monitoring in Operations Manager and then use it to identify and route incidents and problems to Service Manager, providing automatic incident creation, remediation and change requests. Students will learn how to provide automated self service provisioning and how to protect and recover the resources in the private cloud. Students will learn how to implement IT Governance, Risk Management, and Compliance (GRC) in a private cloud. They will configure the environment to verify whether key private cloud infrastructure is correctly patched and updated, and will check for compliance across key Service Components and remediate non-compliant items. Students will learn how to provide surfacing service and performance-related data and how to optimize Cloud Resources.

The beta version of this course (10750AB) utilizes pre-release software in the virtual machine for the labs.

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### Target Audience:

This course is intended for Datacenter administrators responsible for monitoring and protecting the private cloud infrastructure and solution architects responsible for designing private cloud architectures and extending existing private cloud solutions. Additionally, this course targets administrators who create service requests. A secondary audience for this course may include datacenter administrators who are responsible for providing provisioning for applications that includes configuring and deploying those applications. In addition, business owners of applications or services, and administrators who implement service requests may be interested in this course. There is another course, Course 10751A, Private Cloud Configuration and Deployment with System Center 2012, that specifically targets this secondary audience.

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### Objectives:

- Configure Data Center Process Automation
  - Implement workflows
  - Implement service offerings
  - Deploy Resource Monitoring
  - Deploy end-to-end monitoring
  - Configure end-to-end monitoring
  - Create monitoring reports and dashboards
  - Monitor Resources
  - Monitor Network Devices
  - Monitor Servers
  - Monitor the virtualization layer
  - Monitor application health
  - Configure and Maintain Service Manager
  - Implement service level management
  - Manage problems and incidents
  - Manage cloud resources
  - Manage Configuration and Protection
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### Prerequisites:

- Windows Server 2008 R2 experience
- Active Directory Domain Services (AD DS) knowledge
- Networking experience
- Working knowledge of previous versions of System Center

### Testing and Certification

- This course helps candidates prepare for Exam 70-246 Monitoring and Operating a Private Cloud with System Center 2012.

- products
- Knowledge of configuration of Microsoft SharePoint
- Hyper-V knowledge
- Knowledge of data center management processes
- SAN Knowledge

## Content:

### **Module 1: Introduction to the Private Cloud**

- Overview of the Cloud Computing Model
- Requirements for the Private Cloud
- Operating a Private Cloud Infrastructure with System Center
- Verifying the Health of the Private Cloud Infrastructure
- Verifying the Health and Configuration of System Center
- Verifying the Compliance of the Private Cloud Infrastructure

### **Module 2: Configuring and Optimizing Business Unit Clouds**

- Overview of System Center Virtual Machine Manager
- Managing a Virtual Environment with Virtual Machine Manager
- Creating Business Unit Clouds

### **Module 3: Deploying Cloud Services**

- Overview of Service Templates
- VMM Machine Profiles
- Configuring SQL Server Profiles
- Configuring Application Profiles
- Overview of Web Deploy Packages
- Overview of Server App-V
- Overview of Data Tier Application Packages

### **Module 4: Monitoring Private Cloud Services**

- Overview of System Center Operations Manager
- Agent Deployment in Operations Manager
- Configuring Custom Monitoring
- Monitoring the Network Infrastructure
- Monitoring Distributed Applications

### **Module 5: Configuring Application Performance Monitoring**

- Application Performance Monitoring
- Advanced Monitoring in Application Performance Monitoring
- Viewing Application Performance in Operations Manager

### **Module 6: Operating and Extending Service Management in the Cloud**

- Overview of Service Manager
- Configuring Security and User Roles
- Configuring Work Items
- Configuring Incident Queues
- Configuring Service Offerings

### **Module 7: Problem Management in the Cloud**

- Overview of Problem Management
- Creating Custom Rules

### **Module 8: Automatic Incident Creation, Remediation and Change Requests**

- Overview of System Center Orchestrator 2012
- Integrating Orchestrator with Operations Manager and Service Manager

### **Module 9: Automating Self Service Provisioning**

- Installing and Configuring the System Center Cloud Services Process Pack
- Cloud Services Configuration Items
- Cloud Services Request Items

### **Module 10: Private Cloud Protection and Recovery**

- Protecting Data in the Private Cloud
- Recovering Data in the Private Cloud

### **Module 11: Configuring Compliance in the Cloud**

- Implementing IT Governance, Risk Management, and Compliance (GRC)
- Implementing Software Update Compliance

### **Module 12: Configuring SLAs, Dashboards and Widgets**

- Understanding Service Level Tracking in Operations Manager
- Configuring and Deploying Widgets and Dashboards in Operations Manager
- Publishing Real-Time State with Microsoft Visio
- PerformancePoint Overview
- Configuring Service Manager Analytics
- Viewing Data with Excel

### **Module 13: Optimizing Cloud Resources**

- Updating Management Packs through the Catalog
- Configuring Operations Manager Groom Setting
- Configuring Service Manager Groom Settings
- Orchestrator Log Overview

## Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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