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## Tivoli's Process Automation Engine 7.5 Fundamentals

**Duration: 4 Days    Course Code: TR711G    Delivery Method: Company Event**

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### Overview:

This course covers elements of Tivoli's process automation engine 7.5 that are common to all products based on the engine. It is the prerequisite for more advanced training on IBM's Service Management products. The course is technical and hands-on in nature. In addition to abstract concepts and use, technical details of the applications and data structures used by IBM Service Management applications are discussed.

### Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

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### Target Audience:

This intermediate course is for implementers, deployment and project teams, system administrators, database administrators, and consultants who are new to Tivoli's process automation engine and will be using IBM Service Management products.

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### Objectives:

- List the components of Tivoli's process automation engine
  - Create the foundation data required for Tivoli's process automation engine applications
  - Use work management
  - Report on Tivoli's Process Automation Engine data
  - Customize the engine database configuration and applications
  - Automate IBM Service Management applications using workflows
  - Use the Integration Framework to import and export data
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### Prerequisites:

There are no prerequisites for this course.

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## Content:

### Tivoli Process Automation Engine overview

- Lesson 1: Overview
- Lesson 2: The IBM Service Management products
- Lesson 3: Basic navigation
- Lesson 4: Start Centers

### Components and architecture

- Lesson 1: Architecture and engine components
- Lesson 2: Engine Administrative Workstation directory structure
- Lesson 3: System properties

### Foundation Data

- Lesson 1: Engine financial configuration
- Lesson 2: Sites, locations, and systems
- Lesson 3: Classifications

### Security

- Lesson 1: System security configuration
- Lesson 2: Groups and system privileges
- Lesson 3: People, users, labor, and crafts
- Lesson 4: Conditional security

### Database Architecture

- Lesson 1: Database configuration
- Lesson 2: E-Signature and E-Audit

### Work Management

- Lesson 1: Introduction to work management
- Lesson 2: Work orders and job plans
- Lesson 3: Activities, tasks, and automated flow control

### Application Customization

- Lesson 1: Managing domains
- Lesson 2: Application Designer
- Lesson 3: Migration Manager

### Automation

- Lesson 1: Cron tasks
- Lesson 2: Email, communication templates, and the bulletin board
- Lesson 3: Escalations and actions
- Lesson 4: Scripting interfaces

### Workflow

- Lesson 1: Introduction to workflow
- Lesson 2: Workflow administration
- Lesson 3: Workflow design

### Reporting

- Lesson 1: Data analysis overview
- Lesson 2: QBEs, KPIs, and predefined reports
- Lesson 3: Adhoc Reports using QBRs
- Lesson 4: Report administration

### Integration

- Lesson 1: Integration framework overview
- Lesson 2: Integration framework examples

### Troubleshooting

- Lesson 1: Logging and appenders
- Lesson 2: Troubleshooting

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## Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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