

IBM Cloud Pak for AIOps Alerts viewer v4

Duration: 2 Days **Course Code: TN415G** **Delivery Method: Virtual Learning**

Overview:

IBM Cloud Pak for AIOps helps in innovating faster, reducing operational costs, and transforming IT operations (ITOps) across a changing landscape by providing a platform that delivers visibility into performance data and dependencies across environments. Embrace artificial intelligence, machine learning, and automation to help ITOps managers and Site Reliability Engineers (SREs) address incident management and remediation.

This course is intended for help desk personnel and operators who use IBM Cloud Pak for AIOps (v4.5.1) to view, prioritize, and resolve alerts in their IT environment. Alerts viewer helps the operators in viewing the relationship between alerts in terms of time correlation, associated alerts on other devices, and historical patterns. Alerts viewer also helps in viewing the topological context of an alert and how topology changes in a time frame that includes the alert.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

System Administrators, DevOps, Network Operators, Site Reliability Engineers

Objectives:

- After completing this course, you should be able to:
- Describe the functions of the Alerts viewer component of IBM Cloud Pak for AIOps
- View alerts
- Create filtered alert views
- Understand the difference between alerts and incidents
- Know how to use the incident view, identify alert priority and probable root cause
- View alert correlation (temporal, scope-based, or seasonal) and understand the significance of alert groupings
- Use runbooks
- Change the priority of an alert
- Assign an alert to a user or group

Content:

Units:

- Unit 1: IBM Cloud Pak for AIOps overview
- Unit 2: See alerts in the Alerts viewer
- Unit 3: Customize the Alerts viewer
- Unit 4: View related alerts
- Unit 5: Resource management
- Unit 6: Use runbooks

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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