

# HPE Service Health Reporter and Optimizer 9.x Essentials

## Overview

This course provides students with the skills needed to effectively install and deploy the HPE Service Health Reporter (SHR) 9.x and the Service Health Optimizer (SHO) 9.x software products and access and use the reports associated with these products. This course provides a hands-on experience in applying the fundamental and administrative concepts, principles, and methodologies available to manage, edit, and enhance the available SHR reports and to manage the configuration and deployment aspects of this best-in-class performance reporting solution for Business Service Management (BSM) and Operations Manager (OM). This course is recommended for individuals who are responsible for providing business service-driven reporting, cross technology domain reporting, and capacity management reports from BSM. This four-day course is a mixture of lectures and hands-on labs. The hands-on labs use version 9.1 of the software.

## Learning method

You will receive expert instruction from a HPE Service Health Reporter specialist who will present the course using slide presentation and facilitated discussion. At the end of each chapter there will be review questions followed by a hands on exercise to ensure understanding of each lesson. Each student will receive a copy of the HPE Service Health Reporter manual. This manual is used throughout the course and proves a useful reference tool upon completion of the course.

**Duration:** 4 days

## Who will benefit from this course?

- Infrastructure Architect/Analyst (Enterprise Architect, Virtualization Architect).
- Performance Engineer.
- Applications/Services manager.
- IT Operations manager.

## Course prerequisites

- Knowledge of either Business Service Management and/or Operations Manager on which SHR is reporting.
- Knowledge of End User Management (EUM), Business Process Monitor (BPM), Real User Monitor (RUM), Operations Manager i Software (OMi), SiteScope, and Operations Agents is helpful.
- Knowledge of Application Performance Management, Operations Center and Network Management Center is helpful.
- Information Technology Infrastructure Library (ITIL) concepts and terminology.
- System and application monitoring principles and practices.

## What you can expect to gain from this course?

At the end of this course, you will be able to:

- Use SHR to understand the relationship between the availability and performance metrics of the IT environment and their impact on business services
- Use SHR to report cross-infrastructure elements residing in multiple technology domains
- Use the out-of-the-box (OOTB) SHR reporting content packs
- Access SHR reports
- Leverage the Performance Management Database (PMDB) data using the Run-Time Service Model (RTSM) topology database

- Describe the role and intent for each of the SHR components
- Manage SHR operations and reports
- Administer SHR, add users, and generate reports
- Install and configure the SHR components
- Troubleshoot SHR.

## Course Content

### Module 1: Course Overview

- Course objectives
- Administrative information
- Participant introductions
- Class logistics
- Schedule
- HPE Virtual Room basics
- Classroom virtual machines
- Lab environment
- Information about eBooks

### Module 2: SHR Introduction to Service Intelligence

- Identify the challenges of managing today's dynamic and virtualized environment
- Explore HPE's Solution Service Intelligence (SI)
- Identify the components of SI:
  - Service Health Analyzer (SHA)
  - Service Health Reporter (SHR)
  - Service Level Management (SLM)
  - Virtual Performance Viewer (vPV)

### Module 3: SHR Overview

- Explain basic SHR concepts
- Identify the components of SHR
- Identify the reports available in SHR
- Accessing and reading the available documentation about SHR
- View a demonstration of SHR and its operations

### Module 4: SHR Content Packs

- Describe SHR content packs
- Explore the content packs available for SHR v9.30

### Module 5: Reports for Business Service Management

- Discuss the Real User Monitor (RUM) content pack
- Discuss the Business Process Monitor (BPM) content pack
- Discuss the Service Health content pack

### Module 6: Reports for Infrastructure Management

- Describe the System and Virtualization Management content pack
- Describe the VMware vCenter content pack
- Describe the Operations Manager i content pack
- Describe the Operations Manager content pack
- Describe the Network Performance content pack

### **Module 7: Reports for Infrastructure Management – Enterprise Application Management**

- Describe the Oracle database content pack
- Describe the MS SQL server database content pack
- Describe the Application server content pack
- Describe the Microsoft Active Directory content pack
- Describe the Microsoft Exchange server content pack

### **Module 8: SHR Architecture**

- Describe the SHR architecture, which allows for data collection, data summarization processing, data management, and reporting
- List deployment scenarios for SHR
- Explain content packs and the core packs

### **Module 9: Monitoring Data Flow**

- Monitor the collection framework
- Model the data flows in SHR
- Monitor the data flow in SHR
- Manually run ABC CLI commands

### **Module 10: SHR Technology**

- Describe security enhancements to SHR
- Describe the RTSM database as a topology source
- Explain the SAP Business Object (BO) technology as the primary interface for Service Intelligence
- Use the Sybase IQ database application to manage the Performance Management Database (PMDB)

### **Module 11: Installing, Configuring, and Deploying SHR**

- Identify SHR hardware prerequisites
- Install Sybase IQ and SHR
- Work with post-install configurations
- Implement licensing
- Install content packs
- Configure and deploy SHR

### **Module 12: SHR Remote Collector Installation and Configuration**

- Describe SHR Remote Collectors
- Install and configure SHR Remote Collectors
- Describe the data flow processing of SHR Remote Collectors
- Troubleshoot the installation and configuration of SHR Remote Collectors

### **Module 13: SHR Sizing and Tuning for Performance**

- Size an SHR database for installation
- Tune SHR collectors
- Tune Sybase IQ for performance
- Use the troubleshooting tool

### **Module 14: Administration and Monitoring**

- Administer SHR in terms of SHR services, data processing, and database management
- Monitor SHR



### **Module 15: SHR Users and Reports**

- Make simple report customizations
- Creating SHR users in Business Objects (BO)
- Creating report output
- Scheduling report generation
- Set up BSM integration to MyBSM

### **Module 16: Disaster Recovery and High Availability for SHR**

- Set up backups for SHR
- Understand how to recover a backup in case of a system failure
- Configure SHR to operate in a Veritas environment

### **Module 17: Troubleshooting SHR**

- List key SHR CLI commands
- Troubleshoot SHR log files and adjust logging options
- Describe troubleshooting SHR

### **Module 18: I Upgrading SHR and Migrating OVPI to SHR**

- Upgrading SHR to the next release
- Apply the concepts of how to migrate OVPI to SHR tasks

## **Related Courses**

- BSM120 – Application Performance Management 9.x Essentials