



Workshop **IT Monitoring**

Elevate your IT Management

IT services, applications and servers are crucial factors for the success of a company. And the best way to secure the maximum availability of your IT system is to use IT monitoring solutions.

Are you interested in IT monitoring? Are you looking for an approach that will ideally cover all your needs? Do you need a person at your side with a great deal of experience and the right skill-set? Do you need a partner to undertake implementation? Or just someone who can analyse your processes in the areas of Incident and Problem Management so that support structures can be optimized?

An IT monitoring solution consists of more than a product. A series of adaptations, integrations, documentations and well-defined processes characterise such a solution. The quality of these processes decides how reliable the IT monitoring actually is and how effective it is in operation. The availability needed in an IT system determines which requirements have to be fulfilled within an agreed period of time. IT monitoring defines the processes, which secure the maximum availability of systems without limiting the core business.

One IT monitoring product alone is not enough even if you adhere to best practices and go by the book. The processes involved in error processing, change management and service level agreements have to be designed in such a way that a systematic and sustainable effect can be achieved in IT monitoring. The aim is to attain a comprehensive and pragmatic concept which considers all aspects of the technology of the business, from the recognition to the elimination of an error. It is then and only then that you have an IT monitoring solution which is worthy of such a name.

Our workshop offers you a comprehensive overview of current approaches, initiatives and products in the area of IT monitoring. We are here to answer questions you may have: What is important during the implementation process and how can the product be integrated into your IT strategy. We can even just concentrate on your individual situation and how the IT monitoring solution can be integrated into your existing error management process, if you so wish. Benefit from our experienced tutors and their expert knowledge in our workshop. They are standing by to assist you with any problems or issues you may have.

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Highlights:

- ▼ Product Consulting
- ▼ Support on evaluation and migration
- ▼ Individual, tailor-made topics
- ▼ First hand practical experience
- ▼ The possibilities and limitations of IT monitoring
- ▼ Integration in an existing error management system
- ▼ Compatibility with your IT strategy
- ▼ Analysis of processes on site
- ▼ Best practice vs. individual processes
- ▼ Gaining of compact knowledge in 1 to 3 days
- ▼ Reasonable daily rates
- ▼ Workshops on site at your company

Example Workshops:

- ▼ Basics in IT monitoring
- ▼ Policy types and developments
- ▼ Continual improvement of alerts
- ▼ Naming conventions and release management
- ▼ Overview and configuration of HPOM
- ▼ Basic and advanced HPOM training
- ▼ HPOM Delta v8 vs. v9
- ▼ Implementation

If you would like to know more about our Blue Elephant Systems IT monitoring workshop or make an appointment, give us a call on + 49 711 400 425 25.

About Blue Elephant Systems

Blue Elephant Systems GmbH is a specialist in IT monitoring solutions and the development of innovative IT management solutions. As a partner for projects in all industry sectors, Blue Elephant Systems has extensive experience and long standing relationships with major companies. Alongside enterprise tools in the field of IT monitoring, the company develops and runs IT monitoring and IT management training workshops on behalf of Hewlett-Packard. Over 100 companies of the Fortune Global 500 list rely on the expertise and the consulting, support and migration services of Blue Elephant Systems.

The MIDAS Product Family (Management Instrumentation, Documentation and Automation System) expands the configuration and usage for HP Operations Managers (HPOM) with a user-friendly and intuitive interface, which unifies all the functions of a modern IT monitoring solution in one GUI. Add-ons complete this approach by offering up-to-date infrastructure information, analyzing end-to-end message reports and to monitor heterogeneous enterprise environments with a platform-independent technology.

Blue Elephant Systems GmbH is registered as a limited liability company (LLC) and is located in Stuttgart, Germany. The U.S. subsidiary, Blue Elephant Systems Inc., is in Tuscaloosa, Alabama.