

# BSM120 - Application Performance Management 9.x Essentials

**Duration:** 40.00 hours (5 days)

**32.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

This entry-level, instructor-led classroom training offers technical personnel, who are new to HP Business Service Management (BSM) 9.0 9.21, the opportunity to develop hands-on experience in applying the fundamental concepts, principles

## About This Course

This entry-level, instructor-led classroom training offers technical personnel, who are new to HP Business Service Management (BSM) 9.0 9.21, the opportunity to develop hands-on experience in applying the fundamental concepts, principles

## Who Should Attend

New users of BSM 9.0 -- 9.2,including: IT Tools engineers' Database administrators' System administrators' Network administrators' Operations managers' Availability engineers

# Learning Outcomes

---

## **Upon successful completion of this course, participants will be able to:**

After completing this course, you should be able to:

- Identify HP Business Service Management (BSM) deployment scenarios
- Monitor application performance and availability from the end user perspective
- Integrate HP SiteScope with the BSM environment
- Monitor the real-time status of Key Performance Indicators (KPIs), view performance metrics, and work with reports containing historical performance data
- Configure and work with an IT model to build a topology of your system, populate the model with configuration items (CIs) and relationships, and use the model to measure and manage critical business processes
- Create and analyze reports that present and organize specific data your organization might need
- Create and manage service level agreements (SLAs) representing your department contracts with service providers, customers, and internal business units
- Perform administrative tasks to enable user access, configure licenses, and enhance system performance
- Work with the following applications: End User Management (EUM), Business Process Monitor (BPM), SiteScope/System Availability Manager (SAM), Run-Time Service Model (RTSM), BSM applications ServiceHealth (SH), MyBSM, Service Level Management (SLM).

## Additional Course Details

---

Nexus Humans BSM120 - Application Performance Management 9.x Essentials training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the BSM120 - Application Performance Management 9.x Essentials course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

---

## **Q: What delivery options are available for BSM120 - Application Performance Management 9.x Essentials?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
- 

## **Q: How many CPD hours does this course provide?**

The 5-day BSM120 - Application Performance Management 9.x Essentials course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

---

## **Q: What is the duration of the BSM120 - Application Performance Management 9.x Essentials training?**

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

---

## **Q: Do you provide corporate training for BSM120 - Application Performance Management 9.x Essentials?**

Yes, we provide corporate training, dedicated training, and closed classes for BSM120 - Application Performance Management 9.x Essentials. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

---

## Q: Why choose Nexus Human for BSM120 - Application Performance Management 9.x Essentials?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

---

## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your BSM120 - Application Performance Management 9.x Essentials training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

 Email: [info@nexushuman.com](mailto:info@nexushuman.com)

 Website: [www.nexushuman.com](http://www.nexushuman.com)

 Phone: +353 1 XXX XXXX (Ireland) | +44 20 XXXX XXXX (UK)