

# HPE OpsRamp, Rev. 24.31

## Course description

This 3-day course teaches you the fundamentals of the OpsRamp IT Operations Management (ITOM) application. You will learn the OpsRamp deployment architecture, design considerations, capabilities and features, process automation, patch management, dashboards, and event correlation. Learn how OpsRamp uses big data and machine learning to help customers automate monitoring, event management, and incident remediation. Hands-on labs and activities will guide you through resource monitoring and management across business units and locations.

## Ideal candidate for this course

The typical candidate should have at least 1–3 years in IT operations and direct experience with multiple Information technology operations (ITOps) tools. The candidate will be responsible for setting up, configuring, and administering OpsRamp to monitor an IT landscape.

Course ID	0001208124
Course format, Typical duration	<b>Select one:</b> VILT – Virtual Instructor Led, 3 days ILT – Instructor Led, 3 days
Skill level	Foundational (FND)
Delivery languages	English
Lab required	Yes
Related certifications	<ul style="list-style-type: none"><li>• <a href="#">HPE ASE – Compute Solutions</a></li><li>• <a href="#">HPE ASE – Storage Solutions</a></li><li>• <a href="#">HPE Product Certified – HPE OpsRamp</a></li></ul>
In preparation for these exams	Selected items from this course are included in these exams: <ul style="list-style-type: none"><li>• <a href="#">HPE OpsRamp</a></li></ul>

### Register for this course.

Find this course offering in the Training calendar. Click “Register” to take the course in The Learning Center. Login and Password required.

## Topics

- **OpsRamp IT Operations Management (ITOM) application**
  - What is OpsRamp
  - Key capabilities
  - Hybrid discovery & monitoring
  - Event & incident management
  - Remediation & automation
  - Architecture and components
- **Managing users**
  - Authentication: Native, Single Sign-On (SSO) and Multi-Factor Authentication (MFA)
  - Access control: RBAC overview: permission sets, establishing roles, and assigning roles to users and user groups
- **Onboard and manage devices**
  - Onboarding workflow: connectivity, discovery, monitoring and management
  - Reference network diagram
  - Connectivity for public cloud resources: public cloud APIs, integrations and supported services
  - Using a OpsRamp gateway to onboard devices
  - What is a gateway and for which devices do you use it
  - Overview of gateway-based device discovery and management
  - Setting up a gateway
  - Discovering agentless devices with a gateway
  - Establishing credentials to support agentless device monitoring (SSH and SNMP)
  - Defining discovery profiles for agentless-devices
  - Managing the discovered resources
- **Manage devices using device management policies**
  - Device management policy definition
  - Defining device management policies
  - Resource filters

Actions (overview of actions with an explanation that some actions will be covered in more detail later)

Understanding ongoing automation with discovery profiles + device management profiles

Remote access and audit functions

Binding credentials to a resource to support remote access and audits

Automate patch management

Setting up patch feeds

Finding missing patches

Creating patch configurations

- **Monitor resources and device metrics**

Visualize topologies

Network topology discovery

Example topologies

Monitor with service maps

Service map definition and use case

Service map creation workflow

Creating a base service node and sub-nodes

Adding resource nodes (manually by rules)

Checking monitoring for key metrics

- **Network and Service Maps**

Visualize topologies

Network topology discovery

Example topologies

Monitor with service maps

Service map definition and use case

Service map creation workflow

Creating a base service node and sub-nodes

Adding resource nodes (manually by rules)

Checking monitoring for key metrics

- **Events and Alerts**

Overview of the alert to resolution pipeline

Viewing Manage alert prediction

Manage event ingestion, prediction and correlation

- **Service Desk and Integrations**

Service Desk definition

Use cases for service desk (change management, incident management, etc.)

Configuring Service Desk settings

ITSM integrations

Integrations architecture

- **Dashboards and Reports**

Client-level versus partner-level dashboards

Customizing dashboards with widgets

Dashboards: PromQL and Visualizations

## Objectives

After you successfully complete this course, expect to be able to:

- Describe the OpsRamp IT Operations Management (ITOM) application.
- Learn to manage users.
- Understand onboarding and managed devices.
- Start to manage devices using device management policies.
- Understand monitoring resources and device metrics.
- Create Network and Service Maps.
- Manage Events and Alerts.
- Use OpsRamp Service Desk and Integrations.
- Manage Dashboards and Reports

## How to register

Click on this link to register for this course: <https://certification-learning.hpe.com/tr/TrainingCalendar?excludePartners=false&CourseId=0001208124>

## Policies, fees and cancellations

Course fees may vary. Fees are established and collected by the training center that delivers the course. Cancellation fees may apply. Contact your HPE Authorized Training Partner for their respective policies.

## For more information

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