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Tivoli Process Automation Engine 7.5 Fundamentals  
Information

**Length:** 40.0 Hours  
**Ref:** TOS25G-X  
**Delivery method:** Self-paced Virtual Training  
**Price:** USD

No sessions available.  
Overview

**THIS IS A SELF-PACED VIRTUAL CLASS. AFTER YOU REGISTER, YOU HAVE 30 DAYS TO COMPLETE THE COURSE.**

Before you enroll, review the system requirements to ensure that your system meets the minimum requirements for this course. AFTER YOU ARE ENROLLED IN THIS COURSE, YOU WILL NOT BE ABLE TO CANCEL YOUR ENROLLMENT. You are billed for the course when you submit the enrollment form.

After you receive confirmation that you are enrolled, you will be sent further instructions to access your course material and remote labs. A confirmation email will contain your online link, your ID and password, and additional instructions for starting the course.

You can start the course at any time within 12 months of enrolling for the course. After you register/start the course, you have 30 days to complete your course. Within this 30 days, the self-paced format gives you the opportunity to complete the course at your convenience, at any location, and at your own pace. The course is available 24 hours a day.

If the course requires a remote lab system, the lab system access is allocated on a first-come, first-served basis. When you are not using the elab system, ensure that you suspend your elab to maximize your hours available to use the elab system. This course covers elements of Tivoli's process automation engine 7.5 that are common to all products based on the engine. It is the prerequisite for more advanced training on IBM's Service Mangement products.

The course is technical and includes hands-on labs. In addition to abstract concepts and use, technical details of the applications and data structures used by IBM Service Management applications are explained.

**NO EXTENSIONS FOR THIS COURSE WILL BE GRANTED.**

If you are enrolling in a Self Paced Virtual Classroom or Web Based Training course, before you enroll,

please review the **Self-Paced Virtual Classes and Web-Based Training Classes** on our Terms and Conditions page, as well as the system requirements, to ensure that your system meets the minimum requirements for this course.

<http://www.ibm.com/training/terms>

Public

This intermediate course is for implementers, deployment and project teams, system administrators, database administrators, and consultants who are new to Tivoli's process automation engine and will be using IBM Service Management products.

Prerequisites

There are no prerequisites for this course.

Objective

- List the components of Tivoli's process automation engine
- Create the foundation data required for Tivoli's process automation engine applications
- Use work management
- Report on Tivoli's Process Automation Engine data
- Customize the engine database configuration and applications
- Automate IBM Service Management applications using workflows
- Use the Integration Framework to import and export data

Topics

**Tivoli Process Automation Engine overview**

- Lesson 1: Overview
- Lesson 2: The IBM Service Management products
- Lesson 3: Basic navigation
- Lesson 4: Start Centers

**Components and architecture**

- Lesson 1: Architecture and engine components
- Lesson 2: Engine Administrative Workstation directory structure
- Lesson 3: System properties

**Foundation Data**

- Lesson 1: Engine financial configuration

- Lesson 2: Sites, locations, and systems
- Lesson 3: Classifications

## **Security**

- Lesson 1: System security configuration
- Lesson 2: Groups and system privileges
- Lesson 3: People, users, labor, and crafts
- Lesson 4: Conditional security

## **Database Architecture**

- Lesson 1: Database configuration
- Lesson 2: E-Signature and E-Audit

## **Work Management**

- Lesson 1: Introduction to work management
- Lesson 2: Work orders and job plans
- Lesson 3: Activities, tasks, and automated flow control

## **Application Customization**

- Lesson 1: Managing domains
- Lesson 2: Application Designer
- Lesson 3: Migration Manager

## **Automation**

- Lesson 1: Cron tasks
- Lesson 2: Email, communication templates, and the bulletin board
- Lesson 3: Escalations and actions
- Lesson 4: Scripting interfaces

## **Workflow**

- Lesson 1: Introduction to workflow
- Lesson 2: Workflow administration
- Lesson 3: Workflow design

## **Reporting**

- Lesson 1: Data analysis overview
- Lesson 2: QBEs, KPIs, and predefined reports

- Lesson 3: Adhoc Reports using QBRs
- Lesson 4: Report administration

## **Integration**

- Lesson 1: Integration framework overview
- Lesson 2: Integration framework examples

## **Troubleshooting**

- Lesson 1: Logging and appenders
- Lesson 2: Troubleshooting