

High-Touch Delivery Learning Services

Cisco Unified Operations Manager and Service Monitor (CUOM-SM)



The Cisco® Unified Operations Manager and Service Monitor Version 8 course teaches students how to effectively use the Cisco Unified Communications Management products, Cisco Unified Operations Manager, Cisco Unified Service Monitor, and Cisco 1040 Sensors, to manage unified communications.

The focus of the course is to provide knowledge about and practice with various Cisco Unified Operations Manager and Service Monitor functions, such as viewing unified communications devices, connectivity, alerts, and events; running diagnostic tests; and monitoring applications, devices, and the service quality of active call streams. Cisco Unified Operations Manager provides contextual diagnostic tools to facilitate trouble isolation and troubleshooting. Cisco Unified Service Monitor provides alerts and reports on service quality by monitoring active call streams. Labs are available to reinforce what is discussed in the lecture.

Duration

Two days.

Target Audience

This course is for network administrators, network operators, and system administrators who need to know how to use the suite of Cisco Unified Communications products in their network environment.

Course Objectives

Upon completion of this course, you should be able to:

- Describe what is meant by the term “unified communications”
- Discuss the network management needs and challenges of unified communications
- Describe the Cisco suite of products for managing Cisco Unified Communications System™
- Understand the various service quality metrics and terminology for unified communications
- Effectively use Cisco Unified Operations Manager to:
 - Monitor, diagnose, and troubleshoot Cisco Unified Communications deployments based on Cisco Unified Communications Manager or Cisco Unified Communications Manager Express
 - View IP phones, devices, and logical and physical connectivity
 - View alerts and events on the managed devices and run diagnostic procedures
 - View service quality alerts and run diagnostic procedures
 - Run diagnostic tests and reports on applications, network devices, and phones
 - Automatically notify personnel of alerts and events
 - Evaluate deployments and service provisioning with batch testing
- Effectively use Cisco Unified Service Monitor to:
 - Manage and configure Cisco 1040 Sensors
 - Collect and analyze voice-quality measurements through a combination of Cisco Voice Transmission Quality (VTQ) metrics from Cisco IP phones, Cisco 1040 sensors, and Network Analysis Modules version 4.0 and above
 - Alert network support personnel to poor service quality conditions

Course Prerequisites

The following are the prerequisites for this course:

- Understanding of network management concepts (Simple Network Management Protocol [SNMP], MIBs, and so on)
- Internet web browser usability
- TCP/IP networking
- Basic Cisco router and switch configuration (including Switched Port Analyzer [SPAN] ports and IP service-level agreements [SLAs])
- Basic understanding of Cisco Unified Communications architecture
- Basic Cisco Unified Communications Manager and Cisco Unity® configuration principles
- Windows system administration

Course Outline

- Introduction
 - Lesson 1: What Is Unified Communications?
 - Lesson 2: Managing Unified Communications
 - Lesson 3: Cisco Unified Communications Management Suite
- Using Cisco Unified Operations Manager Version 8
 - Lesson 1: Getting Started
 - Lesson 2: Device Management
 - Lesson 3: Fault Monitor and Diagnostic Views
 - Lesson 4: Diagnostic Tests
 - Lesson 5: Reports
 - Lesson 6: Notification Services
 - Lesson 7: Fine-Tuning of Polling and Threshold Settings
- Using Cisco Unified Service Monitor Version 8
 - Lesson 1: Overview
 - Lesson 2: Getting Started
 - Lesson 3: Reports
- System Administration (Cisco Unified Operations Manager and Service Monitor Version 8)
 - Lesson 1: Planning for Deployment
 - Lesson 2: Integration with Other Applications
 - Lesson 3: System Settings

Lab Outline

The lab outline is as follows:

- Lab 1: Getting Started
- Lab 2a: Preparing Operations Manager for Initial Use
- Lab 2b: User-Defined Device Groups
- Lab 3: Operations Manager Portlet Views
- Lab 4: Diagnostic Tests
- Lab 5: Reports
- Lab 7: Notification Services
- Lab 7: Custom Polling and Threshold Settings
- Lab 8: Managing Call Quality

High-Touch Delivery Learning Services

Registration Information

For more information about schedules and registration for this course, contact:

aeskt_registration@cisco.com.

For More Information

For more information on High-Touch Delivery Learning Services for Cisco classic products and technologies, visit: www.cisco.com/go/ase.

For information on Cisco TelePresence® training, visit: www.telepresenceu.com/.

For information on broadband video training for service providers, visit: www.cisco.com/go/spvtraining.



Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 0689 12
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.



©2011 Cisco systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCI, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFase, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, IQ Expertise, the IQ logo, IQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0701R)