

## Getting to Know up.time

### OVERVIEW & BENEFITS

Learn how to get the most out of up.time each and every day. This webinar is focused on introducing new users to up.time and how it can help them solve their day to day IT service monitoring challenges. Users will be guided through the daily use of up.time from start to finish with a specific focus on practical examples of challenges up.time can help users address.

Attendees will also gain a functional knowledge of up.time extension and integration points as well as how their administrators can adapt up.time to their specific needs.

### COURSE OBJECTIVES

- Understand the basics of up.time as well as up.time's infrastructure & customization options.
- Effectively use My Portal, My Enterprise and up.time Dashboards.
- Identify server and service performance bottlenecks using up.time graphs and reports.
- Use up.time reports for management reporting of capacity and application availability.
- Understand service monitoring, alerting and recovery options that will help reduce overall IT service downtime.

### WHO SHOULD ATTEND?

- IT Helpdesk Operators
- System Administrators
- Capacity Planners
- IT Service or Datacenter Managers

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### Class Summary

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**Delivery:** Online Webinar  
**Duration:** 3 Hours  
**Format:** Private Session  
**Max Students:** 12  
**Course Code:** UT5-EDU-GTKU-R2

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### Course Outline

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**Part 1:** up.time Overview

**Part 2:** Server Monitoring & Root Cause Analysis

**Part 3:** Enterprise Capacity Reporting

**Part 4:** Service Monitoring & Self-Healing

**Part 5:** Application & SLA Reporting

**Part 6:** Virtualization Monitoring & Capacity Management

**Part 7:** Next Steps & Resources