

Cisco Tidal Intelligent Automation Training Service for SAP

This series of on-site courses can accelerate your investment in your Cisco® Tidal Intelligent Automation for SAP solution.



Challenge: Prepare Your Team to Deliver the Optimum Results More Quickly

As the implementation of your intelligent automation project draws to a close, the next critical milestone is formal training for your SAP Basis team. Cisco training courses, specifically structured for the SAP environment, will make sure that your professionals are prepared and confident to operate your intelligent automation solution and deliver a swift return on your investment.

Solution: Tidal Intelligent Automation Training Service for SAP

Cisco product experts conduct all training courses onsite at your facility. Our instructors have deep domain expertise in Cisco Tidal Intelligent Automation and the SAP environment. Students will learn best practices for keeping your intelligent automation platform running at peak efficiency. The courses in this series are:

- Cisco Tidal Intelligent Automation for SAP Fundamentals and Best Practices
- Cisco Tidal Intelligent Automation for SAP Incident Analysis

We recommend taking Cisco Tidal Intelligent Automation for SAP Fundamentals and Best Practices as a prerequisite for Cisco Tidal Intelligent Automation for SAP Incident Analysis.

Typical course attendees include application administrators, operating system administrators, network administrators, security administrators, and operations staff.

Program Elements: Cisco Tidal Intelligent Automation Fundamentals and Best Practices

This one-day interactive course provides a solid foundation for managing your Cisco Tidal Intelligent Automation for SAP environment. The course will cover the primary ITIL® concepts for implementing intelligent automation across the enterprise. It also provides a clear understanding of the object model used to implement Tidal Intelligent Automation and provides the knowledge necessary to develop automated processes and administer and manage the intelligent automation environment. Students will significantly increase their mastery of Cisco Tidal Intelligent Automation for SAP by:

- Learning how to apply ITIL constructs to building Intelligent Automation workflows
- Gaining a detailed knowledge of the core Intelligent Automation engines and related systems
- Learning the constructs for adapters and interconnecting to third-party technologies
- Gaining valuable insights into the underlying object model required to extend the product
- Reviewing the database structure from both an operations and maintenance standpoint
- Learning the basics for successful deployment, administration, and operation of the product

Primary Deliverables

The training service includes in-depth materials that your attendees can refer to long after the training. Each attendee will receive:

- Complete training manual
- Certificate of completion

Program Elements: Cisco Tidal Intelligent Automation for SAP Incident Analysis

This one-day interactive course helps student gain proficiency in administration of the Cisco Tidal Intelligent Automation for SAP content for incident analysis using the Automation Packs for SAP. Students will significantly increase their mastery of Cisco Tidal Intelligent Automation for SAP by:

- Learning how to install, configure, and tune the incident analysis for SAP content within the Cisco Intelligent Automation for SAP environment
- Learning to add and configure the 3-layer connection lines to your SAP landscape
- Understanding how to set and adjust thresholds for the SAP incident analysis content monitors
- Setting the SAP incident notifications for your email, SNMP, or service desk systems
- Running SAP incident-related report content within the Cisco Intelligent Automation for SAP reporting portal
- Understanding the metrics collected by the SAP incident analysis extractors and generating charts and reports
- Understanding the different SAP sources of information used by the Automation Packs for SAP
- Learning how to create additional basic content processes

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Achieving Operational Excellence and Efficiency

Cisco Services provide a dedicated team of consultants that specializes in the design and implementation of innovative scheduling and performance management solutions for the enterprise. In addition to assisting and piloting successful deployments, we provide customers with the resulting best practices of each implementation.

Why Cisco Services?

Realize the full business value of your technology investments more quickly with intelligent, personalized services from Cisco and our partners. Backed by deep technology expertise and a broad ecosystem of partners, we enable you to successfully plan, build, and run your IT infrastructure as a powerful business platform. Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risk, or accelerate growth, we have a service that can help you.

Availability

Cisco Tidal Intelligent Automation Training Service for SAP is a statement of work (SOW)–based service and is widely available. Contact your local Cisco representative for availability in your area.

For More Information

For more information about Cisco Tidal Intelligent Automation Training Service for SAP and other Cisco Tidal products and services, visit http://www.cisco.com/en/US/products/ps11168/serv_home.html.



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