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# 1 Overview

This course on Operations & Maintenance (O&M) takes you through the various Syndigo application Operations & Support basic skills and information required for performing System Administration tasks and managing system monitoring apps and reports. You will also learn about the set of tenant utilization policies and limits that the application offers to ensure the data in an organization is well managed and the infrastructure is not over utilized. This ensures fairness and quality of service.

## 2 Objectives

After successfully completing this course, you should be able to:

- Understand the available System Administration apps.
- Understand the tenant policies, allocations, and limits.
- Understand the system monitoring app and reports.

## 3 Duration

The duration of the course is 149 minutes.

## 4 Agenda

### 4.1 Module 1: O&M: System Administrations Apps – 52 Minutes

- Search Generic Object
  - ELK Stack and Data Flow in Syndigo Enterprise Data Suite
  - Search Floating Data using Search Generic Objects
  - View the Health Status of Various Api Paths using Health Check Services
  - Set Log Levels for Web Modules and Api Requests Using Logger Service
- Application Monitoring
  - View Troubleshooting Reports Using Application Log Viewer
  - View Grafana Application Reports Using System Monitoring
  - Learn Troubleshooting Validation Errors, Syntax Errors, And Graph Processing Error
- Manage SMTP Details in a Tenant
- Email Config Setup

## **4.2 Module 2: O&M: Tenant Policies and Limits – 66 Minutes**

- Overview Of Tenant Policies, Allocations, And Limits
- Types Of Policies
  - Non-Enforced Policy Limits
  - Enforced Policy Limits

## **4.3 Module 3: O&M: System Monitoring – 31 Minutes**

- Overview of System Monitoring App
- Usage of Various Reports Available in a System Monitoring App

## **5 Contact Us**

For any additional information on the available catalog, please write to us at the following address [university@syndigo.com](mailto:university@syndigo.com)