

# Operation & Maintenance

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# 1. Overview

This Operations & Maintenance (O&M) course guides participants through various operational processes, providing essential skills and knowledge for System Administration tasks, Application Monitoring, and Troubleshooting.

It covers the available System Administration apps, tenant utilization policies, and limits within the application to ensure effective data management across an organization, as well as system monitoring practices.

Note that this course is designed with a Tell Me and Show Me learning format to cover all the required theoretical concepts at the advanced level and the Try Me formats cover the various business use cases.

# 2. Objectives

By the end of this course, you will 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 course duration is 216 minutes.

# 4. Agenda

## 4.1. Course 1: Operation & Maintenance – 213 Minutes

### System Administrations Apps

- Search Generic Object
- ELK Stack and Data Flow
- 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

## Tenant Policies and Limits

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

## System Monitoring

- 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 [university@syndigo.com](mailto:university@syndigo.com)