

# CA Performance Management r2.0: Multi-Tenancy 300



## PRODUCT RELEASE

CA Performance Management  
r2.0

## COURSE TYPE, DURATION & COURSE CODE

- Instructor-led Training (ILT)  
Virtual Learning (VL)
- One (1) Day
- Course Code: 44IMT30031

## PREREQUISITES

- CA Performance Management  
r2.0: Foundations 200  
Course Code 44IMT20081
- Three (3) Days ILT/VL

## WHO SHOULD ATTEND

- System Administrator
- Business Analyst
- Implementation Consultant
- Tenant Account Administrator

## Course Overview

IT interruptions often cause business delays that can be detrimental to your productivity, quality of service, and bottom line. CA Performance Management is designed to help you manage the performance and availability of your service delivery infrastructure more efficiently—whether physical, virtual, or cloud based.

You can leverage the multi-tenancy capabilities of CA Performance Management to tailor levels of service and track resource consumption on a tenant-by-tenant basis. This enables you to offer multiple pricing tiers and reduce the cost of obtaining tenant-specific data. Through hands-on lab exercises, you will configure a multi-tenant deployment using CA Performance Center, tenant-aware monitoring, and service tiers for tenants.

## What You Will Learn

- Configure tenants and tenant users in CA Performance Management to monitor distinct networks and systems from a single instance of CA Performance Center.
- Leverage the multi-tenancy capabilities of CA Performance Management to tailor service levels and track resource consumption on a tenant-by-tenant basis.
- Integrate your legacy CA Technologies products into CA Performance Management.
- Offer multiple pricing tiers and reduce the cost of obtaining tenant-specific data.

## For Managers

Reducing the time it takes to find network and system issues and remediating these issues quickly is paramount. You can meet this challenge using CA Performance Management, which enables you to proactively manage the overall performance and availability of your enterprise IT infrastructure to improve service quality, boost efficiency, and reduce costs.

In this class, your IT staff will tailor levels of service and track resource consumption on a tenant-by-tenant basis, which enables you to offer multiple pricing tiers and reduce the cost of obtaining tenant-specific data.

## RECOMMENDED NEXT COURSES

- CA Performance Management r2.0: Self-Certification 300  
Course Code 44IMT30011  
One (1) Day

## Course Agenda

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| <b>Module 1 – Describe Multi-Tenancy</b> <ul style="list-style-type: none"> <li>Identify the Features of Multi-Tenancy</li> <li>Identify Your Multi-Tenancy Requirements</li> </ul>   | <b>Module 2 – Configure a Multi-Tenant Deployment Using CA Performance Center</b> <ul style="list-style-type: none"> <li>Describe Multi-Tenancy in CA Performance Center</li> <li>Configure Tenants</li> <li>Configure Roles and Users</li> </ul> |
| <b>Module 3 – Configure Tenant-aware Monitoring</b> <ul style="list-style-type: none"> <li>Configure Tenant-aware Device Discovery for the Shared Collection Model and the Dedicated Collection Model</li> <li>Identify Considerations for Tenant-aware Monitoring for Non-DA Data Sources</li> </ul> | <b>Module 4 – Configure Service Tiers for Tenants</b> <ul style="list-style-type: none"> <li>Configure Tenant-aware Monitoring Using Service Tiers</li> </ul>   |
| <b>Module 5 – Describe Troubleshooting Tips</b> <ul style="list-style-type: none"> <li>Identify Key Multi-tenancy Debugging Techniques</li> </ul>   |   |

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