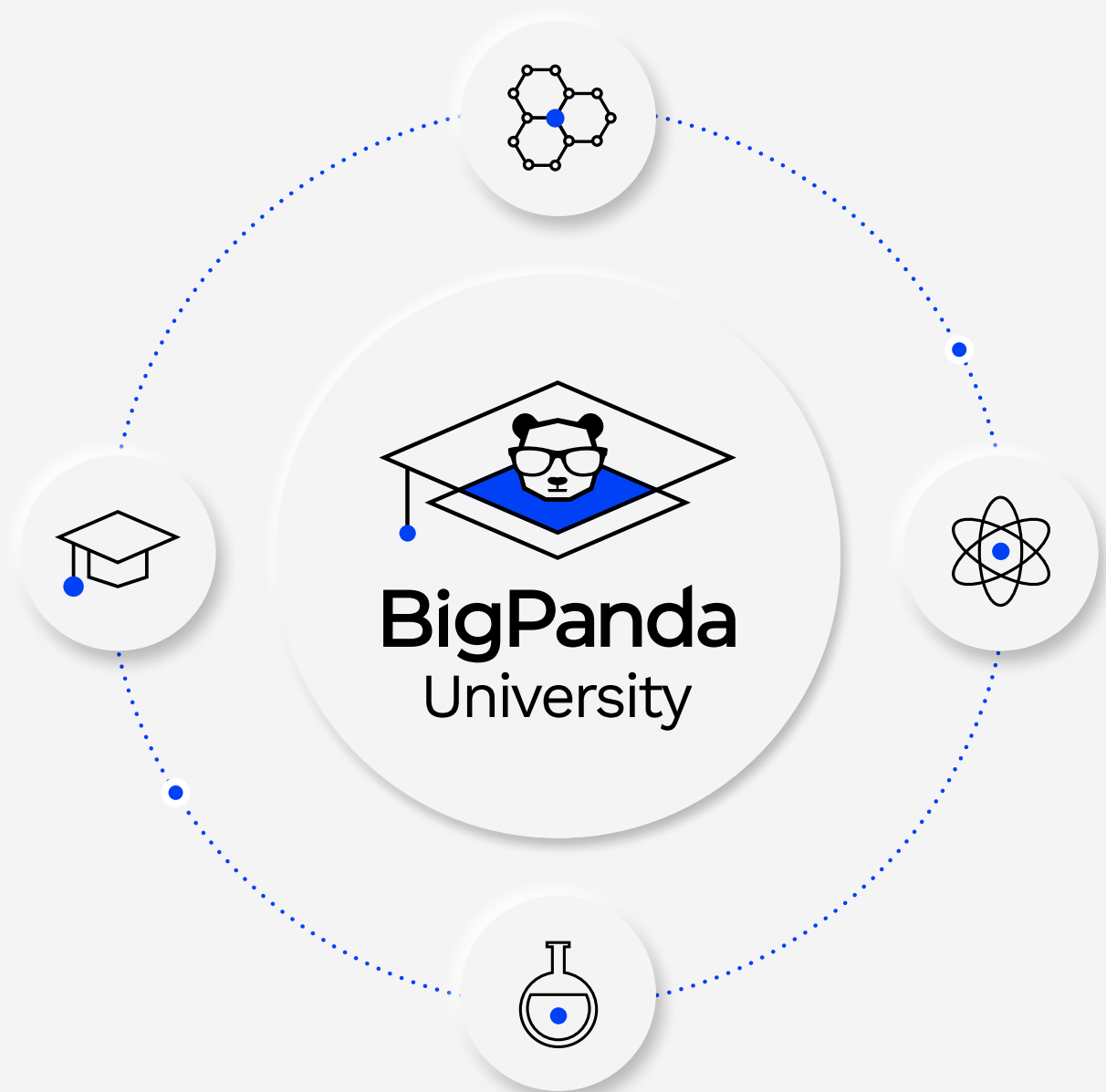


# BigPanda University

## Prospectus





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Welcome!

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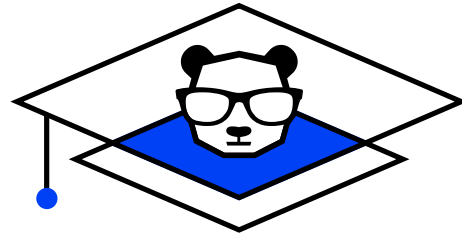
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# BigPanda University

## Welcome to BigPanda University: Elevate Your IT Operations!

Are you seeking to elevate your IT operations and harness the full potential of BigPanda's AIOps platform? Look no further. BigPanda University is your gateway to mastering AIOps. Our dynamic online learning platform is thoughtfully crafted to empower professionals like you with comprehensive training and certification opportunities.

### Why Choose BigPanda University?

- **Flexible Learning:** Our courses are meticulously designed for asynchronous learning, giving you the freedom to acquire knowledge at your own pace and convenience. Whether you're a seasoned IT expert or just starting, our courses cater to all skill levels.
- **Unparalleled Expertise:** BigPanda University is backed by a team of industry experts with deep knowledge of AIOps and IT operations. Learn from the best to become the best.



## What Will You Learn?

Our curriculum covers a vast spectrum of essential topics, including but not limited to:

- Mastering the BigPanda AIOps platform to enhance incident management.
- Proficiently identifying and troubleshooting root causes of incidents.
- Automating critical IT operations tasks to boost efficiency.
- Harnessing data analytics to make informed, data-driven decisions.
- And so much more!

## Certifications and Recognition:

BigPanda University proudly offers the exclusive, officially recognized BigPanda certifications. These certifications are your badge of excellence, validating your expertise in AIOps.



This icon means you can earn an industry-recognized Credly badge for completing this course.

## Get Started Today



Embark on your journey to IT mastery by visiting our official website at [bigpanda.io/bigpanda-university](https://bigpanda.io/bigpanda-university). We're excited to have you join us in our commitment to advancing IT operations through knowledge and skill development.

Start your transformative learning experience today at BigPanda University, where excellence meets innovation.

Sincerely,

The BigPanda University Team



# Certifications



## BigPanda Operator

Elevate your proficiency in BigPanda console administration through this comprehensive certification course. Cultivate expertise in alert intelligence, incident analysis, root cause exploration, unified analytics, and more. Enhance your incident management prowess and acquire a prestigious certificate, attesting to your adeptness in BigPanda console administration.

Upon successful completion, you'll be officially recognized as a Certified BigPanda Operator, showcasing your mastery of the BigPanda platform.

In order to complete this certification, you must complete the following courses:

AIOps foundations

2 hours

Working from BigPanda

2 hours

Incident tags and automatic incident triage

15 minutes

Unified Analytics for Viewers

20 minutes

Alert intelligence fundamentals | Unit 1

20 minutes

Getting started with incident intelligence | Unit 5

45 minutes



## BigPanda Product Owner

Advance your expertise beyond the Operator level with the BigPanda Product Owner | Associate certificate. This comprehensive course goes beyond the basics, providing deep insights into configuring and managing the BigPanda platform for operators. Covering critical skills including alert intelligence, incident and root cause analysis, unified analytics, incident and alert triage, and BigPanda self service operations (Email Parser and Open Integration Manager), this program equips you with advanced proficiencies.

Upon successful completion, you'll attain the Certified BigPanda Product Owner certificate, signifying your adeptness in efficiently orchestrating the BigPanda console and further optimizing IT operations for your organization.

In order to complete this certification, you must complete the following courses:

AIOps foundations **2 hours**

Working from BigPanda **2 hours**

Incident tags and automatic incident triage **15 minutes**

Alert intelligence fundamentals **3 hours**

Getting started with incident intelligence **4 hours**

BigPanda Self Service: Open Integration Manager and Email Parser **15 minutes**

Mastering Unified Analytics **3 hours**



# Courses



Earn a badge for completing the course.



## Working from BigPanda

Tailored for BigPanda Operators, this comprehensive course elevates your proficiency in uncovering, prioritizing, probing, and rectifying IT incidents through the BigPanda platform. Delve into the intricacies of the incident panel, honing its features, and fine-tune environment setup for efficient incident administration. Gain invaluable perspectives on alert data and typical BigPanda setups, streamlining your approach to managing incidents seamlessly. Join us to enhance your mastery of incident handling within a supportive learning environment.

## Setting Up BigPanda

Acknowledging the intricacies of modern IT environments, our course is meticulously crafted to steer you in configuring our comprehensive event management system according to your organization's distinct prerequisites. Our simplified six-step approach ensures straightforward comprehension and execution, fostering peak efficiency throughout the journey.



## AIOps Foundations

Embarking on our journey, we'll unravel the true essence of AIOps. Navigate through the intricacies comprising the AIOps landscape, unveiling the reasons behind its prominent status in present-day IT operations. Furthermore, delve into the extraordinary potential of AIOps in troubleshooting, while gaining an exclusive preview of how AIOps platforms have revolutionized disorder into invaluable insights for diverse enterprises.



## Unified Analytics

Unleash the potential of Unified Analytics to enhance your organization's performance with dynamic ITOps dashboards that navigate complex data with finesse. Access an array of pre-built KPIs meticulously designed to measure and track IT Operations' trends and path, enabling you to craft innovative scenarios that showcase the business benefits arising from ITOps advancements.

**Unit 1:** Elevate performance with Unified Analytics. Utilize ITOps dashboards to decode complex data, employing pre-set KPIs for insightful use cases.

**Unit 2:** Explore dashboard and widget design, along with creating customized dashboards, in this unit.

**Unit 3:** Gain proficiency in advanced dashboard options and effective dashboard publishing techniques as we delve deeper into Unified Analytics.

## Unified Analytics for Viewers

Harness the power of Unified Analytics to elevate your organization's performance through dynamic ITOps dashboards, expertly dissecting intricate datasets. Unlock a wealth of pre-constructed KPIs that gauge and monitor IT Operations' trajectory and patterns, empowering you to forge inventive scenarios spotlighting the business advantages stemming from ITOps advancements.



## Alert Intelligence

Master the art of high-quality alert management with the BigPanda Alert Intelligence course. Learn to consolidate critical alerts, reduce noise by 90%, and add context for actionable insights. Elevate incident response and adopt a data-driven approach for a unified observability strategy. Streamline operations, focus on real issues, and enhance overall IT efficiency.

**Unit 1:** Gain insights into the concept of Alert Intelligence and discover BigPanda's role within it.

**Unit 2:** Explore data collection through inbound integrations, handling standard and custom integrations, and get acquainted with the BigPanda Agent.

**Unit 3:** Dive into aggregation, normalization, deduplication, and enrichment processes for enhanced alert management.





## Incident Intelligence

Discover the art of efficient incident response with the BigPanda Incident Intelligence course. Correlate alerts into context-rich incidents, leveraging AI/ML-powered correlation for real-time detection. Enhance triage speed by adding business context through custom tags. Reduce escalations, boost incident resolutions, and implement automated root cause analysis with up-to-date topology models.

**Unit 1:** Explore Incident Intelligence, topology concepts, and visualization through topology integrations.

**Unit 2:** Delve into alert correlations, understanding patterns, and logic in the context of Incident Intelligence.

**Unit 3:** Discover incident enrichment, data normalization with tags, incident classification, and environment management in BigPanda.

**Unit 4:** Get introduced to change integrations, correlation patterns, and predictive root cause changes.

**Unit 5:** Immerse yourself in a real-life customer case study, showcasing the practical benefits of the Incident Intelligence service covered in the preceding units.

## BigPanda Self Service: Open Integration Manager and Email Parser

Explore the efficiency of BigPanda's self service configuration tools: Open Integration Manager and Email Parser. Seamlessly streamline onboarding and expedite information flow within multi-tool, multi-personnel setups. This course serves as your gateway to mastering these tools, poised to catalyze swift time-to-value realization.



## Incident Tags and Automatic Incident Triage

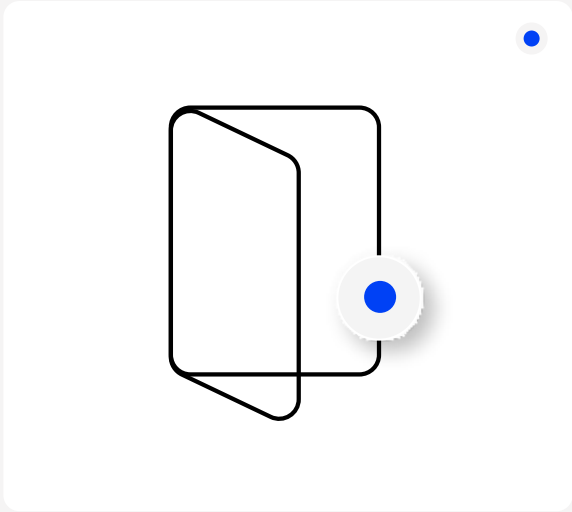
Step into the world of Automated Incident Triage in this on-demand webinar. Discover the tangible benefits of expediting triage by infusing incidents with essential business context. Explore how this innovative approach resolves the frequent challenge of missing critical business information in IT incidents, ultimately reducing decision making delays. Unveil the power of Automated Incident Triage in driving efficient, well-informed actions for swift incident resolution and minimal disruptions.

## BigPanda AppDynamics Integration 2.0

Uncover the profound impact of this integration on operational intelligence in this recorded webinar. Witness the fusion of BigPanda's alert correlation finesse with AppDynamics' application performance insights, resulting in a potent synergy that revolutionizes incident management.

## BigPanda for Jira Integration

Delve into our pre-recorded webinar, where we unveil the dynamic fusion of BigPanda and Jira integration. Learn how to effortlessly craft Jira issues associated with correlated BigPanda incidents. Acquire expert strategies for ideal integration setup and Jira project configuration, guaranteeing seamless synchronization with BigPanda's functionalities.

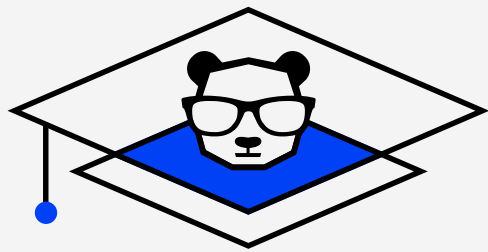


# Playbooks

Immerse yourself in the wealth of knowledge presented by the BigPanda Playbooks—a definitive manual to the platform’s technical intricacies and optimal methodologies. Benefit from the wisdom of seasoned BigPanda professionals, as they impart invaluable guidance on harnessing the platform’s capabilities and real-world instances of seamless integration into diverse customer journeys.



Our current playbooks include:  
**Alert Intelligence**



# BigPanda

## University

[bigpanda.io](https://bigpanda.io)