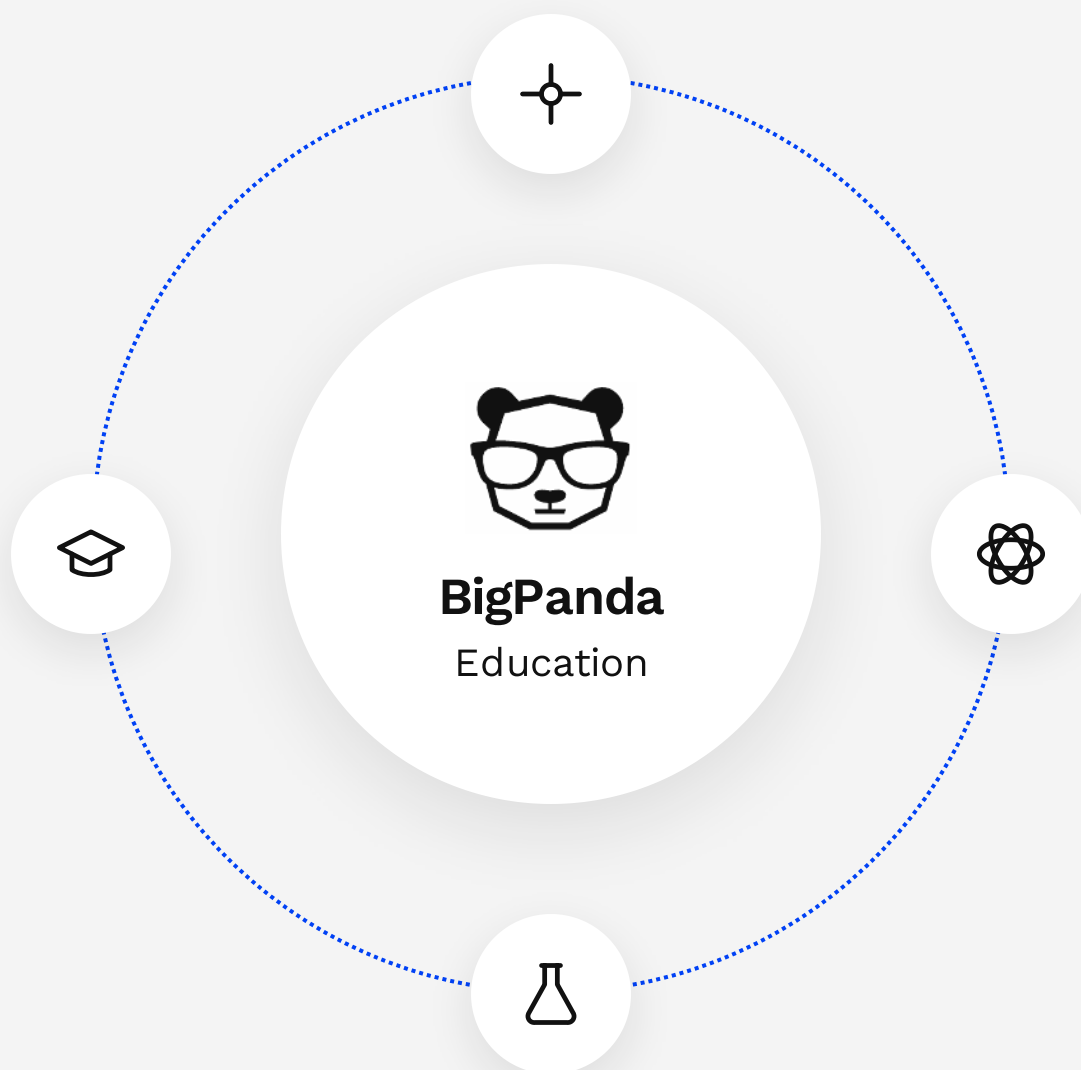


BigPanda Education

Prospectus 2026



Welcome to BigPanda University

Whether you are new to AIOps or already running agentic IT operations, BigPanda University is where you build the skills to get more from BigPanda. Our online learning platform pairs hands-on courses with certifications that prove what you know.

Flexible learning

Every course is built for asynchronous learning, so you can study at your own pace and on your own schedule. Content fits every level, from first-time operators to seasoned IT experts.

Expertise you can trust

BigPanda University is backed by industry experts with deep knowledge of AIOps and IT operations. Learn from the people who build and run the platform.

What will you learn?

- Run the BigPanda platform to speed up incident management.
- Find and troubleshoot the root causes of incidents with confidence.
- Put the AI Incident Assistant (Biggy) to work on investigation, reporting, and collaboration.
- Automate critical IT operations tasks to boost efficiency.
- Use analytics to make informed, data-driven decisions.

Certification and recognition

BigPanda University offers officially recognized BigPanda certifications. Each one is a shareable Credly badge that validates your expertise in AIOps and AI-assisted incident management.

Certifications

Complete the required courses and pass the exam on each path to earn a shareable Credly credential.

CERTIFIED

BigPanda Operator

9 COURSES + EXAM

Build proficiency in the BigPanda console: alert intelligence, incident analysis, root cause exploration, and BigPanda Analytics. Earn a Certificate of Completion and a shareable Credly credential.

Foundations of Agentic IT Operations

Working from BigPanda

Normalization

Alert Enrichment

Correlation

Incident Enrichment & Classification

ServiceNow and BigPanda | Integration Best Practices

Continuous Improvement with BigPanda Analytics

Advanced Insight Module

Certified BigPanda Operator Exam**CERTIFIED**

BigPanda Professional

12 COURSES + EXAM

Go beyond Operator to configure and manage the platform. Covers alert intelligence, root cause analysis, BigPanda Analytics, and triage. Earn a Certificate of Completion and a shareable Credly credential.

Foundations of Agentic IT Operations

Working from BigPanda

Monitoring Integrations

Normalization

Alert Enrichment

Correlation

Topology

Incident Enrichment & Classification

Continuous Improvement with BigPanda Analytics

BigPanda Analytics for Administrators

ServiceNow and BigPanda | Integration Best Practices

Advanced Insight Module

Certified BigPanda Professional Exam**CERTIFIED**

AI Incident Assistant Practitioner

3 COURSES + EXAM

Validates that you can use, set up, and govern the AI Incident Assistant (Biggy): working incidents with Biggy, configuring it for your environment, and measuring and improving its results. Earn a shareable Credly badge.

AI Incident Assistant: Working with Biggy in an Incident

AI Incident Assistant: Setup and Configuration

AI Incident Assistant: Managing and Governing Biggy

AI Incident Assistant Practitioner Exam

AI Incident Assistant

The AI Incident Assistant (Biggy) is a real-time AI partner for incident commanders, L2 engineers, SREs, service owners, and the teams who run it. These three courses take you from everyday use to setup and governance, and with the Practitioner exam they lead to the Certified AI Incident Assistant Practitioner credential.

01

AI INCIDENT ASSISTANT · OPERATOR PATH

1 hr 15 min **FR** **DE** **ES**

Working with Biggy in an Incident

Learn how to work alongside Biggy from the first alert to the post-mortem. Ask Biggy for help in Slack, Teams, the BigPanda console and Biggy Chat, investigate incidents and guide a SWARM investigation, run a major incident with Biggy on the call, and review its proposed actions before approving them. Then turn the incident into summaries, reports and tickets for every audience.

02

AI INCIDENT ASSISTANT · ADMIN PATH

1 hr 15 min **FR** **DE** **ES**

Setup and Configuration

Set up Biggy so it works the way your organization does. Connect Biggy to your environment, give it your organization's knowledge, and choose the right building block for each job: Actions, Skills, Agents or Workflows. Build a Skill, automate work with Workflows and Triggers, configure your major incident template, and set the read, write and approval controls that keep Biggy safe.

03

AI INCIDENT ASSISTANT · PLATFORM OWNER PATH

1 hr 15 min **FR** **DE** **ES**

Managing and Governing Biggy

Run Biggy as a managed service. Measure adoption and value using usage, feedback and automation signals, diagnose why results disappoint, and keep Biggy's knowledge accurate with Adaptive Memory and Knowledge Corrections. Then govern what Biggy can do with roles, guardrails and approvals, trace important changes in the Audit Log, and use a repeatable loop to keep improving Biggy's results.

Earn the credential. Complete all three courses and pass the AI Incident Assistant Practitioner Exam to receive the Certified AI Incident Assistant Practitioner Credly badge.

Foundations and analytics

Start here, then build toward insight and measurement.

AGENTIC OPERATIONS

Foundations of Agentic IT Operations

See how IT operations is moving from AIOps to agentic operations: how AI agents use context and knowledge to decide, and where guardrails and human oversight fit. Learn how BigPanda brings it together.

Operator · Professional

2 hr

FR

DE

ES

PT

PLATFORM

Working from BigPanda

Manage IT incidents efficiently in BigPanda. Log in, interpret incidents, and take action using Unified Search, the timeline, and topology tabs. Get hands-on practice triaging, investigating, and resolving incidents.

Operator · Professional

1 hr 30 min

FR

DE

ES

INTEGRATION

ServiceNow and BigPanda | Integration Best Practices

Integrate BigPanda with ServiceNow the right way. Covers ITIL standards, CMDB enrichment, maintenance windows, and strategic use of incident and alert tags, with real-world use cases.

Operator · Professional

1 hr 30 min

AI INSIGHTS

Advanced Insight Module

Turn complex incident data into clear, actionable insight. Learn how generative AI and historical data analysis improve incident impact assessment so your team can respond faster and more effectively.

Operator · Professional

1 hr

FR

DE

ES

ANALYTICS

Continuous Improvement with BigPanda Analytics

Use BigPanda Analytics to keep improving monitoring and incident management. Find your way around Analytics, read key metrics such as MTTA, MTTR and Noise Reduction, explore the template dashboards, filter and drill into widgets, and ask questions with Research and Analyst insights to spot trends and act on them.

Operator · Professional

1 hr

ANALYTICS

BigPanda Analytics for Administrators

Take your analytics skills further. Plan and create dashboards, build widgets, and use filters, parameters and formulas to answer your team's questions. Then share and organize dashboards, schedule reports, and use Analyst chat and Analyst insights to get more from your data.

Professional

1 hr

From data to incidents

Follow your data from the monitoring tool to a clear, actionable incident.

INGEST

Monitoring Integrations

Bring your monitoring data into BigPanda. Learn how monitoring integrations send events from your observability and monitoring tools, and how to set them up so alert data arrives clean and complete.

Professional

1 hr

INGEST

Normalization

Make monitoring data structured, consistent, and actionable. Covers the differences between events, alerts, and incidents, and how standardization, cleansing, and enrichment improve alert quality across diverse tools.

Operator · Professional

30 min

ENRICH

Alert Enrichment

Turn raw events into actionable insight with event filtering, tag enrichment, and metadata. Learn how Maintenance Plans differ from Matching Plans, and how to customize tag rules to speed up triage.

Operator · Professional

45 min

FR

DE

ES

ENRICH

Topology

Understand how topology integrations deepen incident intelligence. Covers how topology data is ingested, how the topology tab links alert tags, and how to review related changes and identify root causes.

Professional

40 min

CORRELATE

Correlation

See how the correlation engine turns alerts into incidents. Create, edit, and manage correlation patterns that group related alerts by source system, tags, and time windows, and learn when to refine them.

Operator · Professional

1 hr 15 min

FR

DE

ES

CORRELATE

Incident Enrichment & Classification

Improve visibility and efficiency with incident tags. Customize them for your organization, learn how incidents are grouped by properties like source and priority, and use automatic tagging to focus on what matters most.

Operator · Professional

1 hr

FR

DE

ES

Integrations

Connect BigPanda to the tools your teams already use.

CHANGE DATA

Change Integrations

Centralize change data for better incident correlation. Covers the Changes table, how normalized data is aggregated, and how suggested changes appear in the Incident Overview. Optimize change payloads to improve Root Cause Changes (RCC).

40 min

SELF-SERVICE

Open Integration Manager and Email Parser

Build your own integrations without waiting on anyone. Get an overview of both tools, then customize them, configure payloads, and create integrations that strengthen your incident management workflows.

25 min

OBSERVABILITY

BigPanda AppDynamics Integration 2.0

Connect AppDynamics and BigPanda to streamline event-driven actions and incident management. Covers installation, configuration, and how the integration shares critical data between both platforms over HTTP requests.

20 min **FR** **DE** **ES**

ITSM

BigPanda for Jira Integration

Integrate BigPanda with Jira to enhance incident management. Set up the integration and configure bi-directional sync so incidents stay up to date across both platforms in real time.

30 min **FR** **DE** **ES**

GET STARTED TODAY

Start your learning journey at
bigpanda.io/bigpanda-education

Choose a certification path or pick the courses that fit your role. We are excited to have you join us in advancing IT operations through knowledge and skill.

The BigPanda Education Team

Learning paths by role

Find your role, then start with the courses marked Core.

Course	NOC Engineer	IT Ops Analyst	Incident Coord.	Integration Eng.	ITSM Platform Owner	Analytics Reporter	AIOps Platform Admin	Head of NOC / Ops Lead
Foundations of Agentic IT Operations	Core	Core	Core	Core	Core	Core	Core	Core
Working from BigPanda	Core	Core	Core	Core	Core	Core	Core	Core
Correlation	Core	Core	Rec.	Rec.	Optional	Optional	Core	Rec.
Incident Enrichment & Classification	Core	Core	Core	Rec.	Optional	Optional	Core	Rec.
Alert Enrichment	Rec.	Core	Core	Core	Optional	Optional	Core	Rec.
Normalization	Rec.	Rec.	Rec.	Core	Optional	Optional	Core	Optional
Topology	Rec.	Rec.	Rec.	Rec.	Optional	Optional	Core	Optional
Monitoring Integrations	Optional	Optional	Optional	Core	Rec.	Optional	Core	Optional
Change Integrations	Optional	Optional	Optional	Rec.	Core	Optional	Core	Optional
Open Integration Manager & Email Parser	Optional	Optional	Optional	Core	Rec.	Optional	Core	Optional
BigPanda AppDynamics Integration 2.0	Optional	Optional	Optional	Rec.	Optional	Optional	Rec.	Optional
BigPanda for Jira Integration	Optional	Optional	Rec.	Rec.	Optional	Optional	Rec.	Optional
ServiceNow and BigPanda Integration Best Practices	Optional	Optional	Rec.	Core	Core	Optional	Core	Rec.
AI Incident Assistant: Working with Biggy in an Incident	Core	Core	Core	Optional	Core	Core	Core	Core
AI Incident Assistant: Managing and Governing Biggy	Optional	Optional	Core	Optional	Core	Optional	Rec.	Core
AI Incident Assistant: Setup and Configuration	Optional	Optional	Optional	Rec.	Core	Optional	Core	Rec.
BigPanda Analytics for Administrators	Optional	Optional	Optional	Optional	Core	Core	Core	Rec.
Advanced Insight Module	Optional	Rec.	Rec.	Optional	Optional	Core	Rec.	Core
Continuous Improvement with BigPanda Analytics	Optional	Rec.	Core	Optional	Optional	Core	Rec.	Core

Core Start here
 Rec. Recommended
 Optional Take as needed