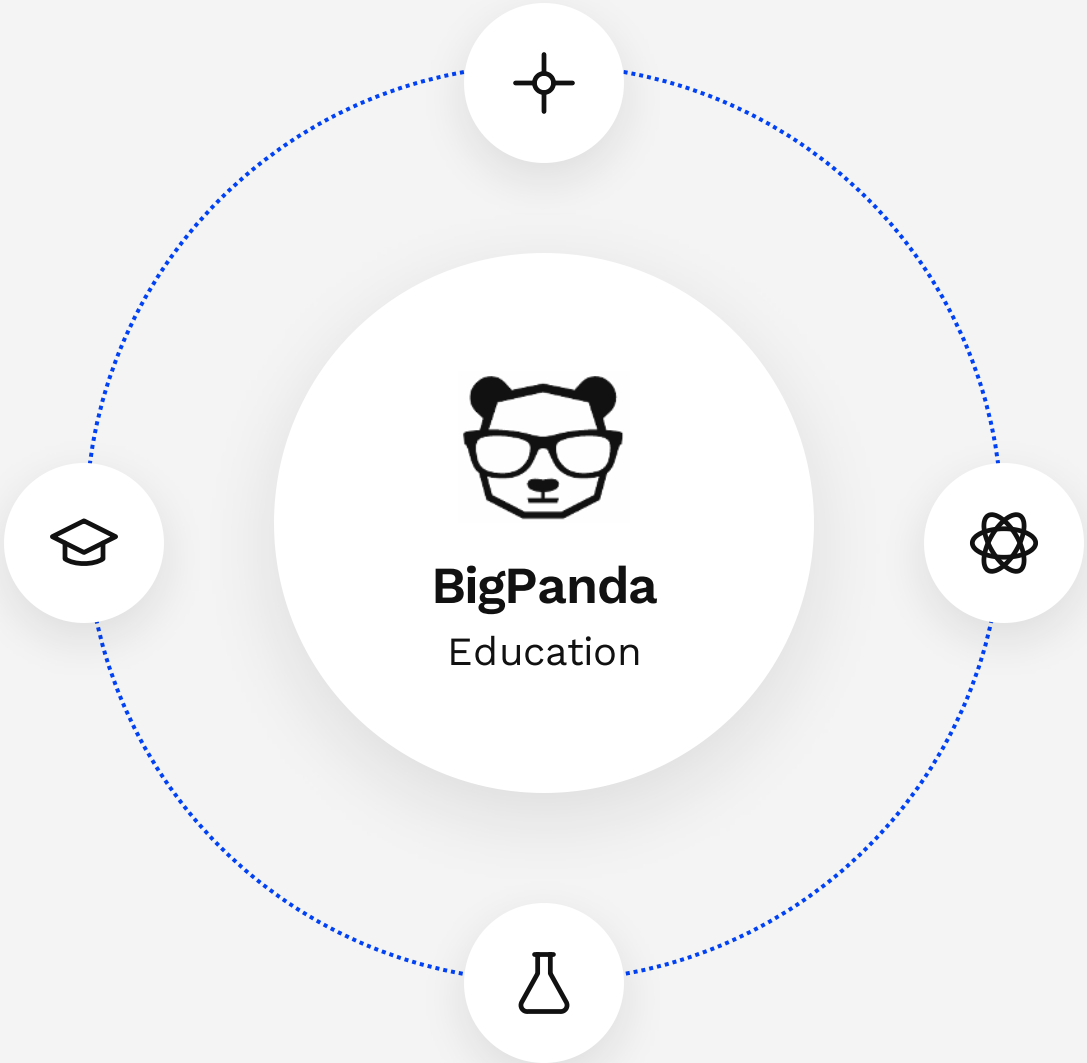
BigPanda

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 comes with a BigPanda certificate that validates your expertise in AIOps and AI-assisted incident management.

Certifications

Complete the courses and pass the exam on each path to earn a BigPanda certificate.

CERTIFIED · STEP 1 OF THE OPERATOR PATH

Certified BigPanda Operator Essentials

6 COURSES + EXAM

Build the core skills every BigPanda operator needs. Learn how agentic IT operations works, then work incidents in the BigPanda console and see how normalization, alert enrichment, correlation and incident enrichment turn raw alerts into actionable incidents.

Foundations of Agentic IT Operations · Working from BigPanda · Normalization · Alert Enrichment · Correlation · Incident Enrichment & Classification · **Certified BigPanda Operator Essentials Exam**

41 questions · 85% to pass · unlimited retakes

CERTIFIED · STEP 2 OF THE OPERATOR PATH

Certified BigPanda Operator Advanced

4 COURSES + EXAM

Go beyond working single incidents. Use BigPanda's AI to triage faster and to stop incidents before they start, see impact across your services in Topology, and measure progress with BigPanda Analytics. Requires Certified BigPanda Operator Essentials; you can still enrol in the individual courses.

AI-Assisted Incident Triage · Preventing Incidents with AI Incident Prevention · Topology · Continuous Improvement with BigPanda Analytics · **Certified BigPanda Operator Advanced Exam**

35 questions · 85% to pass · unlimited retakes

CERTIFIED · STEP 3 OF THE CERTIFICATION PATH

Certified BigPanda Professional

13 COURSES + EXAM

Go beyond Operator to configure and manage the platform. Covers platform configuration, self-service integrations, advanced analytics, and AI-assisted incident response. We recommend completing Certified BigPanda Operator Advanced first.

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 · AI-Assisted Incident Triage · Preventing Incidents with AI Incident Prevention · **Certified BigPanda Professional Exam**

50 questions · 85% to pass

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.

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 BigPanda certificate.

Foundations, AI and analytics

Start here, then build toward AI-assisted triage, prevention 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.

Essentials · 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.

Essentials · Professional 1 hr 30 min FR DE ES

AI TRIAGE

AI-Assisted Incident Triage

Triage incidents faster with BigPanda's AI context. Read an AI Incident Analysis, check Root Cause Changes, compare the incident with similar past incidents and apply Recommended Actions, in the BigPanda console and in ServiceNow.

Advanced · Professional 45 min

AI PREVENTION

Preventing Incidents with AI Incident Prevention

Stop incidents before they start with BigPanda AI Incident Prevention. Read change risk assessments, catch conflicts before deployment, prepare your CAB, and find the recurring problems behind repeat incidents.

Advanced · Professional 45 min

ANALYTICS

Continuous Improvement with BigPanda Analytics

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

Advanced · 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 connect BigPanda with tools like Nagios, SolarWinds and AppDynamics. Covers inbound integrations, incident interpretation, and when to use environments.

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.

Essentials · 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.

Essentials · Professional 45 min FR DE ES

ENRICH

Topology

Learn how to use the Topology tab to see how the alerts in an incident connect. Read the Topology graph, including its nodes, links and tag types, see how each node comes from your alert tags, and filter the view to focus on what matters. Then see how the Topology UI API can change how topology is presented.

Advanced · 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.

Essentials · 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.

Essentials · 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

ITSM

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.

Professional 1 hr 30 min

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.
AI-Assisted Incident Triage	Core	Core	Core	Optional	Rec.	Optional	Rec.	Rec.
Preventing Incidents with AI Incident Prevention	Optional	Rec.	Rec.	Optional	Core	Rec.	Rec.	Core
Continuous Improvement with BigPanda Analytics	Optional	Rec.	Core	Optional	Optional	Core	Rec.	Core

Core Start here Rec. Recommended Optional Take as needed