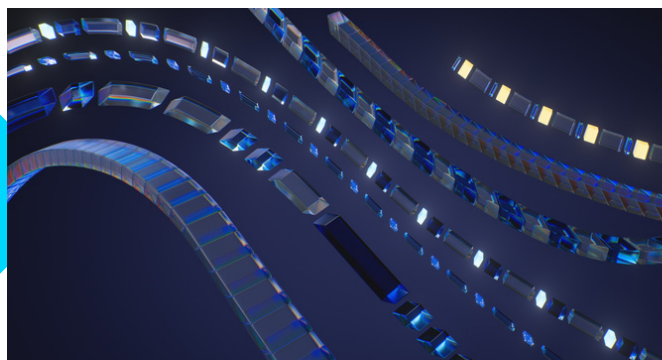


Opsgenie Quick Start



Optimize your alerting and incident management processes with our focused and practical ½-day class tailored for tool administrators and team leads. This comprehensive course is designed to streamline your operations, allowing you to effectively set up on-call schedules and escalations, configure tool integrations, and learn best practices for utilizing Opsgenie.

Key features:

- **Targeted training:** Receive concentrated training specifically tailored for tool administrators and team leads, ensuring the content is relevant and applicable to your role and responsibilities.
- **Hands-on exercises:** Engage in practical exercises to set up on-call schedules and escalations, allowing you to apply your learning in real-world scenarios and reinforce your skills.
- **Tool integrations:** Discover how to configure tool integrations within Opsgenie, enabling seamless communication and collaboration between different systems for efficient incident management.
- **Best practices:** Learn Opsgenie's best practices, gathered from industry experience, to enhance your incident response and streamline your alerting processes.
- **Time-efficient format:** Designed as a ½-day class, this course delivers targeted and essential knowledge, maximizing your learning outcomes while minimizing time investment.

Class outline:

- Opsgenie overview
- Alert management
- Team configuration
 - On-call schedules and escalations
 - Integrations and heartbeats
 - Services
 - User management
 - Manual and automated alert response actions
 - Alert, notification, maintenance, and action policies
 - Incident management and Jira Service Management integration
- Personal settings
- General settings
- Analytics