



Enterprise Computing Solutions - Education Services

## TRAINING OFFERING

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**Sie erreichen uns hier**

Freistädterstraße 236, A-4040 Linz

Email: [education.ecs.at@arrow.com](mailto:education.ecs.at@arrow.com)

Phone: +43 1 370 94 40 - 34

# Symantec IT Management Suite 8.1 Diagnostic and Troubleshooting

<b>CODE:</b>	<b>LÄNGE:</b>	<b>PREIS:</b>
SYM_00032670	16 Hours (2 Tage)	€1,600.00

## Description

The Symantec IT Management Diagnostics and Troubleshooting course is designed for professionals tasked with maintaining and utilizing an IT Management Suite (ITMS) implementation in their organizations. This two-day, instructor-led, hands-on course teaches students the underlying components and methods used to troubleshoot the Symantec Management Platform along with the site infrastructure and ITMS solutions to keep it operating optimally. Students learn how to define, diagnose and solve common platform and solution issues within the ITMS environment. Students also learn how to use the platform consoles and reports to analyze and monitor the environment to proactively monitor the environment.

## Lernziel

Understand the components and processes within the ITMS infrastructure.  
Understand the tools and methods used to pinpoint problems and implement solutions.  
Discover, diagnose, solve and communicate results common issues in the following areas:  
– Symantec Management Platform (SMP) – SMP Site Infrastructure – Symantec Management Agents/Plug-ins  
– IT Management Suite Solutions.

## Voraussetzungen

Students are required to complete the following web-based training: – Diagnostics and Troubleshooting Methodology  
– Symantec Management Platform & ITMS Overview – Basic Architecture Overview – Installation and Configuration  
– Understanding Organizational Views and Groups – Managing Targets and Filters – Managing Policies, Jobs and Tasks  
– IT Management Suite 8.1 Administration OR Deployment Solution 8.1 Administration

## Inhalt

Module 1: ITMS Component Overview ITMS Components Factors That Affect ITMS Operation  
ITMS Component Design Analysis Module 2: SMP Troubleshooting SMP Components, Communication and Tools  
Troubleshooting  
Components & Process Flow of the Site  
Infrastructure  
Module 3: Site Infrastructure Resolving Common Site Infrastructure Issues Module 4: ITMS Solution  
Troubleshooting  
Components and Process Flow of ITMS Solutions  
Applying Troubleshooting Methodology to ITMS

## Weitere Informationen

This course includes practical hands-on exercises that enable you to test your new skills and begin to use those skills in a working environment.

## Kurstermine

Auf Anfrage. Bitte [kontaktieren Sie uns](#)

## Zusätzliche Information

Diese Schulung ist auch als Vor-Ort-Schulung verfügbar. Bitte kontaktieren Sie uns, um mehr zu erfahren.