Enterprise Computing Solutions - Education Services

OFERTA FORMATIVA

Detalles de contacto

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Symantec IT Management Suite 8.1 Diagnostic and Troubleshooting

CÓDIGO:	DURACIÓN:	Precio:
SYM_00032670	16 Hours (2 días)	A consultar

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.

Objetivos

- 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.

Requisitos Previos

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

Programa

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

Module 3: Site Infrastructure

- Troubleshooting
- Components & Process Flow of the Site
- Infrastructure
- Resolving Common Site Infrastructure Issues

Module 4: ITMS Solution

- Troubleshooting
- Components and Process Flow of ITMS Solutions
- Applying Troubleshooting Methodology to ITMS

Más información

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.

Fechas Programadas

A petición. Gracias por contactarnos.

Información Adicional

Esta formación también está disponible en modalidad presencial. Por favor contáctenos para más información.