Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

Arrow ECS B.V., Kromme Schaft 5, 3991 AR Houten, The Netherlands

Email: education.ecs.nl@arrow.com
Phone: +31 20 582 6109

Symantec IT Management Suite 8.1 Diagnostic and Troubleshooting

CODE:	LENGTH:	PRICE:
SYM_00032670	16 Hours (2 days)	€1,500.00

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.

Objectives

- 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.

Prerequisites

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

Programme

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

Further Information

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.

Session Dates

On request. Please contact us

Additional Information

This training is also available as onsite training. Please contact us to find out more.