

Symantec IT Management Suite 8.1 Administration

Course Code:00032178

Course Description

The *Symantec IT Management Suite 8.1 Administration* course is designed for professionals tasked with using Symantec IT Management Suite (ITMS) to manage their software and hardware resources in their organizations. This five-day, instructor-led, hands-on course teaches students the underlying components and concepts of the Symantec Management Platform along with the Symantec Management Console that is used by ITMS to perform its management functions. Students learn how to use ITMS software solutions to collect inventory, manage their software, account for and track assets, apply software updates and to manage license compliance. Students also learn how to use the platform consoles and reports to analyze and monitor their environment.

Delivery Method

Instructor-Led

Duration

Five Days

Course Objectives

- Discover and import computer and user resources that you want to manage
- Gather hardware, software and operating system inventory
- Remotely manage computers
- Maintain a software repository
- Deliver software to managed computers
- Meter and track software on managed computers
- Distribute software updates to managed computers
- Establish and maintain relationships between assets
- Employ contracts and procurement processes
- Analyze gathered data using predefined & custom reports

Hands-On

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.

Prerequisites

- Basic understanding and working knowledge of Microsoft Windows (7,8,10,2008,2012) operating systems
- Optionally Linux and Mac operating systems
- ITMS Fundamentals web based training modules
 - 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

For further information, please contact your regional education team:

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COURSE OUTLINE

Module 1: Discovering Resources within the Environment

- Introducing Resource Discovery
- Using ITMS to Discover and Import Resources
- Adding ITMS inventory to resources
- Validating ITMS discovery processes

Module 2: Reducing Desk-side visits with Remote Support

- Agent Health
- Introducing Remote Access Connector
- Overview of Real-time System Manager

Module 3: Business Analytics and Reporting

- Introduction to reporting
- Standard reporting
- IT Analytics Reporting

Module 4: Effective Software Management

- Software Management Overview
- Discovering Software Information in the Environment
- Developing the Software Catalog
- Efficient Software Distribution
- Enforcing Software Use and Execution

Module 5: Improve Security through Automated Patch Management

- Patch Management Solution Overview
- Using Patch Management Solution for Windows

Module 6: Improved Security through Automated Patch Management

- Asset Management Overview
- Planning the Asset Management System
- Preparing Resources
- Populating Resources
- Asset Automation & Maintenance
- Reporting on Resources

Module 7: Understanding Software Licence Compliance

- Software Asset Management Overview
- Recording Software Licenses
- Inventory of Software Installation and Usage
- Comparing Licenses with Inventory
- Remediation of Software License Discrepancies Xxx

Module 8: Effective Software Management

- Working with Contracts
- Working with Procurement
- Reporting on Resources

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