



Exam Study Guide

Exam 250-447: Symantec Client Management Suite 8.5 Technical Specialist

Exam Description

Candidates can validate technical knowledge and competency by becoming a Broadcom Technical Specialist (BTS) based on your specific area of Broadcom Software technology expertise. To achieve this level of certification, candidates must pass this proctored BTS exam that is based on a combination of Broadcom Software training material, commonly referenced product documentation, and real-world job scenarios.

This exam targets IT Professionals using the Symantec Client Management Suite product in a Security Operations role. This certification exam tests the candidate's knowledge on how to install, configure and administer Symantec Client Management Suite.

For more information about Broadcom Software's certification program, see

<https://www.broadcom.com/support/education/software/certification/all-exams>

Recommended Experience

It is recommended that the candidate has at least 3-6 months experience with IT Management Suite or Client Management Suite, Server Management Suite or Asset Management Suite solutions and products with at least the ability to complete the following:

- Create a high-level design of a basic Client Management Suite 8.5 implementation
- Install the Client Management Suite 8.5 components, updates and perform post installation tasks
- Import and discover endpoint resources
- Create/Apply/Manage Filters, Targets & Organizational Views/Groups
- Inventory managed computers
- Configure the Software Catalog, Portal and Library
- Deploy software packages
- Download, stage, and deploy software updates
- View and use reports to assist with managing computers
- Create, configure, and deploy images to managed computers

Study References

Courses

Client Management Suite 8.1 or 8.5 Administration

(3 Day Instructor Led with Hands-on Labs)

- Discovering Resources within the Environment
- Reducing Desk-side visits with Remote Support
- Business Analytics and Reporting
- Effective Software Management
- Improved Security Through Automated Patch Management

Optional Course Preparation

- IT Management Suite 8.1 Administration
- ITMS 8.1 Diagnostics and Troubleshooting
- Asset Management Suite 8.1 or 8.5

Management Suite Fundamentals

(eLibrary)

- Symantec Management Platform and ITMS Overview
- Basic Architecture Overview
- Installation and Configuration
- Understanding Organizational Views and Groups
- Managing Targets and Filters
- Managing Policies, Jobs and Tasks

Documentation

IT Management Suite Release Notes

- https://techdocs.broadcom.com/content/broadcom/techdocs/us/en/symantec-security-software/endpoint-security-and-management/it-management-suite/8-5/Release_Notes_0/Symantec_IT_Management_Suite_8_5_RU4_0/what-s-new-in-this-release-v132965399-d846e90248.html

PDF User Guides and Release Notes containing the following:

- Planning for Implementation Guide
- Installation and Upgrade Guide
- Administration Guide
- Platform Support Matrix
- Cloud-enabled Management Whitepaper
- Client Management Suite User Guide
- Deployment Solution User Guide
- Inventory Solution User Guide
- Patch Management Solution for Windows User Guide
- Real-Time System Management User Guide
- Software Management Solution User Guide
- Software Portal User Guide
- ServiceDesk Pack for IT Analytics User Guide

Website

- [Symantec Client Management Suite Product Page](#)
- <https://www.broadcom.com/support/education/software/training-courses>
- <https://www.broadcom.com/support/education/symantec/elibrary>
- https://techdocs.broadcom.com/content/broadcom/techdocs/us/en/symantec-security-software/endpoint-security-and-management/it-management-suite/8-5/Release_Notes_0/Symantec_IT_Management_Suite_8_5_RU4_0/what-s-new-in-this-release-v132965399-d846e90248.html

Exam Objectives

The following tables list the Broadcom Software SCS Certification exam objectives for the exam and how these objectives align to the corresponding Symantec course topics and their associated lab exercises as well as the referenced product documentation.

It is strongly recommended that all candidates complete all applicable lab exercises in preparation for the exam.

Understanding the Components of Client Management Suite

Exam Objectives	Topics from Documentation/Courses
Describe the technological benefits and components of Client Management Suite 8.5	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • ITMS 8.5 Administration Guide • Client Management Suite 8.5 User Guide
Describe the Solutions found within Client Management Suite 8.5	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Administration Guide • Client Management Suite 8.5 User Guide

Planning for Client Management Suite

Exam Objectives	Course Topics from Documentation/Courses
Given a scenario, demonstrate knowledge of Client Management Suite planning considerations	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Planning for Implementation Guide • ITMS 8.5 Installation and Upgrade Guide • Cloud-enabled Management Whitepaper
Describe the steps required to plan a MS SQL Server configuration for CMS 8.5	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Planning for Implementation Guide • ITMS 8.5 Installation and Upgrade Guide

Exam Objectives	Course Topics from Documentation/Courses
Describe the configuration guidelines required for Symantec Management Agent deployment planning	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Planning for Implementation Guide • ITMS 8.5 Installation and Upgrade Guide • ITMS 8.5 Administration Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper

CMS 8.5 Solution Design

Exam Objectives	Course Topics from Documentation/Courses
Given a scenario, define the discrete components required within the Symantec Management Platform infrastructure (SMP) including the Notification Server, Site Servers, Internet Gateways, and Management agents.	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Planning for Implementation Guide • ITMS 8.5 Installation and Upgrade Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper
Architect the logical components of Client Management Suite 8.5	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Planning for Implementation Guide • ITMS 8.5 Installation and Upgrade Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper

Solution Communications

Exam Objectives	Course Topics from Documentation/Courses
Describe the data flow process of Client Management Suite 8.5 solutions	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Installation and Upgrade Guide • Cloud-enabled Management Whitepaper • Deployment Solution 8.5 User Guide • Inventory Solution 8.5 User Guide • Patch Management Solution 8.5 for Windows User Guide • Real-Time System Management 8.5 User Guide • Software Management Solution 8.5 User Guide
Describe how Deployment Solution components work	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Installation and Upgrade Guide • ITMS 8.5 Administration Guide • Deployment Solution 8.5 User Guide
Given a scenario, define policy and task settings	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Administration Guide

Client Management Suite 8.5 Installation

Exam Objectives	Course Topics from Documentation/Courses
Describe the Capabilities/Functions of the Symantec Installation Manager	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Planning for Implementation Guide • ITMS 8.5 Installation and Upgrade Guide

Exam Objectives	Course Topics from Documentation/Courses
<p>Describe installation prerequisites, minimum system requirements, and installation procedures for Client Management Suite 8.5</p>	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Planning for Implementation Guide • ITMS 8.5 Installation and Upgrade Guide • ITMS 8.5 Administration Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper
<p>Describe the process of configuring various features and components Client Management Suite 8.5 including (but not limited to) Cloud-enabled Management, cryptographic keys, and configuring the Notification Server for HTTPS.</p>	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Planning for Implementation Guide • ITMS 8.5 Installation and Upgrade Guide • ITMS 8.5 Administration Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper

Asset & Inventory Management

Exam Objectives	Course Topics from Documentation/Courses
<p>Describe the methods used to discover assets and gather inventory into Client Management Suite 8.5</p>	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Administration Guide • Inventory Solution 8.5 User Guide

Exam Objectives	Course Topics from Documentation/Courses
Describe methods to determine the current state of assets, including RTSM and reports.	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Administration Guide • Client Management Suite 8.5 User Guide • Inventory Solution 8.5 User Guide • Real-Time System Management 8.5 User Guide

Endpoint Deployment & Staging

Exam Objectives	Course Topics from Documentation/Courses
Describe the types of Deployment Solution actions available in Client Management Suite 8.5.	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • Client Management Suite 8.5 User Guide • Deployment Solution 8.5 User Guide
Describe PCTransplant functionality.	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • Client Management Suite 8.5 User Guide • Deployment Solution 8.5 User Guide

Software Distribution

Exam Objectives	Course Topics from Documentation/Courses
Describe the various components of the software management process.	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Administration Guide • Software Management Solution 8.5 User Guide • Inventory Solution 8.5 User Guide

Exam Objectives	Course Topics from Documentation/Courses
<p>Given a scenario, determine the appropriate method for software delivery including managed delivery policies, quick delivery tasks, and the software portal.</p>	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Administration Guide • Client Management Suite 8.5 User Guide • Software Management Solution 8.5 User Guide • Software Portal 8.5 User Guide

Managing Software Updates

Exam Objectives	Course Topics from Documentation/Courses
<p>Describe the basic information flow for Patch Management.</p>	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Administration Guide • Client Management Suite 8.5 User Guide • Patch Management Solution 8.5 for Windows User Guide
<p>Given a scenario, describe how to deploy software updates using a schedule.</p>	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Administration Guide • Client Management Suite 8.5 User Guide • Patch Management Solution 8.5 for Windows User Guide
<p>Describe the process of updating operating systems and applications on the endpoint.</p>	<ul style="list-style-type: none"> • IT Management Suite Fundamentals • Client Management Suite 8.5 Administration Course Modules • ITMS 8.5 Administration Guide • Client Management Suite 8.5 User Guide • Patch Management Solution 8.5 for Windows User Guide

Reporting in Client Management Suite 8.5

Exam Objectives	Course Topics from Documentation/Courses
Describe the prerequisites and processes of IT Analytics.	<ul style="list-style-type: none">• IT Management Suite Fundamentals• Client Management Suite 8.5 Administration Course Modules• ITMS 8.5 Administration Guide• IT Analytics User Guide
Describe report types available in Client Management Suite 8.5.	<ul style="list-style-type: none">• IT Management Suite Fundamentals• Client Management Suite 8.5 Administration Course Modules• ITMS 8.5 Administration Guide• Client Management Suite 8.5 User Guide

Organizational Views, Targets, and Filters

Exam Objectives	Course Topics from Documentation/Courses
Describe the methods/components available for grouping resources within CMS 8.5	<ul style="list-style-type: none">• IT Management Suite Fundamentals• Client Management Suite 8.5 Administration Course Modules• ITMS 8.5 Administration Guide

Sample Exam Questions

Review the following sample questions prior to taking an exam to gain a better understanding of the types of questions asked.

- 1. Which Client Management Suite 8.5 feature allows an administrator to manage client computers outside the corporate network without a virtual private network?**
 - A. Remote Management
 - B. Cloud-enabled Management
 - C. Remote Controlled Management
 - D. Cloud-based Management
- 2. Which Client Management Suite 8.5 product provides automated staging and imaging of endpoints?**
 - A. Deploy Center
 - B. Deployment Server
 - C. Deployment Solution
 - D. Ghost Solution Suite
- 3. An administrator needs to increase the number of required concurrent console users.**

Which potential result should the administrator take into consideration when planning the Client Management Suite 8.5 implementation?

- A. The need for additional Notification Servers
 - B. An increased load on the Notification Server
 - C. An increased load on the site servers
 - D. The need for additional site servers
- 4. Which service must an administrator enable on a UNIX, Linux, or Mac endpoint to complete a push installation of the Symantec Management Agent 8.5?**
 - A. mosh
 - B. telnet
 - C. ssh
 - D. init
 - 5. Which component transmits inventory and events to a Notification Server within a Client Management Suite 8.5 environment?**
 - A. Symantec Management Agent
 - B. Internet Gateway
 - C. Site Server
 - D. Package Server

6. Which role does each component play in a Client Management Suite (CMS) 8.5 implementation?

Match the CMS 8.5 component on the left to the corresponding role on the right by clicking on the component and dragging it to the appropriate role.

Component	Role
___ Child Notification Server	A. Any server running a CMS service such as the package service, task service, or network boot service
___ Symantec Internet Gateway	B. Top level Notification Server in an CMS 8.5 hierarchy
___ Site Server	C. A server that hosts the Symantec_CMDB
___ Microsoft SQL Server	D. A server used to facilitate communication between CMS 8.5 environment and managed computers over the internet
___ Parent Notification Server	E. Second/Bottom level Notification Server in an CMS 8.5 hierarchy

7. An administrator needs to upgrade multiple software applications on endpoint computers located at geographically diverse sites.

Which site service should the administrator add to the site servers to reduce network usage during the software installation?

- A. Package Service
- B. Task Service
- C. Deployment Service
- D. Patch Management Service

8. Which Symantec Management Platform component will the Symantec Management Agent route all communications through if a cloud-enabled computer is outside the corporate network?

- A. Notification Server
- B. Internet Site Server
- C. Symantec Access Manager
- D. Internet Gateway

9. Microsoft Office has been successfully pushed out as a Quick Delivery task to a group of systems. When the administrator checks the report of software currently installed on the systems, the newly delivered software is listed.

Why does the installed software exist in the report?

- A. The most recent IT Analytics Processing Task was run before the delivery was completed
- B. The most recent Software Inventory scan was run before the delivery was completed
- C. Microsoft SQL Server timed out during the building of the report, causing incomplete report results
- D. The most recent Software Inventory scan was run after the delivery was completed

10. An administrator set the Symantec Management Agent configuration update interval to communicate to the Notification Server every 8 hours for all desktop computers.

Which action should the administrator take to immediately distribute a new policy to all desktop computers?

- A. Create a client task that executes an Update Client Configuration task and apply it to all desktops
- B. Create a client task that executes a Resource Membership update task and apply it to all desktops
- C. Create a client task that executes a Basic Inventory Update task and apply it to all desktops
- D. Create a client task that executes an Update Filter Membership task and apply it to all desktops

11. Which two actions can the Symantec Installation Manager perform? (Select two.)

- A. Install optional components (documentation, language packs and data migration tools)
- B. Install operating system hot fixes
- C. Create offline installation packages
- D. Back up the Notification Server database
- E. Configure Cloud-enabled Management (CeM)

12. Which two (2) actions can the Symantec Installation Manager perform? (Select two.)

- A. Install Symantec Product Licenses
- B. Install operating system hot fixes
- C. Install Symantec product upgrades
- D. Back up the Notification Server database
- E. Configure Cloud-enabled Management

13. An administrator has installed the Symantec Installation Manager on a Windows 10 desktop system.

Which option will be available to the administrator through the Symantec Installation Manager?

- A. Generate cryptographic keys
- B. Create offline installation packages
- C. Remotely install the Notification Server
- D. Apply licenses to any suite or solution

14. Which information does a file properties inventory scan gather?

- A. Internal name, original file name, and manufacturer data
- B. Internal name, file size, and manufacturer data
- C. Modified name, file size, and extension data
- D. Language, file path, and extension data

15. An administrator is creating a job to capture an image of a computer's hard drive that is running Windows 10 using a "Create Image" task.

Which task should the administrator perform prior to performing the Create Image task?

- A. Prepare for Imaging
- B. Defrag the disk
- C. Boot to PXE
- D. DeployAnywhere

16. An administrator is asked to deliver a single software resource to a few computers as rapidly as possible.

Which option should the administrator select?

- A. Managed Software Delivery policy
- B. Quick Delivery task
- C. Software Portal
- D. Package Delivery task

17. What is required to install software with multiple dependencies?

- A. Application Metering policy
- B. Quick Delivery task
- C. Package Delivery task
- D. Managed Delivery policy

18. When reviewing compliance reports for Microsoft products, an administrator notices that the data and bulletins have remained unchanged for two weeks.

What should the administrator check to address this issue?

- A. Revise Software Update task
- B. Metadata Import Task for Windows
- C. Patch Management Import task
- D. Microsoft Compliance Update policy

19. Which two (2) SQL Server services are required for an administrator to install IT Analytics? (Select two)

- A. Microsoft SQL Server Database Services
- B. Microsoft SQL Server Reporting Services
- C. Microsoft SQL Server Integration Services
- D. Microsoft SQL Server Analysis Services
- E. Microsoft SQL Server Browser Services

20. How are organizational groups, filters, and targets kept up to date?

- A. They are automatically kept up to date without further action if they are query based
- B. They are updated based on the Resource Membership Update settings
- C. They are only updated when leveraged by a scheduled policy
- D. They are updated automatically every hour

Sample Exam Answers:

1. B
2. C
3. B
4. C
5. A
6. Child Notification Server (E), Symantec Internet Gateway (D), Site Server (A), Microsoft SQL Server (C), Parent Notification Server (B)
7. A
8. D
9. D
10. A
11. A, C
12. A, C
13. B
14. B
15. A
16. B
17. D
18. B
19. B, D
20. B