



Administration of Symantec™ Client Management Suite 7.1/7.x Study Guide

The following tables list the Symantec SCS Certification exam objectives for the Administration of Symantec Client Management Suite 7.1/7.x exam and how these objectives align to the Altiris Client Management Suite 7.1 from Symantec: Administration course.

The recommended course to prepare for this exam is:

Altiris Client Management Suite 7.1 from Symantec: Administration

The product documentation for this course includes the following:

- *Altiris Client Management Suite 7.1 from Symantec, version 7.1*
- *Altiris Deployment Solution 7.1 from Symantec: version 7.1*
- <http://www.symantec.com/business/client-management-suite>
- <http://www.symantec.com/business/support/index.jsp>
- <http://www.symantec.com/business/support/index?page=products>

Hands-on Experience (Real World or Virtual):

- Deploy software packages to systems or virtual layers
- Configure the Software Catalog
- Install the Altiris Client Management Suite 7.1 components
- Use tasks and policies to deploy applications, endpoint operating systems, and personalities
- Configure the Software Portal to deliver applications
- Download, stage, and deploy software updates
- Inventory managed computers
- Support, manage, and configure managed computers remotely
- View and use reports to assist with managing computers
- Manage and configure CMS 7.1 including plug-ins and policies
- Use Maintenance windows to schedule tasks and policies
- Perform basic troubleshooting
- Image Macintosh/Linux computers with Deployment Solution

- Gather custom inventory
- Create custom reports
- Create personality templates
- Create SVS layers
- Diagnose and troubleshoot problems
- Use advanced deployment technologies
- Use Out-of-Band Management

For more information on the Symantec Certification Program, visit <http://go.symantec.com/certification>.

EXAM AREA 1

Overview and Architecture

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Describe the technological benefits and components of Altiris Client Management Suite 7.1.	Lesson: Understanding Client Management Suite Topics: <ul style="list-style-type: none"> • Providing IT Services • Benefits of CMS 7.1
Describe how to support a complete management environment with Altiris Client Management Server 7.1 and additional Solutions (e.g., IT Analytics).	Lesson: Understanding Client Management Suite Topic: Tailoring and environment with add-on solutions
Describe minimum system requirements and installation prerequisites for Altiris Client Management Suite 7.1.	Lesson: Understanding Client Management Suite Topic: CMS 7.1 System Requirements Lesson: Installing Client Management Suite Topic: Installation Requirements

EXAM AREA 2

Installation and Configuration

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Given a scenario, describe installation and configuration procedures for the Altiris Client Management Suite agents and plug-ins.	Lesson: Installing Client Management Suite Topic: Using Symantec Installation Manager
Describe how to configure Altiris Client Management Suite 7.1 solutions.	Lesson: Installing Client Management Suite Topic: Installing Client Management Suite Lesson: Software Management Framework Topic: Populating the Software Catalog
Describe how to create or modify security roles within Altiris Client Management Suite 7.1.	Information is available in the product documentation.

EXAM AREA 3

Patch Management

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Describe the basic information flow for Patch Management.	Lesson: Patch Management Topic: Patch Management Workflow
Given a scenario, describe how to deploy patches using a schedule.	Lesson: Software Bulletins and Updates Topic: Distributing Bulletins and software updates
Determine which Patch Management software updates are required by managed computers.	Lesson: Software Bulletins and Updates Topic: Patch Management Compliance reports
Describe how to use Altiris Client Management Suite 7.1 Patch Management to stage and deploy software updates.	Lesson: Software Bulletins and Updates Topic: Patch Management Import and Qchain
Describe how to troubleshoot the basic information flow for Patch Management.	Lesson: Patch Management Topic: Patch Management Workflow

EXAM AREA 4

Inventory Solution

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Describe how to configure and use Altiris Client Management Suite 7.1 to obtain inventory from managed or non-managed computers including (but not limited to) detailed inventory scans, targeted software scans, stand-alone inventories, creating file baselines, custom inventory, and how to manage application usage.	Lesson: Managing Inventory with Tasks and Policies Topics: <ul style="list-style-type: none"> • Collecting Inventory • Collecting Targeted Inventory • Collecting Standalone inventory Lesson: Custom Inventory Topic: Creating a Custom Inventory Task Lesson: Using Baselines to manage Computers Topics: <ul style="list-style-type: none"> • Performing File Baseline inventories • Performing Registry Baseline inventories
Describe how to configure inventory and its relationship to software management framework.	Lesson: Managing Inventory with Tasks and Policies Topic: Collecting Inventory
Given a scenario, describe various methods for validating inventory.	Lesson: Managing Inventory with Tasks and Policies Topics: <ul style="list-style-type: none"> • Collecting Inventory • Collecting Targeted Inventory • Collecting Standalone inventory Lesson: Custom Inventory Topic: Creating a Custom Inventory Task Lesson: Using Baselines to manage Computers Topics: <ul style="list-style-type: none"> • Performing File Baseline inventories • Performing Registry Baseline inventories Lesson: Reporting and Basic Troubleshooting Topic: Reports

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Given a scenario, describe how to gather inventory on a schedule.	Lesson: Managing Inventory with Tasks and Policies Topics: <ul style="list-style-type: none"> • Collecting Inventory • Collecting Targeted Inventory • Collecting Standalone inventory Lesson: Custom Inventory Topic: Creating a Custom Inventory Task Lesson: Using Baselines to manage Computers Topics: <ul style="list-style-type: none"> • Performing File Baseline inventories • Performing Registry Baseline inventories

EXAM AREA 5

Software Management

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Explain the benefits of managing software with Software Management Solution 7.1.	Lesson: Software Delivery Topics: <ul style="list-style-type: none"> • Methods to Deliver Software • About Managed Delivery • About Quick Delivery
Distinguish between the different methods used to populate the Software Catalog.	Lesson: Software Management Framework Topic: Populating the Software Catalog
Given a scenario, describe how to add a software component to a software product in the Software Catalog.	Lesson: Symantec Management Console Topic: Getting to know the Console Lesson: Software Management Framework Topic: Populating the Catalog

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Describe the components of the software management framework as they relate to software delivery.	Lesson: Software Management Framework Topic: Populating the Catalog Lesson: Software Delivery Topics: <ul style="list-style-type: none"> • Methods to Deliver Software • About Managed Delivery • About Quick Delivery
Describe how to use the software catalog and deliver software using policies, jobs, and tasks.	Lesson: Software Delivery Topics: <ul style="list-style-type: none"> • Methods to Deliver Software • About Managed Delivery • About Quick Delivery
Describe the process for creating and delivering a managed Delivery policy.	Lesson: Software Delivery Topics: <ul style="list-style-type: none"> • Methods to Deliver Software • About Managed Delivery
Given a scenario, determine the appropriate method to deliver software including managed delivery policies, quick delivery tasks, and the software portal.	Lesson: Software Delivery Topics: <ul style="list-style-type: none"> • Methods to Deliver Software • About Managed Delivery • About Quick Delivery Lesson: Software Portal Topic: Requesting and Managing Software Requests
Explain the phases of Managed Delivery execution.	Lesson: Software Delivery Topic: About Managed Delivery
Describe how to report on the overall status of installed and delivered software.	Lesson: Reporting and Basic Troubleshooting Topic: Reports
Given a scenario, describe the procedure for delivering applications to layers and managing layers using Altiris Client Management Suite 7.1.	Lesson: Managing and Delivering Software with other tasks Topic: Methods for Installing and Managing Virtualized Software

EXAM AREA 6

Remote Management and Assistance

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Given a scenario, describe how to use Altiris Client Management Suite 7.1 to perform remote assistance and systems diagnostics with Real Time System Manager and pcAnywhere.	Lesson: Remote Assistance Topic: Managing a pcAnywhere session / Real-Time System Manager
Describe the protocols for managing remote systems as well as the hardware and software requirements for each protocol.	Lesson: Remote Assistance / Including Knowledgebase articles

EXAM AREA 7

Deployment Solution within Altiris Client Management Suite 7.1

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Given a scenario, describe the benefits of using Deployment Solution.	Lesson: Deployment Solution 7.1 SP1 Overview Topic: Deployment Solution Overview (From the <i>Deployment Solution 7.1 Administration</i> course) Lesson: Deployment Solution Overview Topics: All topics
Describe how to configure Deployment Solution including, but not limited to, PXE, automation folders, sysprep.	Lesson: Deployment Solution 7.1 SP1 Overview Topic: Deployment Solution Overview (From the <i>Deployment Solution 7.1 Administration</i> course) Lesson: Configuring Deployment Solution 7.1 SP1 Topics: All topics

SCS Exam Objectives	Course Topics from <i>Altiris Client Management Suite 7.1: Administration</i>
Describe how to use jobs and tasks for the deployment and configuration of operating systems.	Lesson: Deployment Solution 7.1 SP1 Overview Topics: About Jobs and Tasks (From the <i>Deployment Solution 7.1 Administration</i> course) Lesson: Computer Migrations and Deploying Operating Systems Topics: All topics
Given a scenario, describe how to deploy and configure new or in-place operating systems.	Lesson: Deployment Solution 7.1 SP1 Overview Topics: Creating and Deploying Images (From the <i>Deployment Solution 7.1 Administration</i> course) Lesson: Computer Migrations and Deploying Operating Systems Topics: All topics
Describe how to use PC Transplant.	(From the <i>Deployment Solution 7.1 Administration</i> course) Lesson: PC Transplant with Deployment Solution Topics: All topics
Describe basic troubleshooting techniques for Deployment Solution.	Lesson: Reporting and Basic Troubleshooting Topics: Using the Log Viewer / Troubleshooting event inboxes / Also see knowledgebase articles.

If you have questions about the Symantec Certification Program, send an email to Global_Exams@symantec.com.

About Symantec

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

For specific country offices and contact numbers, please visit our Web site.

Symantec World Headquarters
350 Ellis St.
Mountain View, CA 94043 USA
+1 (650) 527 8000
1 (800) 721 3934
www.symantec.com