



Administration of Symantec™ Data Loss Prevention 12 Study Guide

The following tables list the Symantec SCS Certification exam objectives for the *Administration of Symantec Data Loss Prevention 12* exam and how these objectives align to the *Symantec Data Loss Prevention 12: Administration* and *Symantec Data Loss Prevention 12: Install and Deploy* courses.

Recommended courses to prepare for this exam:

- [Symantec Data Loss Prevention 12: Administration](#) (ILT/VA or [WBT](#)), (Course material: [Lessons 01-11](#), [Lessons 12-17](#))
- [Symantec Data Loss Prevention 12: Install and Deploy](#) (WBT)
- [Symantec Data Loss Prevention 12: Differences](#) (WBT – available to SYMC Internals Only)

Recommended sources to prepare for this exam:

- <https://kb-vontu.altiris.com>

The product documentation for this exam is:

- Symantec Data Loss Prevention Third Party License Agreements
- Symantec Data Loss Prevention 64-bit Server Migration and Tuning Guide
- Symantec Data Loss Prevention Administration Guide
- Symantec Data Loss Prevention Data Insight Implementation Guide
- Symantec Data Loss Prevention MTA Integration Guide for Network Prevent (Email)
- Symantec Data Loss Prevention Email Quarantine Connect FlexResponse Implementation Guide
- Symantec Data Loss Prevention Encryption Insight Implementation Guide
- Symantec Data Loss Prevention Incident Reporting and Update API Developers Guide
- Symantec Data Loss Prevention Installation Guides for Windows
- Symantec Data Loss Prevention Installation Guides for Linux
- Symantec Data Loss Prevention Lookup Plug-In Guide
- Symantec Data Loss Prevention Network Monitor and Prevent Performance Sizing Guidelines
- Symantec Data Loss Prevention Release Notes
- Symantec Data Loss Prevention Reporting API Developers Guide
- Symantec Data Loss Prevention Integration Guide for Squid Web Proxy
- Symantec Data Loss Prevention SharePoint Quarantine FlexResponse Plug-in Implementation Guide
- Symantec Data Loss Prevention Supportability Telemetry Guide
- Symantec Data Loss Prevention System Maintenance Guide
- Symantec Data Loss Prevention System Requirements and Compatibility Guide
- Symantec Data Loss Prevention TMG Integration Guide
- Symantec Data Loss Prevention Upgrade Guide for Windows
- Symantec Data Loss Prevention Upgrade Guide for Linux

- Symantec Data Loss Prevention Utilities Guide
- Symantec Data Loss Prevention VML Best Practices Guide
- Symantec Data Loss Prevention Oracle 11g Installation and Upgrade Guide – Partner only
- Symantec Data Loss Prevention DLP Software
- Symantec Data Loss Prevention Upgrade Guide for Windows
- Symantec Data Loss Prevention Detection Customization Guide
- Symantec Data Loss Prevention Incident Reporting Update API Examples
- Symantec Data Loss Prevention 3rdparty attributions
- Symantec Data Loss Prevention Solution Pack Descriptions:
 - Data Classification for Enterprise Vault Solution Pack
 - Energy and Utilities Solution Pack
 - EU and UK Solution Pack
 - Federal Solution Pack
 - Financial Services Solution Pack
 - General Solution Pack
 - Health Care Solution Pack
 - High Tech Solution Pack
 - Insurance Solution Pack
 - Manufacturing Solution Pack
 - Media and Entertainment Solution Pack
 - Pharmaceutical Solution Pack
 - Retail Solution Pack
 - Standard Solution Pack
 - Telecom Solution Pack
- Symantec Data Loss Prevention Pack for Altiris IT Analytics Solution 7.1 SP2 User Guide

Examples of Hands-on Experience (Real World or Virtual):

- Experience with the product through shadowing of a successful risk assessment, technical evaluation, product deployment, or six months experience administering Symantec Data Loss Prevention 12.
- Install Symantec Data Loss Prevention software including a detection server.
- Create reports using filtering and summarization.
- Navigate to appropriate reports including dashboards, incident lists, incident snapshots, and so forth.
- Use product specific out-of-the-box reports.
- Remediate incidents using response rules, workflow, and/or roles-based access control (RBAC).
- Create new policies using the policy builder including those based on templates.
- Configure automated and smart response rules and execute appropriately.
- Use product specific response rules including those for Network Prevent, Mobile Prevent, Network Protect, Network Discover, Endpoint Prevent, and Endpoint Discover.
- Manage DLP Agents.
- Define mobile device IP ranges to identify mobile traffic.
- Use available detection methods in policies and be able to capture incidents.

- Create Network Discover file system targets and run related scans.
- Configure targets to meet bandwidth and scheduling requirements.
- Create Endpoint Discover targets and run related scans.
- Create alerts for designated events.
- Create attributes, policy groups, roles, and users.
- Configure basic system settings.
- Manage credentials.
- Use online help.
- Recognize problems with system components and begin basic troubleshooting.
- Install and upgrade Symantec Data Loss Prevention software including Oracle, Symantec Management Platform, and Endpoint agents.
- Describe and apply best practices and priorities for creating and implementing response rules.
- Select and prepare data sources for EDM indexes.
- Describe the creation of an EDM index with the Remote Indexer.
- Plan and carry out an efficient strategy for regularly updating EDM indexes.
- Use advanced EDM features.
- Select and prepare data sources for IDM indexes.
- Plan and carry out an efficient strategy for regularly updating IDM indexes.
- Select and prepare data samples for creating VML profiles.
- Implement policy best practices.
- Implement policy lifecycle stages.
- Protect data by quarantining and/or copying to a secure location.
- Understand the FlexResponse platform for custom remediation.
- Block Endpoint actions based on a user's Active Directory group membership.
- Describe server administration tasks and tools for generating event and traffic reports.
- Describe various troubleshooting techniques for the system including understanding the message chain and performing log analysis.
- Describe effective management of agents.
- Configure IP and L7 filters.
- Configure content filters to include discover and endpoint filters.
- Explain and define Mobile Device Management (MDM) virtual private network (VPN) profiles.
- Explain and define iOS profiles using the Symantec Management Console.
- Use Mobile Prevent to monitor email, Web, and application communications from an iOS device.
- Set up Active Directory/LDAP authentication, and the Certificate Authority/Simple Certification Enrollment Protocol.
- Install additional locales and language packs.
- Integrate Network Prevent for email.

- Define Data Insight and Symantec Management Platform (SMP) and explain its integration with Symantec Data Loss Prevention.

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
Describe Data Loss Prevention as it pertains to the industry.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Introduction to Symantec Data Loss Prevention
Describe the features and functionality of Symantec Data Loss Prevention 12.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Introduction to Symantec Data Loss Prevention
Describe the Symantec Data Loss Prevention 12 architecture including each product's architecture.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Introduction to Symantec Data Loss Prevention

EXAM AREA 2

Installation and Configuration

SCS Exam Objectives	Course Topics
Describe how to install Symantec Data Loss Prevention 12.	Course: <i>Symantec Data Loss Prevention 12: Install and Deploy</i> (WBT) Lesson: Installing Symantec Data Loss Prevention
Describe how to configure policies to effectively capture incidents including all detection methods.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lessons: Policy Management, Described Content Matching, Exact Data Matching and Directory Group Matching, Indexed Document Matching, Vector Machine Learning
Describe how to configure and manage automated and	Course: <i>Symantec Data Loss Prevention 12:</i>

SCS Exam Objectives	Course Topics
smart response rules to remediate incidents appropriately.	<i>Administration</i> (ILT/VA, WBT) Lessons: Response Rule Management, Network Prevent, Network Discover and Network Protect, Mobile Prevent, Endpoint Prevent, Endpoint Discover
Describe how to configure Mobile Email Monitor to capture mobile email incidents and how to configure Network Monitor to capture network incidents.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Mobile Email Monitor and Network Monitor
Describe how to configure Network Prevent with appropriate MTAs or web proxies to capture incidents and block network communications.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Network Prevent
Describe how to configure Network Discover targets to capture incidents, including Data Insight, and configure Network Protect to quarantine or copy files.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Network Discover and Network Protect
Describe how to configure Endpoint Prevent agents to block endpoint actions and configure Endpoint Discover targets to capture endpoint incidents.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lessons: Endpoint Prevent, Endpoint Discover
Describe how to configure filters to focus the amount of traffic or amount of files that are scanned.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lessons: Mobile Email Monitor and Network Monitor, System Administration
Describe how to configure Mobile Prevent to capture incidents and block iOS mobile communications.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Mobile Prevent

EXAM AREA 3

Management and Reporting

SCS Exam Objectives	Course Topics
Describe and apply the various tasks and tools associated with server and system administration.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: System Administration
Describe how to manage DLP Agents.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lessons: Endpoint Prevent, System Administration

SCS Exam Objectives	Course Topics
Describe how to create, use, and distribute reports in Enforce and IT Analytics.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Navigation and Reporting
Describe how to remediate incidents effectively including use of role-based access control.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Incident Remediation and Workflow
Describe how to manage and maintain policies.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Policy Management, System Administration
Given a scenario, determine how to reduce risk over time.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: <i>Enterprise Enablement</i>

EXAM AREA 4

Basic Troubleshooting

SCS Exam Objectives	Course Topics
Identify basic database issues in Symantec Data Loss Prevention 12.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: System Administration
Given a scenario, troubleshoot Enforce issues in Symantec Data Loss Prevention 12.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: System Administration
Given a scenario, troubleshoot endpoint agent issues in Symantec Data Loss Prevention 12.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lessons: Endpoint Prevent, System Administration
Given a scenario, troubleshoot detection issues in Symantec Data Loss Prevention 12.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: Introduction to Symantec Data Loss Prevention, System Administration
Given a scenario, troubleshoot detection server issues in Symantec Data Loss Prevention 12.	Course: <i>Symantec Data Loss Prevention 12: Administration</i> (ILT/VA, WBT) Lesson: System Administration Topic: Server administration Topic: Troubleshooting
Identify and describe the diagnostic tools in Symantec	Course: <i>Symantec Data Loss Prevention 12:</i>

SCS Exam Objectives	Course Topics
Data Loss Prevention 12.	<i>Administration (ILT/VA, WBT)</i> Lesson: System Administration Topic: Server administration

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.

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