Symantec Ghost Solution Suite 3.0: Administration

COURSE DESCRIPTION

The *Symantec Ghost Solution Suite 3.0: Administration* course is designed for the professional tasked with installing, configuring, and managing a Deployment Solution system. This four-day, instructor-led, hands-on course covers how Ghost Solution Suite 3.0 simplifies the routine tasks of setting up new computers, migrating computers to a new operating system, and moving users to new operating systems or hardware. Students also learn how to install, configure, and use Ghost Solution Suite to perform these types of tasks remotely from an easy-to-use console, saving time for employees and money for their enterprise.

Delivery Method
Instructor-led (ILT)

Duration
Four (4) days

Course Objectives
By the end of this course, you will be able to:
- Install and configure Ghost Solution Suite 3.0
- Use the Ghost Console to create and use jobs and tasks to manage computes
- Configure image deployments
- Manage "unknown" and predefined computers
- Perform disk wipes and create disk partitions
- Create Windows scripted OS installations
- Create PC transplant templates
- Capture a computer personality, and deploy personality packages
- Perform a computer migration from Win 7 to Win 8.1

Who Should Attend
This course is for network and system administrators, IT managers, IT support personnel, and other network operations staff who are responsible for deploying new computers across their organizations, managing ongoing software and hardware configuration tasks for computers, and retiring outdated computers.

Prerequisites
- Students should have a working knowledge of Windows 2012, Win 7, and Win 8.1; be familiar with network concepts, including LANs, network adapters, drivers, and network operating systems.

Hands-On
This course includes practical exercises using your own network by means of virtual computers enabling you to learn and fine tune the skills required to be successful in your working environment.

COURSE OUTLINE

Overview of Endpoint Lifecycle Management
- Introduction to Endpoint Lifecycle Management
- Phases of Endpoint Lifecycle Management
- ELM Business Objectives and Goals
- ELM Solution Mapping to Business Objectives
- Ghost Solution Suite 3.0 Product Overview

Implementation Assessment
- ELM Requirements Gathering
- Solution Analysis of ELM Requirements

Implementation Design
- GSS 3.0 Technical Overview
- Installation Options and Prerequisites
- Defining the Solution Infrastructure
- Defining the ELM Solution Configuration

Installation and Configuration of the ELM Solution
- Base Software Installation
- Navigating the Console
- Core & Solution Configuration
- Driver Management
- Pre-boot Environment

Endpoint Identification & Gathering
- IT Requirements Overview
- Analyzing and Defining IT Requirements
- Using ELM to Forecast IT Requirements

Endpoint Configuration Standards
- Endpoint Standards Overview
- Defining Endpoint Standards
- Implementation of Endpoint Standards

Endpoint Provisioning
- Endpoint Provisioning Overview
- Standard Build and Image Methodology
- Software Compatibility Analysis
- Software Packaging requirements for use in the ELM Solution
- Software Quality Assurance Methodology

Endpoint Deployment & Staging
- Endpoint Lifecycle Automation
- Endpoint Lifecycle Automation Scenario Exercise
- Backup and restore
- Automating the backup of a computer image
- Scripted OS Installation

- Capturing an image for deployment
- Automating the creation of a master image
- Automating the deployment of computer images

Software Distribution
- Software Delivery Methods
- Software Installation Methods
- Understanding Software Delivery
- Reporting and Analysis of Software Distribution
Tasks

Image and Build Maintenance
- Image maintenance overview
- Restoring a computer image
- Capturing the updated image
- Updating Jobs

Managing Software Upgrades
- Software Upgrade Process Overview
- Distribution of Software Updates

Supporting the Business
- Ensuring Business Continuity in an ELM System
- Endpoint Restoration/Recovery
- Managing Service Support Activities
- Endpoint Monitoring & Alerting
- Endpoint Configuration & Maintenance
- Automating Problem Resolution
- Application Self-Healing
- Desired State Management

Hardware Refresh & Migration
- Hardware Refresh & Migration Process Overview
- Personality Capture and Restore
- Gathering Current State Inventory for Requirements
and Planning
Activities
- Performing Data capture and storage activities
- Gathering User state or PC personality information
- Automating the Migration Process

Endpoint Retirement/Disposal
- Ensuring Compliant Disposal Methods and
Procedures

End to End Endpoint Lifecycle Use Case
- Endpoint Management Lifecycle Use Case for GSS
3.0