



# Monitoring and Issue Resolution

2023-2024 Catalog

[ARCHIVED CATALOG]

## SVAD 170 - Monitoring and Issue Resolution

**PREREQUISITES:** [NETI 104 - Introduction to Networking](#) or [NETI 105 - Network Fundamentals](#) or [NETI 109 - Networking I](#)

PROGRAM: Cloud Technologies

**CREDIT HOURS MIN:** 3

LECTURE HOURS MIN: 2

LAB HOURS MIN: 2

DATE OF LAST REVISION: Fall 2020

Monitoring and issue resolution is a look into the utilization of modern network monitoring tools and how they can be used to enhance IT services. This course will also provide the student with an understanding of how to determine appropriate metrics and deal with issue resolution and tracking.

MAJOR COURSE LEARNING OBJECTIVES: Upon successful completion of this course the student will be expected to:

1. Compare various system monitoring solutions features and implementations
2. Analyze relevant metrics for network and system health
3. Discuss various standards related to system monitoring and health
4. Demonstrate proper troubleshooting techniques using problem-solving and critical- thinking skills.
5. Demonstrate the ability to configure appropriate monitoring tools and technology
6. Investigate methods of user needs analysis and assessment to select appropriate customer solutions
7. Recognize the most common practices used to evaluate system health and how they can be used to improve systems
8. Identify and explore the tools and technology used in an IT issue tracking environment including appropriate ticketing systems.
9. Exhibit understanding of the link between monitoring, logging and issue tracking
10. Define the role of logging in complex IT systems
11. Demonstrate the ability to configure log aggregation and analysis tools
12. Apply professionalism in communication.
13. Utilize appropriate Command Line Interface (CLI) scripting and version control.

COURSE CONTENT: Topical areas of study include -

- SNMP Monitoring
- Syslog
- Event Log
- Log Analysis
- Monitoring and Management tools
- Ticketing systems
- System Health
- Troubleshooting Skills
- System performance analysis
- Issue Tracking and Resolution
- Monitoring Standards and protocols
- Business needs analysis
- Performance measures and standards

- System Documentation
- Command Line Interface (CLI)



[Course Addendum - Syllabus \(Click to expand\)](#)

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