

# **SYMANTEC CLIENT MANAGEMENT SUITE 8.5 ADMINISTRATION**

**DURATION: 3 DAYS**

## **COURSE OVERVIEW**

The Client Management Suite 8.5 Administration course is designed for professionals tasked with using Symantec's Client Management Suite (CMS) to manage their software and hardware resources in their organizations. This three-day, instructor-led, hands-on course teaches students the underlying components and concepts of the Symantec Management Platform along with the Symantec Management Console that is used by CMS to perform its management functions. Students learn how to use CMS software solutions to collect inventory, manage their software, and apply software updates. Students also learn how to use the platform consoles and reports to analyze and monitor their environment.

This course includes practical hands-on exercises that enable you to test your new skills and begin to use those skills in a working environment.

## **TARGET AUDIENCE**

This course is for IT administrators who will be maintaining and installing software, taking inventory of computers, distributing software updates to computers, or remotely managing computers.

## **COURSE OBJECTIVES**

By the completion of this course, you will be able to:

1. Discover and import computer and user resources that you want to manage
2. Gather hardware, software and operating system inventory
3. Remotely manage computers
4. Maintain a software repository
5. Deliver software to managed computers
6. Meter and track software on managed computers
7. Distribute software updates to managed computers
8. Analyze gathered data using predefined & custom reports

## **COURSE CONTENT**

The following modules are included in the course and are based on typical use cases that are designed to meet business or operational objectives and are common to the administration of Client Management Suite 8.5

### **Lesson 1: Discovering Resources within the Environment**

#### **Introducing Resource Discovery**

1. The case for resource discovery
2. Stand resource discover methods
3. Resource discovery process and methods

#### **Using CMS to Discover and Import Resources**

1. Network discovery with CMS
2. Importing resources from active directory
3. Importing resources using the data connector

#### **Adding CMS inventory to resources**

1. Gathering computer information using inventory solution policies and tasks
2. Standalone inventory
3. Introducing targeted software inventory
4. Custom inventory
5. Agentless inventory
6. Introducing file baseline and registry baseline tasks

#### **Validating CMS discovery processes**

1. CMS increases the visibility of resources
2. CMS increases the organization of resources
3. CMS allows for efficient management of resources

### **Lesson 2: Reducing Desk-side visits with Remote Support Agent Health**

1. Working with agent health settings
2. Configuring agent health settings
3. Determining agent health in the agent GUI
4. Agent health status
5. Agent health summary

#### **Introducing Remote Access Connector**

1. About remote access connector
2. Creating a template configuration file
3. Editing the configuration file
4. Using the right-click menu

### **Overview of Real-time System Manager**

1. Overview of real-time system manager
2. How RTSM works
3. Connection profiles and credentials
4. RTSM right-click tasks
5. RTSM server tasks
6. Remote management reports

## **Lesson 3: Business Analytics & Reporting**

### **Introduction to reporting**

1. Walkthrough of available reports and ITA

### **Standard reporting**

1. Creating reports
2. Running reports
3. Filter report builder -> reports

### **IT Analytics Reporting**

1. Configuring it analytics solution
2. Cube reports, KPIs and dashboards

## **Lesson 4: Effective Software Management**

### **Software Management Overview**

1. The case for effective software management
2. Software management overview
3. Components of software management

### **Discovering Software Information in the Environment**

1. Methods for gathering software inventory
2. Software inventory reporting

### **Developing the Software Catalog**

1. Creating and configuring software components

2. Creating and configuring software products

### **Managing the Software Catalog**

1. Ongoing software management in the software views
2. Managing software in the software views
3. Maintaining the software repository

### **Efficient Software Distribution**

1. Methods for delivering software
2. Delivering software using tasks
3. Delivering software using managed policies
4. Delivering software through a request process

### **Enforcing Software Use and Execution**

1. Tracking software usage on managed computers
2. Execution control using application denial policies
3. Reviewing application denial reports

## **Lesson 5: Improved Security through Automated Patch Management**

### **Patch Management Solution Overview**

1. Objective and approach to patch management
2. Patch management solution and the 4-A model

### **Using Patch Management Solution for Windows**

1. Patch Management within the 4-A model
2. Patch Management in the Assessment phase
3. Patch Management in the Analysis phase
4. Patch Management in the Application phase
5. Patch Management in the Advancement phase

## **Lesson 6: Endpoint Lifecycle Deployment & Staging**

### **Introducing Deployment Solution**

1. About Deployment Solution
2. About PC Transplant
3. Enabling the deployment plug-in install policies

### **Configuring Deployment Solution**

1. Preparing Deployment Solution

2. Symantec Network Boot Services and preboot configurations
3. About Symantec Network Boot Service
4. Installing Automation Folders

### **Creating and managing deployment jobs and tasks**

1. About Deployment tasks and jobs
2. Other task types

### **Deployment Solution imaging**

1. About Imaging
2. Image types: Disk Image
3. Image types: Back-up Image
4. Configuring the Create Image task
5. Image deployment options

## **COURSE PREREQUISITES**

You must have a basic understanding and working knowledge of Microsoft Windows (7, 8, 10, Server 2008/12/16) operating systems and optionally Linux and Mac operating systems

### **Course Pre-Work**

Before attending the Client Management Suite 8.5 Administration course, it is strongly recommended that you complete the following Symantec ITMS Fundamentals web based training modules:

1. Symantec Management Platform & ITMS Overview
2. Basic Architecture Overview
3. Installation and Configuration
4. Understanding Organizational Views and Groups
5. Managing Targets and Filters
6. Managing Policies, Jobs and Tasks