CLIENT MANAGEMENT SUITE 8.1 ADMINISTRATION

DURATION: 3 DAYS

COURSE OVERVIEW

The Client Management Suite 8.1 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.

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 8.1

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 ITMS to Discover and Import Resources:

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

Adding ITMS 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 ITMS 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
5. **Overview of Real-time System Manager**:
6. Overview of real-time system manager
7. How RTSM works
8. Connection profiles and credentials
9. RTSM right-click tasks
10. RTSM server tasks
11. 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
4. **Efficient Software Distribution**:
5. Methods for delivering software
6. Delivering software using tasks
7. Delivering software using managed policies
8. Delivering software through a request process
9. **Enforcing Software Use and Execution**:
10. Tracking software usage on managed computers
11. Execution control using application denial policies
12. Reviewing application denial reports
13. **Lesson 5: Improved Security through Automated Patch Management:**
14. **Patch Management Solution Overview**:
15. Objective and approach to patch management
16. ITMS patch management solution and the 4-A model
17. **Using Patch Management Solution for Windows:**
18. Patch Management within the 4-A model
19. Patch Management in the Assessment phase
20. Patch Management in the Analysis phase
21. Patch Management in the Application phase
22. Patch Management in the Advancement phase

COURSE PREREQUISITES

You must have a basic understanding and working knowledge of Microsoft Windows (7, 8, 10, 2008, and 2012) operating systems and optionally Linux and Mac operating systems