

NetworkD Infrastructure Management Services (IMS) Training Course

Introduction:

Course: Achieving Success through LANDesk Best Practice ('Effective Foundational Management')

Duration: 3 Days

Course Justification:

For all organisations, an investment in a 'Systems Management' technology is a major but necessary requirement. Why do so many of these investments fail to meet aspirations and expectations? The key to success is not always the technology; instead it is the combination of technology with an operational best practice model to ensure continual, measurable success.

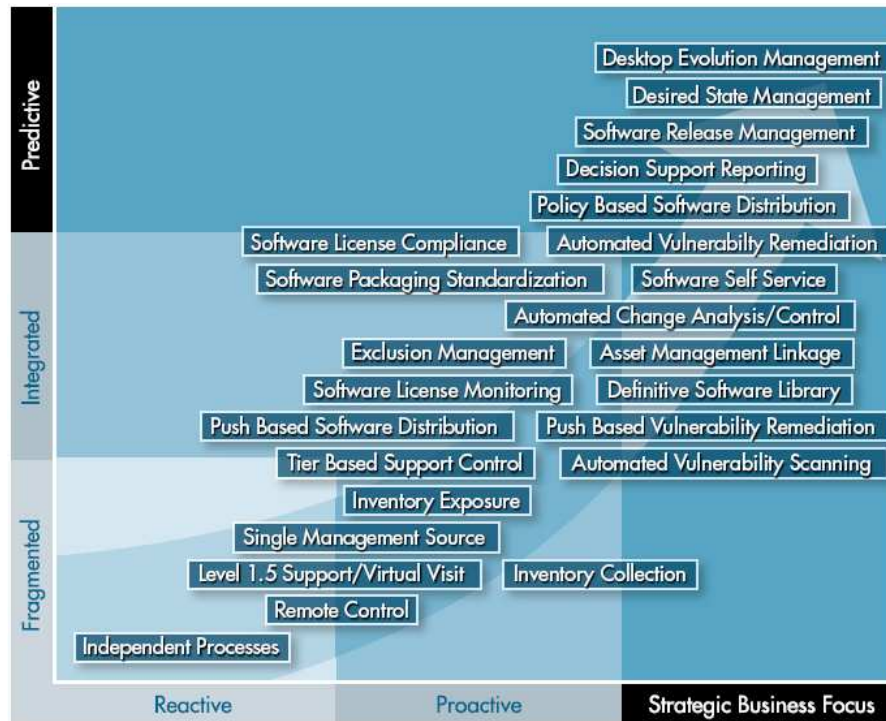
Developed by Frank Griffiths, NetworkD Technical Director, this course is designed to teach the best practice of systems management as it relates to the LANDesk Management Suite of products. By drawing on many years of experience enabling successful solutions in the most distributed of environments this is the only training course of its type.

This is not training on what LANDesk is supposed to do; it is training on how you can really make LANDesk do what you purchased it to do. Learn how the most successful LANDesk customers achieve success and see how similar approaches can be applied to your organisation whether you have 1,000 or 100,000 systems.

There are no 'Magic Buttons' involved with LANDesk or any systems management toolset; if you are prepared to learn what it really takes to make LANDesk perform at the highest levels and are ready to take that responsibility then this is the course for you

Course Objective:

Attendance on this course will result in delegates possessing the 'Best Practice' knowledge related to achieving positive, consistent and measurable results from the LANDesk toolset. Successful delegates will be empowered to revise and implement structure into their Day-to-Day LANDesk driven process leading to significantly higher levels of Systems Management Maturity and greater Operational Success from the LANDesk toolset.



NetworkD IMS Maturity Curve: Measure your success & capability through process

Who Should Attend?

- Current LANDesk administrators
- Personnel with current or Future operational responsibility for LANDesk
- Technical management responsible for LANDesk deliverables

Course Structure:

The course consists of 3 days classroom based training; the content is divided into 2 defined sections:

- **Phase I:** Foundational Management Fundamentals
- **Phase II:** Foundational Best Practices

Course Content:

Phase I: Foundational Management Fundamentals

- What is Systems Management?
- Drivers for investment → System Management suite of tools
- What is the priority? 'Service Quality' or 'Feature Breadth'
- Achieving Success through definition of that success
 - Correctly setting expectations
- Foundational v Operational Management
- Foundational Management... is it optional? What is the alternative?
- Breakdown of Systems Management delivery Components
- What represents 'Effective Foundational Management?'
 - Perception Management

- Optimized Data Management
- Agent Coverage Management
- Operational Provisioning
- Foundational Security Management
- Review of Fundamentals
- Question / Answer

Phase II: Foundational Best Practices

- Review of Fundamentals
- What is 'Best Practice'?
- Identify & implement pre-requisites for success:
 - Resource Allocation
 - Defined / measured approach
- Prepare the physical structure for success
- Review of Foundational composition:
 - Agent Coverage Management
 - Exclusion Management
 - Access Management
 - Security Management
 - Change Management
 - Configuration Management
 - Sharing Lessons Learned
 - Inventory Management: Adding / Removing Agents
 - Inventory Management: Query / Report Creation
 - Inventory Management: Data Rollup
 - System Maintenance
 - Replication of Functionality
- Implementation of Foundational Management
- Delivery of Foundational Management
- Process for change to structure:
 - Input → Validation → Configuration → Implementation → Feedback
- Question / Answer
- Exercise "Mature Process"
- End of Course Examination

Course Qualification:

At the end of the course, there are 2 activities designed to prove course content has been absorbed and understood.

- **Part 1:** Exercise 'Mature Process' - This is a short 45 minute exercise allowing for delegates to identify through discussion their preferred solution for defined challenges. The scenarios set are designed to emulate infrastructure challenges which may be faced going forward.
 - Individual participation for this exercise contributes 10% of the overall score
- **Part 2:** Examination 'Foundational Management' - The final activity is a written test designed to prove complete understanding.

- The examination contributes 90% of the overall score

Delegates will be notified within 2 weeks of their individual results and successful delegates will be awarded with a certificate of qualification for '**NetworkD IMS - Foundational Manager**'.

For the highest passes a '**NetworkD IMS - Foundational Manager – DISTINCTION**' will be awarded.

Pre-requisites:

- Exposure and understanding of Systems Management concepts
- Exposure to LANDesk Management Suite
- Administrative responsibility for LANDesk – (ideal, not required)

Cancellation Policy

If the course is cancelled the cancellation fees applied will be as follows:

- Cancellation less than 2 weeks before course start date = 100% Course Fee
- Cancellation less 4 weeks before course start date = 50 % Course Fee