

Service and Asset Management Suite – Administration and Configuration

COURSE DESCRIPTION

The Symantec Service and Asset Management Suite – Administration and Configuration course is designed for the professional tasked with installing, configuring, and managing Asset Management Suite™. This 5-day, instructor-led, hands-on class covers how to assess resource and asset inventory, and establish and maintain asset control within I.T. Infrastructure Library (ITIL) standards. Students will also learn how to use best practices to manage assets and reduce asset total cost of ownership (TCO), and effectively manage warranty contract and licensing information.

Delivery Method

Instructor-led

Duration

5 days

Course Objectives

By the end of this course, you should be able to

- Install and configure a Notification Server™ system and the Asset Management Suite.
- Explain why ITIL and Sarbanes-Oxley initiatives are important to your organization.
- Assess your enterprise using the Altiris Agent and inventory scan agents.
- Assess inventory and asset data using Web Reports™.
- Discover in-use applications with Application Metering Solution™, and use its agents and policies to determine software license compliance.
- Determine which assets and resources need to be tracked in your organization.
- Set up a logical hierarchical organization with departments, cost centers, locations, and users.
- Create, import, and set up external data sources.
- Create a resource hierarchy.
- Set security roles and access levels for Asset Management Suite workers.
- Discover how to build a User Console for security and usability.
- Import and export asset data among different systems and external data sources using Connector Solution™.
- Manage all types of contracts and ensure contract compliance.

Who Should Attend

This course is for anyone who will be installing, configuring, and managing an Asset Management Suite Level 2 infrastructure; and anyone working towards their Altiris certification.

Prerequisites

You should have a basic understanding and working knowledge of Microsoft® Windows; be familiar with Notification Server, specifically Inventory Solution® and Application Metering Solution; and (optional, but recommended) be familiar with using VMware®.

Hands-On

This course includes practical exercises and labs that enable you to test your new skills and begin to transfer them into your working environment.

COURSE OUTLINE

Introduction

- Course logistics and objectives

Getting Started

- Introducing the Altiris infrastructure
- Introducing Notification Server
- Installing Notification Server
- Introducing Service and Asset Management Suite
- Using Service and Asset Management Suite to support and extend industry standards
- About the IT Infrastructure Library
- Understanding ITIL processes
- ITIL service delivery
- How Service and Asset Management Suite maps to ITIL processes
- Achieving ITIL compliance
- Supporting Sarbanes-Oxley Act compliance
- Understanding COBIT
- Altiris total lifecycle management

Determining What to Manage

- Understanding the asset management process
- Establishing an asset management process
- About Altiris Service and Asset Management Suite
- Introducing the Altiris Console
- Understanding resources
- Setting up the organization
- Defining accounting periods
- Setting up a resource hierarchy
- Setting up sites and subnets

Managing Computer Assets

- Managing computer assets
- Discovering existing resources
- Basic inventory data
- Using the Altiris Agent
- Integrating with Active Directory
- Introducing Inventory Solution
- Inventory scan agents
- Inventory data flow
- Viewing inventory data
- Updating inventory data
- Additional configuration

Understanding the Altiris Resource Data Model

- Items in the Resource Data Model

Managing Other Assets

- Creating an asset manually
- Customizing resource information
- Understanding resource associations
- Customizing asset settings
- Importing existing data

Barcode Solution

- Introduction to Barcode Solution
- Using Barcode Solution

Managing Contracts

- Contract management challenges
- Discussion lab
- Understanding contracts
- Understanding contract types
- Contract configuration
- Software licensing
- Importing existing contract data
- Using software license data normalization
- Resource data entry tab settings

Software Compliance Lab

- Software compliance lab

Determining Application Usage

- Introducing Application Metering Solution
- Using application monitors

- Application Metering configuration options

Asset Report Writing

- Viewing summary data using the Resource Manager
- Using List reports
- Predefined Web reports
- Viewing predefined reports
- Creating customized asset reports
- Creating advanced Web reports
- About Notification policies

Securing the Altiris Console

- Setting up Console security
- Setting permissions on folders and items

Asset Management in an Enterprise Environment

- Service and Asset Management Suite in a global environment
- Setting up inventory forwarding
- Cleaning up inventory data
- Merging duplicate information

Comprehensive Lab

- Comprehensive lab
- Director's memo
- Vendor e-mail
- Sales invoice
- Hints