



## IT & Asset Management Training Workshops

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# Workshop Objectives

The Q-Armada Workshops provide a highly interactive training approach which is designed for organisations to provide them with enhanced Altiris solutions and infrastructure technical skills and best practice knowledge which are specific to an individual organisation's environment and requirements.

These skills will in turn enhance the organisations ability to maximise and leverage the functionality in the Altiris solutions as well as provide better operational management of the tool without any external assistance.

## Audience & Prerequisites

The Q-Armada workshops are designed to help technical administrators **and** business users gain the necessary knowledge required to successfully manage their respective roles. We understand that without these two highly dependant and critical resources skilled in their unique areas, the risk of shelf-ware becomes more probable. Each workshop includes who is the intended audience, with specific prerequisites.

## Workshop Timeframes

The Q-Armada Skills Transfer Workshops all run for 1-2 days each, however Q-Armada's flexible and versatile business approach provides you the opportunity to discuss any unique requirements you may have regarding your training needs.

Q-Armada can offer customised workshops, with more or less emphasis in particular areas to ensure we meet your precise needs.

For further information, please contact Q-Armada on [info@q-armada.com](mailto:info@q-armada.com).



# Altiris Fundamentals Workshop

2 Day Workshop

## Outline

The Altiris Fundamentals workshop provides you with the skills necessary to operate the Altiris Notification Server and the solutions that integrate and combine to provide you a comprehensive and connected asset and service management system. This workshop steps you through the architecture and system components to ensure you are well equipped to deliver a stable and robust Altiris system in your environment. Topics include:

- > Altiris architecture.
- > Design and management of sites and subnets.
- > Infrastructure components (package servers, agents, PXE servers and client access points).
- > How to manage scalability and capacity (hardware/software requirements, server and database numbers, placements and sizes).
- > Environment integration via network communications, systems and security.
- > Role and scope-based security.
- > Performance and maintenance tasks including agent best practices, network and device connectivity and stability, backup and recovery procedures.
- > Altiris agent installation and tracking methods.
- > Automated policies.
- > Understanding the Resource Manager.
- > Monitoring your package servers.
- > Creating static and dynamic collections.
- > Inventory Solution, CMDB Solution, Asset Management, Application Metering, Carbon Copy, Patch Management, Software Delivery and Deployment Solution overviews.

## Audience

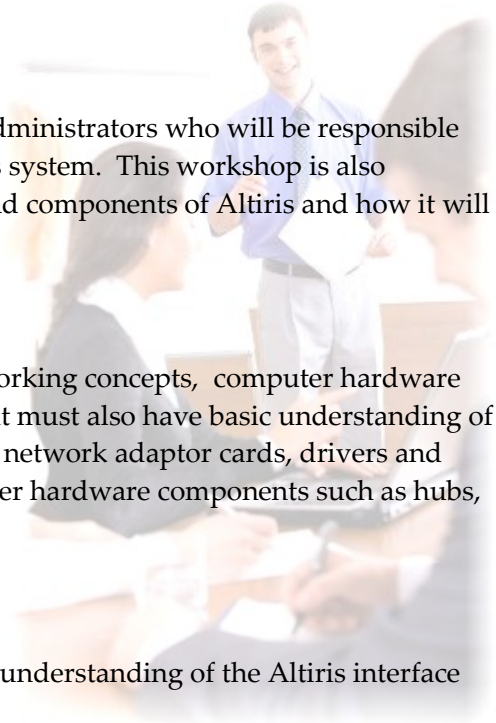
The Altiris Fundamentals workshop is designed for System Administrators who will be responsible for the day-to-day management and performance of the Altiris system. This workshop is also beneficial to IT managers needing to understand the impact and components of Altiris and how it will integrate into their IT environment.

## Prerequisites

Technical participants must have basic understanding of networking concepts, computer hardware components, operating systems and databases. The participant must also have basic understanding of Microsoft® Windows, familiar with networking such as LANs, network adaptor cards, drivers and network operating systems, as well as familiarity with computer hardware components such as hubs, switches, and routers.

## Learning Outcomes

At the completion of this workshop, you will have a thorough understanding of the Altiris interface and common functions that span all solutions.





# Asset Management Workshop

1 Day Workshop

## Outline

The Altiris Asset Management workshop provides you the skills necessary to set up your new asset management system and successfully maintain your system throughout the life of your assets. This workshop covers system configurations while discussing your company's policies and procedures. This combination ensures the appropriate features are covered in further depth and participants can enjoy the quick benefits and plan accordingly for the longer term objectives. This workshop aims to provide you the skills necessary to work with the system on a day-to-day basis to ensure you are 'business ready'.

Topics include:

- > Determine the types of assets to be managed such as hardware types, software and contracts.
- > Set up your organisational components such as users, departments, cost centres and companies/business units.
- > Configuration Management (establish detail and association requirements for each configuration item)
- > Understand your dataflow and data federation requirements by incorporating other key systems in your organisation.
- > Map your asset lifecycle phases to provide asset tracking and identification requirements.
- > Data management skills such as CMDB rules, bulk editing, policies and alerts.

## Audience

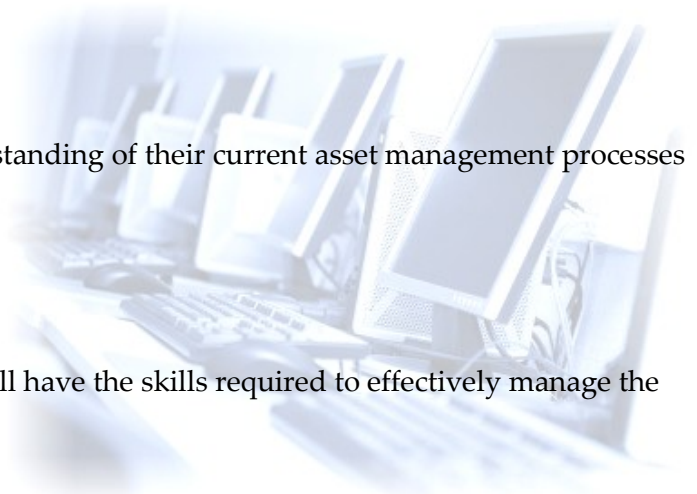
The Altiris Asset Management workshop is designed for business users responsible for their company's asset management.

## Prerequisites

Participants should have a thorough understanding of their current asset management processes and future requirements.

## Learning Outcomes

At the completion of this workshop, you will have the skills required to effectively manage the Altiris Asset Management solution.





# Contract Management Workshop

1 Day Workshop

## Outline

The Altiris Contract Management workshop covers the functions and capabilities required to manage your company contracts, from lease agreements, support and warranties, through to software contracts to help you achieve software compliance. Topics include:

- > Determine contract agreements to be managed such as hardware and software support, leases, warranties and service level agreements.
- > Manage specific contract terms and conditions that transfer into system alerts and notifications such as timeframes, obligations, financial impacts and authorising resources.
- > Customise your contracts to incorporate as many contract types you require.
- > Associate assets to contracts.
- > Link documentation to your contracts.
- > Track and manage software related costs such as maintenance and renewals.
- > Establish software authorisation groups.
- > Harvest software licenses.
- > Understand the Inventory Solution integration.
- > Borrow or loan software versions.
- > Compliance calculations and reporting drill-down features.
- > Set up your alerts and policies.

## Audience

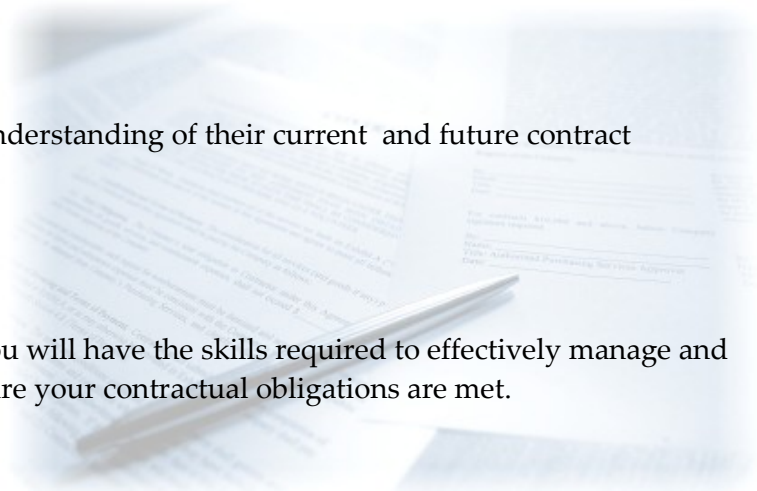
The Altiris Contract Management workshop is designed for business users responsible for managing company contracts.

## Prerequisites

Participants should have a thorough understanding of their current and future contract management requirements.

## Learning Outcomes

At the completion of this workshop, you will have the skills required to effectively manage and track your company's contracts to ensure your contractual obligations are met.





# Service Desk & Support Workshop

2 Day Workshop

## Outline

The Altiris Service Desk & Support workshop covers all the components required to successfully manage an internal service desk in your company. ITIL service support methodologies are also incorporated to provide an industry best practice approach:

- > Configure your helpdesk components including workers, support levels, roles and responsibilities in addition to incident routing, escalation, notification, alerts and policies.
- > Service desk configurations including queues, categories and users (inc VIP's).
- > ITIL Service Support components such as Incident, Problem, Change, Release and Service Level Management.
- > Incorporate your asset management database with your service desk support.
- > Service desk tools such as remote control and software delivery.
- > Knowledgebase and automated services.
- > Communication methods including emails, noticeboards and surveys.
- > Service Desk reports
- > Set up your alerts and policies.

## Audience

The Altiris Service Desk & Support workshop is designed for both technical and non-technical Altiris users such as Service Desk workers and manager. The combination of business and technical interaction provides a highly effective and valuable learning environment as each party has a good understanding of the corresponding impact.

## Prerequisites

Technical participants must have basic understanding of networking concepts, computer hardware components, operating systems and databases. Service Desk workers should have a good understanding of their current support responsibilities. Service Desk managers should have a good understanding of company policies and service levels.

## Learning Outcomes

At the completion of this workshop, both audience types will understand the impact technology and process plays in a successful service desk. Technical participants will have the skills required to configure the system. Business users will have the skills required to utilise the system for their day-to-day support tasks.



# Application Packaging Workshop

1 Day Workshop

## Outline

The Altiris Application Packaging workshop covers all necessary skills and knowledge you need to effectively create, test and rollout application packages.

Topics include:

- > Overview of application packaging methods based on industry best practice.
- > Build processes including when to repackage vs. command line switches, command line switch basis (MSI & InstallShield), repackaging vs. transformation and merge modules (application dependencies).
- > Distribution methods such as Altiris Deployment Server and Notification Server Software Delivery).
- > Installing packages with higher privileges.
- > Rollback and maintenance processes.
- > Manage auto-repair, service packs, patches, hot fixes and upgrades.
- > Retirement and uninstall processes.

## Audience

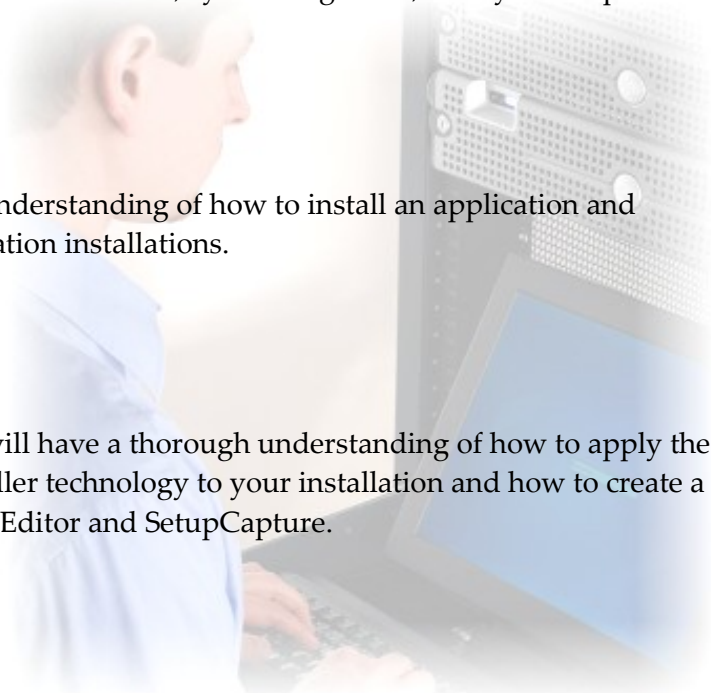
The Altiris Application Packaging workshop is designed for those new to repackaging or new to using Wise Package Studio. Also system administrators, system engineers, or anyone responsible for fulfilling requests for applications.

## Prerequisites

Technical participants must have a basic understanding of how to install an application and concepts in silent (and unattended) application installations.

## Learning Outcomes

At the completion of this workshop, you will have a thorough understanding of how to apply the fundamentals of Microsoft Windows Installer technology to your installation and how to create a package and .MSI with Windows Installer Editor and SetupCapture.





# Software Management Workshop

2 Day Workshop

## Outline

The Altiris Software Management workshop provides you all the necessary skills and knowledge you need to effectively create and manage a software catalogue, filter and target your computers, configure the appropriate delivery method, obtain accurate software inventory and usage information, manage your patch management requirements and produce software management reports.

Topics include:

- > Establish a software catalogue that includes software package associations located in your DSL, provides inventory information and includes pre-install activities such as software detection and software repair.
- > Configuring computer collections by accurately filtering and targeting your computers to ensure accurate software delivery.
- > A variety of delivery methods including the self-help software portal, quick installs or scheduled deliveries.
- > Patch Management capabilities.
- > Software Metering information.
- > Review of predefined software management reports.

## Audience

The Altiris Software Management workshop is designed for system administrators, system engineers, or anyone responsible for the installation and management of software packages.

## Prerequisites

Technical participants must have a basic understanding of software packaging methods and have completed the Altiris Fundamentals workshop.

## Learning Outcomes

At the completion of this workshop, you will have the ability to import existing software packages into the Altiris solution, and configure policies to install this software onto multiple computers. You will also have greater knowledge of your software installs and usage.



# SOE Development & Deployment Workshop

2 Day Workshop

## Outline

The Altiris SOE Development & Deployment workshop provides you all the necessary skills and knowledge you need to create a standard operating environment (SOE).

Topics include:

- > SOE fundamentals including definitions and types.
- > Design your SOE using industry best practices.
- > Create your source SOE computer.
- > Customise your base operating systems (OS) including security settings, policies and user interaction look and feel.
- > Manage applications and include core applications in your SOE.
- > Cover hardware independence options.
- > Sysprep.
- > Process fundamentals including group policy integration.
- > SOE Deployment including data migration.
- > Hands-on workshop exercises.

## Audience

The Altiris SOE Development & Deployment workshop is designed for desktop standards support staff, systems engineers and anyone installing, configuring, and managing and Altiris Deployment Server.

## Prerequisites

Technical participants must have basic understanding of networking including switches, routers and TCP/IP, Microsoft sysprep, computer hardware and driver software.

## Learning Outcomes

At the completion of this workshop, you will have a thorough understanding of creating a hardware independent SOE image, SOE best practices and deploying a SOE, as well as creating customised sysprep files, and understanding the difference between a windows XP deployment vs Vista/Seven.

## Outline

The Altiris Reporting workshop provides you all the necessary skills required to generate and manage the reports you need to match to your business objectives.

This key component of asset and systems management provides you the information necessary to validate accurate configuration of your system, and provide you valuable business information.

As every company has their own unique reporting requirements, this workshop will provide you the capabilities needed to design customised reports:

- > Introduction of Altiris reporting the various uses within the system.
- > Overview of predefined Altiris out-of-the-box reports.
- > Managing reports including running, saving & printing reports, scheduling reports, copying report results, report views (tables vs. graphs), importing & exporting reports.
- > Build custom reports using the report builder for simple, summary and advanced reports.
- > Further customise reports using cloning technique and SQL modifications.

## Audience

The Altiris Reporting workshop is designed for both technical and non-technical Altiris users. Reporting capabilities requires both business and technical input and this workshop provides a good overview for both parties to establish the midpoint.

## Prerequisites

Technical participants should have a basic understanding of SQL. There are no requirements for business users however a good understanding of the type of reports desired is beneficial.

## Learning Outcomes

At the completion of this workshop, you will have the knowledge and skillset required to generate, view, save and share company information. You will also have a good understanding of the various approaches to reporting requirements and where technical capabilities are required.

