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## IBM Endpoint Manager 9 Platform Fundamentals Information

**Length:**3.0 Days

**\_\_Ref:**TP403G-X

**Delivery method:**Classroom

**Price:**EUR

### Overview

IBM Endpoint Manager combines endpoint and security management into a single solution that enables your team to see and manage physical and virtual endpoints. Rapidly re-mediate, protect, and report on endpoints in real-time by automating time-intensive tasks across complex networks, controlling costs, reducing risk, and supporting compliance. This course will present basic and intermediate level knowledge to help users in administrator and operator roles of the product to develop the foundation knowledge they need to successfully leverage this product in their managed environments.

### Public

This basic course is for individuals who are new to the Endpoint Manager platform (inclusive of ITEM, TEM, and BigFix).

### Prerequisites

You should have:

- basic Microsoft Windows **and** VMWare skills

### Objective

- Discuss architecture and component configuration
- Perform daily operations to support managed environment
- Leverage patch management techniques
- Manage platform licensing and content relevant to managed environment
- Manage platform security and administrators
- Report on managed environment
- Perform basic troubleshooting

### Topics

#### Product introduction

- IBM Endpoint Manager

## **Architecture**

- Logical and common
- Windows and SQL Server
- Red Hat Enterprise Linux and DB2
- Mailboxing

## **Operations**

- Console navigation
- Workflow
- Actions
- Groups and baselines
- Console preferences and filters
- Analyses and settings
- Dashboards and Web Reports

## **Patch management**

- Overview
- Patching Windows systems
- Patching other platforms
- Advanced topics
- Reporting and metrics

## **Site management**

- Product licensing
- Content sites
- Site governance

## **Operator administration**

- Console and content security
- Server and console communications
- Managing operator accounts

## **Configuration**

- Server configuration
- Relay configuration

- Client configuration

## **Troubleshooting**

- Resources and logs
- Use case scenarios

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