



Helpdesk Solution – Administration and Configuration

COURSE DESCRIPTION

The Symantec Helpdesk Solution course is designed for the professional tasked with installing, configuring, and managing Helpdesk Solution. This 3-day, instructor-led, hands-on class covers how to create and integrate business rules that let students devise a consistent response to help desk incidents, establish and maintain Helpdesk service within I.T Infrastructure Library (ITIL) standards, use best practices to manage Helpdesk incidents and reduce total cost of ownership (TCO) related to incident management. Students will also learn how to effectively manage, report, and resolve helpdesk issues.

Delivery Method

Instructor-led

Duration

3 days

Course Objectives

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

- Summarize ITIL and how it affects incident management.
- Create workers who manage, track, and resolve Helpdesk incidents.
- Configure event handlers to generate reports, send e-mails, launch commands, and generate Helpdesk incidents.
- Create and manage incidents and associate those incidents with contacts, assets, and other I.T. resources.
- Use rules to reduce incident-resolution time.
- Create, configure, and add information to a searchable knowledge base that lets both Helpdesk workers and end users resolve helpdesk incidents.
- Configure Notification Policies that automatically notify the appropriate parties about the progress of Helpdesk incidents.
- Use Web Reports™ to view and analyze Helpdesk data.
- Use Carbon Copy™ Solution and Web Administrator™ for Windows to resolve Helpdesk incidents.

Who Should Attend

This course is for anyone who will be installing, configuring, and managing Helpdesk Solution; and anyone working towards their Altiris certification.

Prerequisites

You should have basic understanding and working knowledge of Microsoft® Windows, understand Notification Server installation and configuration, 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
- Introduction to Helpdesk Solution
- About the IT Infrastructure Library

Helpdesk User Basics

- How users record incidents
- About User Consoles
- About self-enrollment

Helpdesk Worker Basics

- Accessing the Worker Console
- About the Worker report
- About incidents
- About Helpdesk contacts
- About Helpdesk assets
- About bulletins
- Viewing and retrieving incidents
- Locating incidents
- About quick incidents
- Using Web reports

Knowledge Base

- About the Knowledge Base
- Adding content to the Knowledge Base
- Searching for articles
- Securing the Knowledge Base library

Helpdesk Administrator Basics

- Helpdesk security privileges
- About Helpdesk workers
- About Helpdesk queues
- Automatically creating contacts and incidents



- Using the Altiris Agent
- Importing Notification Server data into Helpdesk
- Licensing

Administrator Advanced Topics

- About categories
- Business rules
- Validation rules
- Incident rules
- Routing rules
- Notify rules
- List templates
- Macros
- Notification policies
- About tasks
- Automation rules
- Resource types
- About lookups
- Import/export administrator data

Advanced Incident Creation Methods

- Creating e-mail based incidents
- E-mail inbox filter
- Notification policies
- Create incidents automatically through Notification policies

Helpdesk Integration

- About Helpdesk integration
- Inventory Solution
- Capturing client inventory data
- Inventory scan agents
- Carbon Copy Solution
- Real-Time System Manager

Customizing Helpdesk Solution

- Tailoring the Console
- About AppWeaver
- Helpdesk application structure
- Using the custom.config file
- Renaming the label

Resources

- Altiris and Web resources
- Other Altiris courses and services

Advanced Examples

- How to create a custom console
- How to add a scalar field
- How to add a lookup field
- Create a custom URL for accessing the Helpdesk Console

Helpdesk Integration

- Invoking the Helpdesk UI

Incident View Fields

- Contact view fields
- Asset view fields

Helpdesk Macros

- Data macros

Custom Configuration

- Customizing the Helpdesk UI