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ManageEngine

2-days intensive training for the essentials

FA-0533 · 2-days

DevOps, Cloud & Infrastructure · Mainframe & Enterprise Systems

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Introduction

Welcome to the ManageEngine Training Program! Over the next two days, we will dive into the essential modules of ManageEngine, which are pivotal for managing and securing IT infrastructure.

Whether you are an IT manager, administrator, or security professional, this training will provide you with the knowledge and skills to effectively utilize ManageEngine's tools for IT Operations Management (ITOM), IT Service Management (ITSM), Security Information and Event Management (SIEM), and Workstation Management (WSM).

We aim to make this training interactive, practical, and highly informative, ensuring you leave with a comprehensive understanding of these critical tools.

Learning outcomes

By the end of this training, participants will be able to:

- Understand the key functionalities and components of ManageEngine's ITOM, ITSM, SIEM, and WSM modules.
- Configure and use OpManager for network monitoring and management.
- Utilize ServiceDesk Plus for IT service management and asset management.
- Implement Log360 for security information and event management.
- Manage and maintain workstations using Desktop Central.
- Apply best practices for monitoring, managing, and securing IT infrastructure.
- Troubleshoot common issues and optimize the use of ManageEngine tools.

Prerequisites

Participants should have:

- Basic understanding of IT infrastructure and network management.
- Familiarity with IT service management principles.
- Basic knowledge of security information and event management.
- Basic understanding of workstation management.
- Access to a laptop with internet connectivity.
- Administrative access to a test environment for hands-on exercises.

Training outline

1. Introduction to ManageEngine

1. Overview of ManageEngine
2. Importance of ITOM, ITSM, SIEM, and WSM
3. Key benefits of using ManageEngine solutions

2. IT Operations Management (ITOM)

OpManager: Network Monitoring and Management

1. Introduction to OpManager
2. Installation and Configuration
3. Discovering Network Devices
4. Setting up Monitoring Parameters
5. Performance Monitoring and Thresholds
6. Fault Management and Alerts
7. Reporting and Dashboards

Applications Manager: Application Performance Monitoring

1. Overview of Applications Manager
2. Monitoring Applications and Servers
3. Setting up Alerts and Notifications
4. Performance Analysis and Reporting

NetFlow Analyzer: Network Traffic Analysis

1. Introduction to NetFlow Analyzer
2. Configuring Network Devices for Traffic Analysis

3. Analyzing Network Traffic
4. Bandwidth Monitoring and Management

EventLog Analyzer: Log Management

1. Overview of EventLog Analyzer
2. Configuring Log Collection
3. Analyzing Logs for Security and Compliance
4. Custom Reports and Alerts

3. IT Service Management (ITSM)

ServiceDesk Plus: Help Desk and Asset Management

1. Introduction to ServiceDesk Plus
2. Setting up the Help Desk
3. Incident Management
4. Service Request Management
5. Problem and Change Management
6. IT Asset Management
7. Customizing Workflows and Reports

AssetExplorer: IT Asset Management

1. Overview of AssetExplorer
2. Discovering and Managing IT Assets
3. Software License Management
4. Asset Lifecycle Management

SupportCenter Plus: Customer Support Management

1. Introduction to SupportCenter Plus
2. Setting up Customer Support
3. Ticket Management
4. Customer Portal Configuration
5. Reporting and Analysis

4. Security Information and Event Management (SIEM)

Log360: Unified SIEM Solution

1. Introduction to Log360
2. Configuring Log360 Components
3. Collecting and Analyzing Security Logs

4. Real-time Threat Detection
5. Compliance Reporting

EventLog Analyzer: Comprehensive Log Management

1. Detailed Configuration of EventLog Analyzer
2. Analyzing Security Events
3. Generating Compliance Reports
4. Custom Dashboards and Alerts

ADAudit Plus: Active Directory Auditing

1. Introduction to ADAudit Plus
2. Real-time AD Change Monitoring
3. Security and Compliance Auditing
4. Reporting and Alerts

5. Workstation Management (WSM)

Desktop Central: Unified Endpoint Management

1. Overview of Desktop Central
2. Configuring Desktop Central
3. Software Deployment
4. Patch Management
5. Asset Management
6. Remote Control and Troubleshooting
7. Reporting and Dashboards

Patch Manager Plus: Automated Patch Management

1. Introduction to Patch Manager Plus
2. Setting up Patch Management
3. Deploying Patches Across OS and Applications
4. Patch Compliance Reporting

Remote Access Plus: Remote Troubleshooting

1. Overview of Remote Access Plus
2. Configuring Remote Access
3. Remote Control and File Transfer
4. Chat and Collaboration Tools
5. Security Features and Audit Logs

6. Best Practices and Troubleshooting

1. Best Practices for Using ManageEngine Tools
2. Common Issues and Resolutions
3. Optimizing Performance and Security
4. Case Studies and Real-world Applications

7. Q&A and Hands-on Lab Sessions

1. Interactive Q&A Sessions
2. Hands-on Exercises and Labs
3. Practical Implementation Scenarios
4. Participant Feedback and Discussion

This structured and detailed outline ensures comprehensive coverage of ManageEngine's core modules, providing participants with both theoretical knowledge and practical skills.

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