

INFOSOFT IT SOLUTIONS

Training | Projects | Placements

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Altiris

Introduction to Altiris

- Overview of Altiris and its capabilities
- Evolution and history of Altiris as an IT management solution
- Benefits of using Altiris for IT asset and endpoint management

Altiris Architecture

- Architecture overview: Altiris Notification Server, agents, and databases
- Components and modules of Altiris suite (Asset Management, Deployment Solution, ServiceDesk, etc.)
- Understanding Altiris Console and its functionalities

Installing and Configuring Altiris

- System requirements and prerequisites for installing Altiris
- Installing Altiris Notification Server and associated components
- Configuring database connections and server settings

Asset Management with Altiris

- Managing IT assets with Altiris Asset Management
- Asset discovery and inventory management
- Software license compliance and asset lifecycle management

Endpoint Management

- Endpoint deployment strategies with Altiris Deployment Solution
- Operating system deployment (OSD) using Altiris
- Patch management and software distribution

Service Desk and Incident Management

- Overview of Altiris ServiceDesk module
- Incident management and ticketing workflows
- Problem management and root cause analysis

Configuration Management

- Configuration management and compliance with Altiris
- Configuration baselines and monitoring configurations
- Change management and configuration automation

Security and Compliance

- Security features in Altiris for endpoint protection
- Compliance management and reporting
- Vulnerability assessment and remediation

Integration with Other Systems

- Integrating Altiris with Active Directory for user and group management
- Integration with ITSM (IT Service Management) tools and CMDB (Configuration Management Database)
- API integration and customization options

Monitoring and Reporting

- Monitoring system health and performance with Altiris
- Creating custom reports and dashboards
- Utilizing analytics for proactive management

Altiris Deployment Best Practices

- Best practices for deploying Altiris solutions in enterprise environments
- Scalability considerations and high availability setup
- Disaster recovery planning and backup strategies

Troubleshooting and Support

- Troubleshooting common issues in Altiris deployments
- Utilizing Altiris support resources and community forums
- Performance tuning and optimization techniques

Altiris Upgrades and Maintenance

- Planning and executing Altiris upgrades
- Testing and validating new releases and patches
- Version control and rollback procedures

Hands-on Labs and Practical Exercises

- Hands-on exercises to simulate real-world scenarios using Altiris
- Lab assignments covering asset management, endpoint deployment, and service desk operations

Career Development

- Overview of Altiris certification programs (if applicable)
- Career paths in IT management and service desk administration
- Professional development opportunities in Altiris and IT operations