

# Professional 10 Course

## Course Overview

The Ivanti Professional 10 course is a comprehensive administrator and basic troubleshooting course providing the necessary foundation to administer and maintain the Ivanti DesktopNow Suite powered by AppSense.

## Course Objectives

By combining classroom training with scenario based hands-on exercises, students are empowered with the practical knowledge and skills needed to successfully perform DesktopNow administrative tasks, such as:

- Manage user experience across multiple sites and platforms with policy and personalization
- Manage user privileges for corporate applications and network access control
- Manage entitlement of system resources based on user, group and application
- Perform basic troubleshooting

## Course Duration

5 days

## Course Pricing

Contact your Ivanti representative.

## Delivery Method

This class is offered in an instructor-led format. Students will apply concepts learned through the use of a virtual lab environment.

## Required Prerequisites

Before beginning this course, students should be familiar with Windows profiles and possess moderate to advanced Microsoft Windows administrative skills.

## Audience

This course is intended for the following audiences:

- System Administrators
- Technical Teams with little or no experience of Ivanti DesktopNow
- Channel Partners and System Integrators with little or no experience with Ivanti DesktopNow

## Registration Information

You may register online at <http://training.ivanti.com>. Contact us at [training@ivanti.com](mailto:training@ivanti.com) for more information.

## Certification

The *Administrator* and *Professional* Certification Exams measure your level of knowledge and skill to install, configure, administer, troubleshoot and maintain DesktopNow. In order to pass the exams, candidates should be proficient with all four products within DesktopNow: Environment Manager, Application Manager, Performance Manager and the Management Center.

### Preparation

In preparing for the exams, candidates should attend the Professional 10 course. 90% of the exam questions can be answered from the Professional 10 Student Guide and Exercise Guide (80% respective product – EM, AM, or PM and 10% the Management Center) the final 10% will come from the practical hands-on experience with the DesktopNow product. Successful candidates will have:

- Participated in the course's lectures and discussions
- Performed and practiced the hands-on exercises
- Reviewed and studied the Student Guide and Exercise Guide

### Benefits of Becoming Certified

Ivanti is the leading provider of user virtualization technology to enterprise organizations. Our pioneering desktop solutions are validated by leading vendors, such as Microsoft, Citrix, Cisco and VMware. Becoming an Ivanti Certified Professional validates you have the knowledge and skill to administer, manage and maintain a DesktopNow solution to ensure a secure, tailored user experience across all platforms, improving your organization's user productivity and security while reducing operational and capital costs.

By meeting the standards of an Ivanti technical certification program, you demonstrate that you are prepared to take on Ivanti projects. Ivanti values our growing community of certified IT professionals and offers exclusive benefits, such as access to participate in application beta programs, and beta training courses and exams.

### Current Exams

- Environment Manager 8.5 Exam – APP-ENV-301
- Application Manager 8.8 Exam - APP-APP-301
- Performance Manager 8.2 Exam - APP-PER-301

Visit Ivanti's [Certification and Exam Center](#) for more information.

## Course Outline

### Module 1: Introducing the DesktopNow Suite

- Identify and define the DesktopNow components and their roles.
- Perform and verify an Enterprise Installation

### Module 2: DesktopNow Components and Installation

- Management Center Infrastructure
- Installing the Deployment Agent
- Installing Application Agents & Configurations
- Advanced Package Management
- Managing the Management Center
- Enterprise Reporting
- Package Management
- Failover Servers

### Module 3: Package Deployment

- Policy Overview
- Policy Elements
- Building a config
- Policy Conditions
- Policy Actions
- Lockdown & Self Heal
- Registry Hiving
- Advanced Functions

### Module 4: Environment Manager Policy

- Personalization Overview
- Personalization Components
- Enabling Personalization
- How Personalization Works
- Configuring Personalization
- Personalizing Applications with Collection
- Verifying Personalization
- EM Troubleshooting & Logging
- Personalization Operations Web Console

### Module 5: Environment Manager Personalization

- Personalization Overview
- Personalization Components
- Enabling Personalization
- How Personalization Works
- Configuring Personalization
- Personalizing Applications with Collection
- Verifying Personalization
- EM Troubleshooting & Logging
- Personalization Operations Web Console

### Module 6: Application Manager - Application Access Control & Application Network Access Control

- Overview
- AM Components
- Application Access Control
- How Rules are Assigned
- Building the Configuration
- ANAC
- Default Config & Global Settings
- Advanced Settings & Features

### Module 7: Application Manager - User Privilege Management & Discovery

- Privilege Management
- Components
- The UserPrivilege Rule Element
- Privilege Discovery Mode

### Module 8: Performance Manager

- Overview
- PM Components
- Using the PM Console
- Using Resource Planning to Create a Config
- Global Settings

### Module 9: Enterprise Administration

- High Availability
- NLB
- SQL Considerations
- Adding Management Servers
- Troubleshooting Tips

