AppSense Professional 3.0 course description
(EM 8.5, AM 8.8, PM 8.2 and MC 8.6)

AppSense Sense®

Education

AppSense Education provides the skills required for successful user virtualization solutions

Delivery method

Instructor led (ILT)

Course duration

5 days

Pricing

Contact your AppSense representative.

Further Information

For further information regarding AppSense courses and certifications, please visit:

www.appsense.com/education-and-certification

About AppSense

AppSense helps corporate IT teams deliver the ultimate in user experience and productivity on both physical PCs and virtual workspaces while optimizing security and lowering both operations and infrastructure costs. AppSense achieves this by separating policy, performance, profile, privilege and data away from the underlying operating system, applications and devices. AppSense DesktopNow and DataNow then deliver it back to the workspace in real time, via any delivery technology, physical, virtual, or cloud. AppSense solutions have been deployed by 3,200 enterprises worldwide to over 7 million desktops. The company is headquartered in Sunnyvale, CA with offices around the world.

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 AppSense 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

This course contains the subject matter to prepare candidates for the AppSense Administrator exam suite allowing students to achieve the AppSense Certified Administrator and AppSense Certified Professional certifications.

Course Overview

The AppSense Professional 3.0 course is a comprehensive administrator and basic troubleshooting course providing the necessary foundation to administer and maintain User Virtualization solutions using AppSense DesktopNow.

Audience

This course is intended for the following audiences:

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

Prerequisites

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

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AppSense® Education

COURSE AGENDA AND MODULES

Module 1: Introducing the AppSense User Virtualization Platform

- Describe the challenges that surround managing the user environment
- Identify how AppSense DesktopNow addresses the challenges of managing the user environment

Module 2: Introducing AppSense DesktopNow

- Identify and define the AppSense DesktopNow components and their roles
- Perform and verify an installation

Module 3: Management Centre & Deployment

- Describe how packages are managed and deployed
- Deploy the Client Communication Agent
- Deploy and install application agents and configurations to the endpoints
- Configure security to control access and administration of the management server
- Utilize alerts and event auditing for monitoring and troubleshooting

Module 4: Environment Manager Policy

- Describe how policy and personalization are applied on the endpoints
- Create a simple policy configuration for testing and utilize the personalization wizard to enable and configure personalization for a group of users
- Build on the basic policy configuration by utilizing triggers, nodes and conditions to begin adding actions that apply to specific users under specific conditions
- Configure lockdown and self-heal actions

Module 5: Environment Manager Personalization

- Configure global settings, Windows Personalization, personalization groups and applications
- Enable data collection, use Configuration Assistant and the template creator to help configure the includes and excludes for an application group
- Configure a complex policy utilizing hiving, importing and layering

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

- Describe the general functionality of Application Manager
- Configure application access control, application network access control
- Configure and test auditing on a group rule and application termination

Module 7: AppSense Application Manager - User Rights Management

- Configure privilege management, web downloads and snippets

Module 8: AppSense Performance Manager

- Describe how Performance Manager deals with perceived performance
- Manage resource allocation based on user and application groups
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- Manage resource allocation based on user and application groups

Module 9: Enterprise Administration

- High Availability options for DesktopNow (including NLB, Mirroring and Replication)
- Understand how to install and configure an additional management server
- Configure and test failover
- Understand how to install an additional personalization server and import settings from the original personalization server

AppSense Administrator and AppSense Professional exams

AppSense ®

Education

AppSense Environment Manager 8.5 Exam - APP-ENV-301

AppSense Application Manager 8.8 Exam - APP-APP-301

AppSense Performance Manager 8.2 Exam - APP-PER-301

Exam topics:

The AppSense Administrator and AppSense Professional Exams measures your level of knowledge and skill to install, configure, administer, troubleshoot and maintain AppSense 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 AppSense Management Center.

The exams are weighted across each of the DesktopNow products; AppSense Environment Manager, AppSense Application Manager, AppSense Performance Manager and AppSense Management Center. Questions are drawn from a large pool of questions, making it highly unlikely that the same questions or topic mix will appear in any given sitting. The percentages of questions asked for each product area are broken down as follows:

Topic	Weight
AppSense Environment Manager 8.5 Exam - APP-ENV-301	90% - Environment Manager (80% Course and 10% DesktopNow Usage)
AppSense Application Manager 8.8 Exam - APP-APP-301	90% - Application Manager (80% Course and 10% DesktopNow Usage)
AppSense Performance Manager 8.2 Exam - APP-PER-301	90% - Performance Manager (80% Course and 10% DesktopNow Usage)
AppSense Management Center	10% of each of the above exams

Preparation

In preparing for the exams, candidates should attend the AppSense Professional 3.0 course. 90% of the exam questions can be answered from the AppSense Professional 3.0 Student Guide and Exercise Guide (80% respective product – EM, AM, or PM and 10% the Management Center) the final 10% will come from the usage of DesktopNow. 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 AppSense Certified

AppSense 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 AppSense 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 AppSense technical certification program, you demonstrate that you are prepared to take on AppSense projects. AppSense values our growing community of certified IT professionals and offers exclusive benefits, such as access to participate in application beta programs, beta training courses and exams and official AppSense Certified logos.

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AppSense Performance Manager 8.2 Exam - APP-PER-301

TESTED KNOWLEDGE AND SKILLS

Topic area	Required knowledge and skills
Basic AppSense functionality – Common to all three exams	Identify how AppSense DesktopNow addresses the challenges of managing the user environment Identify and define AppSense products and their roles Perform and verify an installation
AppSense Management Center – Common to all three exams	Manage and deploy packages Deploy the Client Communications Agent Configure server and object level security Utilize alerts and event auditing for monitoring and troubleshooting Install and configure additional Management Servers Configure and test failover Perform basic troubleshooting techniques
AppSense Application Manager 8.8 Exam - APP-APP-301	Describe the general functionality of Application Manager Configure Application Access Control, Application Network Access Control and enable rights discovery Configure privilege management, web downloads and snippets Utilize auditing and the Rules Analyzer for troubleshooting Perform basic troubleshooting techniques
AppSense Environment Manager 8.5 Exam - APP-ENV-301	Describe how policy and personalization are applied on the endpoints Create and test a basic policy configuration by utilizing triggers, nodes and conditions to begin adding actions that apply to specific users under specific conditions Configure global settings, Windows Personalization, personalization groups and applications Configure lockdown and self heal actions Enable data collection and use the Configuration Assistant and the template creator to configure the includes and excludes for an application group Configure a complex policy utilizing hiving, importing and layering Install an additional personalization server and import settings from the original personalization server Manage user settings with Personalization Analysis and enable the EMBrowser Interface and the Self-Service Portal Perform basic troubleshooting techniques
AppSense Performance Manager 8.2 Exam - APP-PER-301	Describe how Performance Manager deals with perceived performance Identify the performance benefits from using a default policy configuration Manage resource allocation based on user and application groups