Course Outline

ProTech Professional Technical Services, Inc.

Symantec Ghost Solution Suite 3.0: Administration

Course Summary

Description

This course is designed for the professional tasked with installing, configuring, and managing a Deployment Solution system. This four-day, instructor-led, hands-on course covers how Ghost Solution Suite 3.0 simplifies the routine tasks of setting up new computers, migrating computers to a new operating system, and moving users to new operating systems or hardware. Students also learn how to install, configure, and use Ghost Solution Suite to perform these types of tasks remotely from an easy-to-use console, saving time for employees and money for their enterprise.

Objectives

By the end of thise course, you will be able to:

- Install and configure Ghost Solution 3.0.
- Use the Ghost Console to create and use jobs and tasks to manage computers.
- Configure image deployments.
- Manage “unknown” and predefined computers.
- Perform disk wipes and create disk partitions.
- Create Windows scripted OS installations.
- Create PC transplant templates.
- Capture a computer personality and deploy personality packages.
- Perform a computer migration from Win7 to Win8.1.

Topics

- Overview of Endpoint Lifecycle Management
- Implementation Assessment
- Implementation Design
- Installation and Configuration of the ELM Solution
- Endpoint Identification & Gathering
- Endpoint Configuration Standards
- Endpoint Provisioning
- Endpoint Deployment & Staging
- Software Distribution
- Image and Build Maintenance
- Managing Software Upgrades
- Supporting the Business
- Hardware Refresh & Migration
- Endpoint Retirement/Disposal
- End-to-End Endpoint Lifecycle Use Case

Audience

This course is for network and system administrators, IT managers, IT support personnel, and other network operations staff who are responsible for deploying new computers across their organizations, managing ongoing software and hardware configuration tasks for computers, and retiring outdated computers.

Prerequisites

Students should have a working knowledge of Windows 2012, Win7 and Win8.1; be familiar with network concepts including LANs, network adapters, drivers, and network operating systems.

Duration

Four days

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I. *Overview of Endpoint Lifecycle Management*
- A. Introduction to Endpoint Lifecycle Management
- B. Phases of Endpoint Lifecycle Management
- C. ELM Business Objectives and Goals
- D. ELM Solution Mapping to Business Objectives
- E. Ghost Solution Suite 3.0 Product Overview

II. *Implementation Assessment*
- A. ELM Requirements Gathering
- B. Solution Analysis of ELM Requirements

III. *Implementation Design*
- A. GSS 3.0 Technical Overview
- B. Installation Options and Prerequisites
- C. Defining the Solution Infrastructure
- D. Defining the ELM Solution Configuration

IV. *Installation and Configuration of the ELM Solution*
- A. Base Software Installation
- B. Navigating the Console
- C. Core & Solution Configuration
- D. Driver Management
- E. Pre-boot Environment

V. *Endpoint Identification & Gathering*
- A. IT Requirements Overview
- B. Analyzing and Defining IT Requirements
- C. Using ELM to Forecast IT Requirements

VI. *Endpoint Configuration Standards*
- A. Endpoint Standards Overview
- B. Defining Endpoint Standards
- C. Implementation of Endpoint Standards

VII. *Endpoint Provisioning*
- A. Endpoint Provisioning Overview
- B. Standard Build and Image Methodology
- C. Software Compatibility Analysis
- D. Software Packaging requirements for use in the ELM Solution
- E. Software Quality Assurance Methodology

VIII. *Endpoint Deployment & Staging*
- A. Endpoint Lifecycle Automation
- B. Endpoint Lifecycle Automation Scenario Exercise
- C. Backup and restore
- D. Automating the backup of a computer image
- E. Scripted OS Installation
- F. Capturing an image for deployment
- G. Automating the creation of a master image
- H. Automating the deployment of computer images

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Course Outline (cont)

IX. Software Distribution
- A. Software Delivery Methods
- B. Software Installation Methods
- C. Understanding Software Delivery
- D. Reporting and Analysis of Software Distribution Tasks

X. Image and Build Maintenance
- A. Image maintenance overview
- B. Restoring a computer image
- C. Capturing the updated image
- D. Updating Jobs

XI. Managing Software Upgrades
- A. Software Upgrade Process Overview
- B. Distribution of Software Updates

XII. Supporting the Business
- A. Ensuring Business Continuity in an ELM System
- B. Endpoint Restoration/Recovery
- C. Managing Service Support Activities
- D. Endpoint Monitoring & Alerting
- E. Endpoint Configuration & Maintenance
- F. Automating Problem Resolution
- G. Application Self-Healing
- H. Desired State Management

XIII. Hardware Refresh & Migration
- A. Hardware Refresh & Migration Process Overview
- B. Personality Capture and Restore
- C. Gathering Current State Inventory for Requirements and Planning Activities
- D. Performing Data capture and storage activities
- E. Gathering user state or PC personality information
- F. Automating the Migration Process

XIV. Endpoint Retirement/Disposal
- A. Ensuring Compliant Disposal Methods and Procedures

XV. End-to-End Endpoint Lifecycle Use Case
- A. Endpoint Management Lifecycle Use Case for GSS 3.0

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