

System Admin Fundamentals

MAN 260 - Course Outline

Version 9.3

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CONFIDENTIALITY LEVEL:

Public



Target group

This course is aimed at IT System Administrators responsible for maintaining an enterprise sized IT infrastructure.



Pre-requisites for participation

- Stibo Systems Academy courses (or the knowledge taught in this course acquired in other ways)
 - MDM 101 - MDM Solution Fundamentals
- Participants in this course should have previous experience with common tasks and tools used in system administration. A typical role could be System Administrator, Network Responsible, IT Architect etc.



Course duration

The course duration is 3 days.



Training form

- Instructor led class room training.
- E-learning
- Online training
- Self-study

The course activities will be a combination of lectures, case studies in teams, problem solving exercises and presentations by the trainees.

The training consists of a combination of general introduction to the topics, followed by various practical assignments and exercises. Some exercises will be technical, others focus on analytical tasks. Some are solved individually, while other tasks are completed in groups or pairs.



Course purpose

In this course, you will be introduced to the common tasks, challenges and issues which often occur when working with administration of a complete STEP system and infrastructure. This includes learning about the causes behind typical errors as well as how to utilise the appropriate tools for troubleshooting and eventually solving a problem. In addition, you will also learn how to monitor a STEP installation to pro-actively prevent faults and errors.



Course objectives

Upon completion of this course, participants will be able to:

1. Identify the architecture of a typical STEP installation
2. Execute standard health checks to prepare a STEP installation
3. Handle the most crucial/used tools to administrate a STEP system
4. Follow Stibo Systems recommendations
5. Specify actions to handle performance issues for running STEP systems



Detailed learning objectives

The objectives below describe precisely what is taught during the training: (please note that the learning objectives can belong to more than one course objective).

Course objective 1 - Identify the architecture of a typical STEP installation.

Learning objectives:

- Define infrastructure requirements
- Translate infrastructure recommendations
- Differentiate the 3 different layers of a STEP architecture

Course objective 2 - Execute standard health checks, to prepare a STEP installation.

Learning objectives:

- Perform pre-installation checks
- Discuss outcome of pre-installation checks
- Determine next step based on the outcome of pre-installation checks
- Summarize the difference between pre- and post-installation checks

Course objective 3 - Handle the most crucial/used tools to administrate a STEP system.

Learning objectives:

- Utilize SPOT tool
- Use the Administration
- Distinguish STEP Config files, such as Sharedconfig and Config.properties
- Distinguish the various STEP logs

Course objective 4 - Follow Stibo Systems recommendations.

Learning objectives:

- Distinguish relevant stakeholders responsible for STEP Monitoring
- Consolidate STEP housekeeping tasks
- Summarize STEP security features, such as SSL, LDAP, and Encryption

Course objective 5 - Specify actions to handle performance issues for running STEP systems.

Learning Objectives:

- Identify at which layer of a STEP architecture a performance issue occurs
- Collect Profiling logs by using the Administration portal
- Utilize the SPOT tool to collect diagnostics data
- Summarize processing procedure of collected data.

About Stibo Systems

Stibo Systems provides global organisations with a leading multi-domain Master Data Management (MDM) solution. Stibo Systems enables its customers to better manage enterprise intelligence on a global scale, improve sales, and quickly adjust to changes in business requirements. Stibo Systems' STEP technology is a flexible MDM solution that provides a single trusted source of operational information for the entire enterprise. Stibo Systems offers industry-specific solutions, engineered and supported to meet the strategic information needs of global customers including: GE, Sears, Siemens, Target and Thule. Stibo Systems is a subsidiary of the privately held Stibo A/S group, originally founded in 1794 with corporate headquarters in Aarhus, Denmark.

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