



OVERVIEW

Course Level:

Introductory – Intermediate

Format:

Four half-days online with live instructor

Course Code:

TRN-nG1-EE

Prerequisites:

- Students should have a working knowledge of modern enterprise network technology, applications and supporting services.
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4 x 4 hour Sessions

nGeniusONE Enterprise Essentials

nGeniusONE Service Assurance Platform

Course Description

The nGeniusONE® Enterprise Essentials course is an instructor-led introductory course intended for user/operator level personnel. This course provides students with the fundamental knowledge and skills needed to effectively monitor and analyze network and application usage and performance in large enterprise-wide infrastructures.

The training will prepare students to apply monitoring and troubleshooting practices using easy-to-use structured workflows. Using these techniques, users will learn how to quickly triage network and application issues. The course uses hands-on guided exercises and real-world use cases to reinforce the methods presented.

Course Objectives

At the end of the course, students will be able to:

- Effectively navigate the nGeniusONE User Interface
- Understand and use nGeniusONE Modules
- Use nGeniusONE metrics to evaluate network and application performance
- Follow nGeniusONE troubleshooting workflows to triage network/application problems

Course Syllabus

Day One

Course Introduction

Monitoring the Modern Network

- Challenges
- Problem Analysis Workflow
- nGeniusONE Monitoring Design

nGeniusONE UI Introduction

- Monitor Modules
- Troubleshoot Modules
- Configure Modules
- System Information Modules

nGeniusONE Administrative Basics

- Device Configuration
- Server Management
- User Management

Hands-on exercises (5)

Day Two

nGeniusONE Metrics, Applications and Services

- nGeniusONE Data and Metrics
- nGeniusONE Applications
- nGeniusONE Services

nGeniusONE Service Domain and Hierarchy

- nGeniusONE Service Domain Overview
- nGeniusONE Service Hierarchy Structure

nGeniusONE Service Dashboard

- Service Dashboard Building Blocks
- Service Dashboard Navigation and Features

nGeniusONE Discover My Network

- Discover My Network Overview
- Discover My Network Navigation and Features

nGeniusONE Traffic Monitor

- Traffic Monitor Overview
- Traffic Monitor Navigation and Features

Hands-on exercises (6)

Day Three

Using nGeniusONE Service Monitors

- nGeniusONE Service Monitor Overview
- Universal Monitor Navigation and Features

Using nGeniusONE Service Enablers

- nGeniusONE Service Enablers Overview
- DNS Monitor Navigation and Features

nGeniusONE Reports

- nGeniusONE Report Structure
- Report Configuration

nGeniusONE Grids

- nGeniusONE Grid Overview
- Grid Configuration

Additional nGeniusONE Dimensions

- nGeniusONE Locations
- nGeniusONE Communities

Hands-on exercises (5)

Day Four

Network and Application Monitoring Workflows

- nGeniusONE Workflows
- Network Monitoring Workflow Example
- Application Monitoring Workflow Example

nGeniusONE Troubleshooting Scenarios

- Troubleshooting Scenario #1
- Troubleshooting Scenario #2
- Troubleshooting Scenario #3
- Troubleshooting Scenario #4

Hands-on exercises (6)



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