



## OVERVIEW

### Course Level:

Introductory

### Format:

Four half-days online

### Prerequisite:

- Students must have a working knowledge of LAN technologies and topologies, the OSI reference model, and the function of network devices

# nGenius Enterprise Performance Management

## Course Description

This course introduces the nGenius Enterprise Performance Management solution using nGeniusONE® and nGenius®PULSE. Its design is for entry-level operators and technicians in IT Operations, as well as network and server engineering teams. Participants learn how to navigate nGeniusONE and nGeniusPULSE software and analyze test results. Participants also learn system administration tasks such as creating and provisioning Sites, Business Services, Web, VoIP, and Custom Service Tests. Learning concepts are reinforced through hands-on exercises that are focused on critical skills and practices.

## Course Objectives

- Describe the architecture and components of the Enterprise Performance Management solution using nGeniusONE and nGeniusPULSE.
- Features and Components of nGeniusONE and nGeniusPULSE solution.
- nPoint Deployment Strategies.
- Configure Sites, Service Tests and Business Services.
- Navigate and interpret nGeniusPULSE/nGeniusONE user interfaces and Workflows.
- Effectively navigate the nGeniusONE console.
- Create Grids and reports from grids.
- Use service monitors and Dependency maps to troubleshoot down to the packet level.

## Course Syllabus:

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### Day One

- nGenius Enterprise Performance Management
- How it Works in nGeniusONE and nGeniusPULSE
- nGeniusONE Role
- User Console
- Service Dashboard
- Hands on Lab exercises (1)

### Day Two

- nGeniusONE
- Service Monitors
- Sites
- Business Services

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### Day Three

- nGeniusPULSE role
- nPoints
- Service Tests
- Business Transaction Tests
- Sites
- Business Services
- Hands on Lab exercises (4)

### Day Four

- The PULSE dashboard
  - Working together (nGeniusONE & nGeniusPULSE)
  - Search and Discover
  - Problem Analysis and workflows
  - Hands on Lab exercises (2)
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#### Corporate Headquarters

NETSCOUT Systems, Inc.  
Westford, MA 01886-4105  
Phone: +1 978-614-4000  
[www.netscout.com](http://www.netscout.com)

#### Sales Information

Toll Free US: 800-309-4804  
(International numbers below)

#### Product Support

Toll Free US: 888-357-7667  
(International numbers below)

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