

# digitalscepter



## Tivoli Endpoint Manager (TEM) / BigFix 2011-2012 Training Offerings

(888) 299-3718  
Digital Scepter

# Tivoli Endpoint Manager / BigFix Training Guide

## Retain Your TEM/BigFix ROI: Invest in Training

Our mission is to provide the knowledge and skills needed to use the IBM Tivoli Endpoint Manager / BigFix Platform effectively and efficiently. For optimal results, we employ instructor-led presentations and hands-on laboratory exercises. We offer both private and public training and can conduct the training at your location or virtually.

The TEM/BigFix Technology Training Guide describes the various training program tracks that are available for the Tivoli Endpoint Management (TEM) Platform from IBM. It includes a complete description of the individual classes, as well as program layout to determine what type of IT Administrator should be taking with program tracks.

There are currently four generalized curriculums tracks regarding TEM/BigFix Technology.

1. Basic TEM Console Training (101) – 1 Day
2. TEM/BigFix Platform Administration (102) – 1 Day
3. Content Solutions Fundamentals (201) – 2 Days
4. Advanced Solution Development (202) – 2 Days

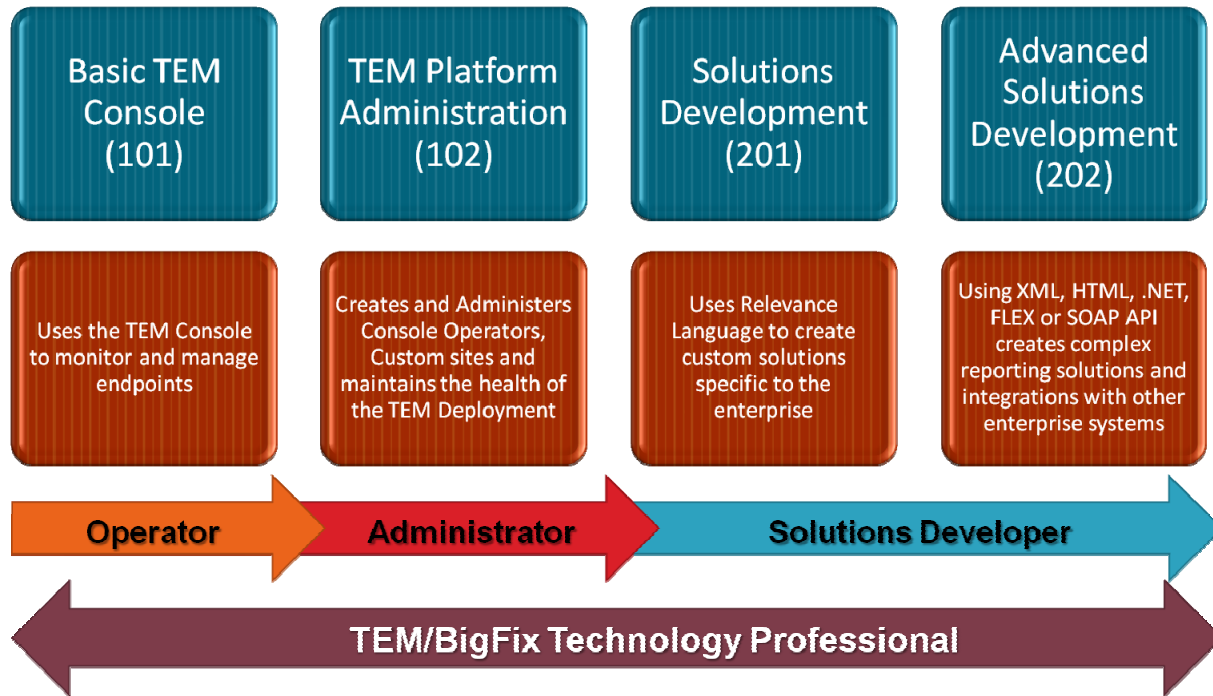
## General and Advanced Training

If you would like to get more information about our TEM/BigFix Training Services, including service details and pricing options:

Email: [info@digitalscepter.com](mailto:info@digitalscepter.com)

Call: (888) 299-3718

# Curriculum Tracks by Role



## CONSOLE OPERATOR TRACK

Console Operators deploy patches, enable analyses, and run web reports.

Recommended Curriculum:

- ◆ Introduction to BigFix (101) 1-day technical training course

## MASTER OPERATOR TRACK

Master Operators manage BigFix infrastructure, console access, and content subscriptions. They monitor the BigFix environment and make adjustments to ensure smooth operation as conditions and usage patterns change over time.

Recommended Curriculum:

- ◆ Introduction to BigFix (101) 1-day technical training course
- ◆ BigFix Administration (201) 1-day technical training course

## CONTENT SOLUTIONS DEVELOPER TRACK

Content Developers create custom content to do a wide variety of systems management and security tasks. They design policies to install software, inspect client properties, and manipulate client files, processes, properties, configuration, and registry settings.

Recommended Curriculum: Recommended Curriculum:

- ◆ Introduction to BigFix (101) 1-day technical training course
- ◆ Custom Solutions Development (201) 2-day technical training course
- ◆ Advanced Solutions Development (202) 2-day technical training course

# TEM 101: Basic TEM Console Operations

## BASIC TEM CONSOLE OPERATOR

1 day course (6 hours generally 9 am to 4 pm with two 15 min breaks and 1 hour for lunch)

Includes training materials binder for each student (additional binders \$225 each)

\$5,000 onsite + T/E will support up to 12 students

\$2,500 virtual will support up to 12 students

The Tivoli Endpoint Manager (BigFix) platform provides a robust and powerful framework for managing large, heterogeneous groups of computers. Day to day operations tasks utilizing the Tivoli Endpoint Manager (BigFix) platform are carried out by Console Operators. Generally, these duties revolve around using BES to manage and report on specific groups of computers within an enterprise.

The Tivoli Endpoint Manager (BigFix) platform Basic Training Course trains new Console Operators with little or no prior exposure to TEM. Through a combination of instructor-led lectures and hands-on exercises, students will gain exposure to tools, skills, and techniques that will help them to effectively perform these day to day tasks using the TEM Console

This course covers the following Topics:

- TEM Architecture Overview

- Console Basics

  - Navigating the Console

  - Reviewing Relevant Fixlets and Tasks

- Taking Actions

  - Actions

  - Monitoring Success/Failure

  - Advanced Action Options - (Policy/Restart options)

- Computers

  - Viewing Computer Properties

  - Taking Multiple Actions on a Computer

  - Viewing Analyses

- TEM Client Settings

- Web Reports

  - Overview Report

  - Standard Reports

- Retrieved Properties

- Computers

- Fixlets

- Actions

- Historical

  - Report Distribution

  - Report Archiving

# TEM 102: TEM Deployment Administration

## BASIC TEM DEPLOYMENT ADMINISTRATION

1 day course (6 hours generally 9 am to 4 pm with two 15 min breaks and 1 hour for lunch)  
Includes training materials binder for each student (additional binders \$225)  
\$5,000 onsite + T/E will support up to 12 students  
\$2,500 virtual will support up to 12 students

This course is designed to train TEM Site Administrators to effectively and efficiently perform both strategic and tactical TEM administration tasks. This is a hands-on course, conducted in a laboratory setting.

After completing the course, attendees will be able to:

1. Implement TEM Management Best Practices
2. Proactively manage growth and change within TEM over time
3. Understand the TEM Relay Structure
4. Create Console Users and Configure Their Rights
5. Use TEM Settings as a management tool
6. Create and manage Custom Sites and Computer Groups
7. Troubleshoot and Solve Problems

The course will cover the following topics:

TEM Deployment Best Practices

Initial Client Deployment Strategies

Ongoing Client Deployment Strategies

TEM Management Best Practices

Backup and Recovery Strategies

User Management Strategies

Creating New Console Users

Signing Keys Best Practices

Considerations for Assigning Management Rights

Managing the TEM Infrastructure

TEM Relays

TEM Relay Best Practices

Using Configuration Settings Related to Relays to

Ensure Proper Configuration

Leveraging Client Settings

Advanced Configuration Options

Creating and Maintaining Dynamic and Static Computer Groups

Creating and Using Custom Sites

# TEM 201: TEM Relevance Language & Action Script

## UNDERSTANDING BASIC RELEVANCE LANGUAGE & ACTION SCRIPTS

**PREREQUISITE:** Completion of TEM Basic Console Operator Course OR 3 months experience as a TEM Console Operator.

2 day course (6 hours each day generally 9 am to 4 pm with two 15 min breaks and 1 hour for lunch)  
Includes training materials binder for each student (additional binders \$225 each)  
\$7,500 onsite + T/E will support up to 12 students  
\$5,000 virtual will support up to 12 students

The TEM Relevance Language Training Course trains TEM Console Operators to create custom content using various tools provided in the TEM Console. Through a combination of instructor led lectures and intensive hands-on exercises, students will gain exposure to tools, skills, and techniques for creating and managing customized Fixlets, Tasks, Analyses, and Baselines.

### Audience

- Essential training for Fixlet Developers
- Optional training for Platform Specialists

### Requirements

- System Admin knowledge (variables, file hierarchy, processes, file permissions, and registry).  
Understand Boolean Logic (AND-OR-NOT and use of parenthesis in evaluation of expressions).
- Completion of TEM Basic Console Operator OR 3 months experience as a TEM Console Operator
- No prior scripting or programming experience required

### Relevance Language

- Fixlet Creation process
- Relevance Debugger and Inspector Library
- Evaluation of Boolean expressions

### Forms of Relevance

- Property of Object Statement: Properties, objects, object types; and logical operators
- If/Then/Else Statements: Usage and casting; Adding a Retrieved Property
- Property Whose Condition Statement: Plural objects; Using Relevance to detect errors
- It of Property Statement: It without Whose clause; Formulating an It clause

### Popular BigFix Objects

- Popular object types; Manipulation of Strings, time, and date
- Registry Objects and WMI queries
- Environmental variables, client settings, and tuples,

### Action Script

- Purpose, capabilities, and common commands; Using Relevance to generate variables
  - File manipulation, download, and prefetch; VB Script options; Flow Control
  - Case study: Software deployment and removal

# TEM 202: ADVANCED SOLUTION DEVELOPMENT

## ADVANCED SOLUTION DEVELOPMENT

**PREREQUISITE:** Completion of TEM Basic Solution Development Course OR 3 months experience writing TEM Client Relevance.

1 day course (6 hours each day generally 9 am to 4 pm with two 15 min breaks and 1 hour for lunch)  
Includes training materials binder for each student (additional binders \$225 each)  
\$7,500 onsite + T/E will support up to 12 students  
\$5,000 virtual will support up to 12 students

The TEM/BigFix platform provides a robust and powerful framework for managing large, heterogeneous groups of computers. TEM Developers combine their business knowledge with their TEM Relevance skills and their knowledge of the TEM Console and Web Reports to build custom TEM solutions to leverage the power of the TEM/BigFix platform.

The TEM Advanced Solution Development Course trains TEM Developers, who already have skills in building TEM Client Relevance, to use TEM Session Relevance to extract real-time Session data from TEM that can be directly presented in Web Reports or Dashboards or shipped to other systems. Through a combination of instructor led lectures and hands-on exercises, students will gain exposure to tools in the TEM Console and the TEM Web Reports interface to build effective session queries using TEM Session Relevance inspectors

This course covers the following Topics:

- TEM Architecture Overview
  - Review of TEM Client Relevance syntax
  - Client Relevance and Session Relevance: A Comparison
- Session Relevance Debugging Tools
- Console Presentation Debugger
- Web Reports QNA
- Accessing TEM Session Relevance Inspectors
  - Operation in the TEM Console
  - Operation in TEM Web Reports
- Major Session Relevance Inspectors
  - Computer Inspectors
  - Fixlet and Site Inspectors
  - Action Inspectors
  - Session Set Inspectors
- Web Reports Options for Presenting Session Data
  - Simple Format Inspectors
  - Custom Web Reports
  - HTML Format Examples
  - Java Format Examples
- Session Relevance for Alerts and Archive Reports
- SOAP API Query