



## TRAINING : MONITORING

### DE-203 : Incidents Management with SmartReport (1 day)

#### Software used

SmartReport client and server

#### Overview

SmartReport is a monitoring appliance of IP infrastructure based on an open source solution. It facilitates and improves the infrastructure operation. It based on three functional blocks: performance management, incident management and reporting of activity.

#### Aim

This training provides the necessary skills to develop strategies for managing incidents of an Information System and their integration using SmartReport. Trainees discover how to select and deploy the good functioning tests for an equipment or service, identify indicators of availability, create alerts and intercept external events such as SNMP traps.

#### Target Audience

System and network administrators wanting to integrate tools to monitor their technical infrastructure.

#### Necessary Skills

Good knowledge on TCP/IP networks

SmartReport Discovery (ref. DE-201)

#### Plan

##### DAY 1

Qualify infrastructure availability from good functioning tests :

- Choice
- Establishment
- Summarization

Create network maps

Catching SNMP traps

Create alerts based on events

The plan above shows the initial training plan DE-203 lasting one day. The duration training and the plan can be modified according to your needs. All our trainings are conducted in-company and may be subject to funding from your OPCA.