

PRE-CONFERENCE TRAINING AGENDAS

Remote Support for Administrators (powered by Bomgar)

Instructor: Sandra Hanna, Director, Education Services

This hands-on course is designed for new and experienced Remote Support administrators. You will learn about the Remote Support architecture and the Secure Remote Access Appliance. You will also learn about how to enforce security using best practices. Next, you will learn how to enable advanced features, including the Remote Support Button and Jump technology. Finally, you will learn how to provision a chat portal and best practices regarding the customer client. This course includes a hands-on lab. Upon completion of this course, you will earn 6 CPE credits. This course is not eligible for the administration certification exam.

1. Laying the Foundation (30 min)
 - a. Introductions
 - b. Course Overview
2. Configuring the Appliance (1 hour)
 - a. Architecture
 - b. /Appliance Interface
 - c. Software Updates
3. Enforcing Security (2 hours)
 - a. Site-wide Security
 - b. Policies
 - c. Active Directory Integration
4. Enabling Advanced Support Options (1.5 hours)
 - a. Remote Support Button
 - b. Jump Technology
5. Provisioning Support Portal (1 hour)
 - a. Chat Portal
 - b. Customer Client

Privileged Remote Access for Administrators (powered by Bomgar)

Instructor: Aaron Schuett, Manager, BTU Education

This hands-on course is designed for new and experienced administrators. You will learn about the concepts and architecture of the Privileged Remote Access product and the Secure Remote Access Appliance. The course will then step through provisioning and configuring endpoints, while also providing best practices to use in your own environment. The course will conclude with security and reporting. This course includes a hands-on lab. Upon completion of this course, you will earn 6 CPE credits. This course is not eligible for the administration certification exam.

1. Laying the Foundation (30 min)
 - a. Introductions
 - b. Course Overview
2. Configuring the Appliance (1.5 hours)
 - a. Architecture and Disaster Recovery
 - b. /Appliance Interface
3. Provisioning Endpoints (2 hours)
 - a. Jump Item Roles and Policies
 - b. Jump Groups
 - c. Jump Methods
4. Enforcing Security (2 hours)
 - a. Configuration
 - b. Session Policies
 - c. Group Policies
 - d. Reporting

Password Safe Foundations (powered by PowerBroker)

Instructor: Bob Morley, Principal Instructor

This hands-on course is designed for new and experienced administrators. You will learn about the concepts and capabilities of the BeyondInsight platform and Password Safe. Next, you will understand how to enable asset discovery and managing access, while also providing best practices to use in your environment. The course will conclude with information on two of the most requested use cases: dedicated administration accounts and service accounts. This course includes a hands-on lab. Upon completion of this course, you will earn 6 CPE credits. This course is not eligible for the administration certification exam.

1. Laying the Foundation (30 min)
 - a. Introductions
 - b. Course Overview
2. Discovering Your Environment (1 hour)
 - a. Functional Accounts
 - b. Adding Systems
 - c. Smart Rules
3. Managing Access (3 hours)
 - a. Onboarding Managed Accounts
 - b. Access Policies
 - c. Mapping End Users
 - d. Requesting, Approving, and Viewing Sessions
4. Exploring Use Cases (1.5 hours)
 - a. Dedicated Admin Accounts
 - b. Managing Service Accounts

Privilege Management for Windows (powered by Defendpoint)

Instructor: James Ungerer, Senior Instructor

This hands-on course is designed for new and experienced administrators. You will learn about the Privilege Management for Windows architecture and deployment options. Next, you will learn about policy deployment options, using the built-in quick start policy. You will also explore use cases and best practices using the most common use cases. The course will conclude with basic troubleshooting steps. This course includes a hands-on lab. Upon completion of this course, you will earn 6 CPE credits. This course is not eligible for the administration certification exam.

1. Laying the Foundation (30 min)
 - a. Introductions
 - b. Course Overview
2. Deploying Policy (1 hour)
 - a. Architecture Overview
 - b. Deployment Options
3. Identifying Policy Components (1.5 hours)
 - a. Workstyles
 - b. Application Definitions
 - c. Messaging
 - d. Application Rules
4. Exploring Use Cases and Best Practices (1.5 hours)
 - a. Elevation Control
 - b. Elevation On-Demand
 - c. Whitelisting
 - d. Blocking
5. Adding Advanced Features (45 min)
 - a. Rule Scripts
 - b. Trusted Application Protection
6. Troubleshooting (45 min)
 - a. Identifying Tier 1 Support
 - b. Advanced Privilege Management Support