Foglight Evolve
Administrative Training

Overview

Training is provided as a two-consecutive-days (2-day) session delivered as up to six (6) hours per day and includes lectures and demonstrations for up to five (5) participants. Classes are conducted using the Customer's Foglight environment. The training covers the full set of Foglight Evolve features, dashboards, and workflows as well as advanced features such as Alarm Tuning and Alert Customizations.

Activities Description

Intended Audience

- This course is intended for new and intermediate Administrators and users of Foglight Evolve using selected data sources (including size, deployment complexity and security)
- This course does not require attendance in any previous Foglight training.

Objectives

Upon Completion of this training each participant will:

- Establish an understanding of Foglight Architecture and Data Model.
- Use workflows to drill into the Virtual Environment to identify root causes of performance issues.
- Understand Optimization, Waste Finding, and Remediation.
- Use Capacity Planning tools to identify pending resource limitations.
- Tune monitoring, rules, and alarms to fit the needs of the user's unique environment.
- Understand how to create basic drag and drop dashboards and reports to provide views specific to Customer's applications and environment.
- Perform User Administration to create new Users, Groups, and Roles.

Syllabus

- Day 1
  - Foglight Evolve Overview and Architecture
  - User Interface Navigation
  - Monitoring Virtualization Solutions (VMware, XenDesktop, Hyper-V)
  - Monitoring Storage & SAN
  - Capacity Management
  - Optimization
  - CPU, Memory, Storage, Reclamation
  - Change Analyzer
  - Cost Director
  - Scheduling and running out of the box Report

- Day 2
  - Creating personalized Dashboards and Reports
  - Rules, Alarms & Alarm Management
  - Notifications and Integrations
  - Monitoring the Infrastructure
  - Cloud Monitoring (AWS, Azure, Google Cloud)
  - Monitoring Active Directory, Exchange and Office 365
  - Foglight Administration
  - Credentials Management
  - Services
  - Troubleshooting and Best Practice

The training topics outlined in this document are a representation of the expected topics that will be covered during the planned sessions. Anything not outlined in this document is considered out of scope.

Conditions and Limitations

Conditions

Customer must already have a valid license for the appropriate Foglight product for each participant.

Participants must be available for and attend the scheduled sessions; and the Quest team will not be available to provide make-up session for any missing/non-attending participant(s).

Limitations

Any fee amount associated with this SKU expires within one (1) year of the date of purchase of this SKU.

Prerequisites and Assumptions

Customer should ensure that the following prerequisites are met before the scheduled training session. The Quest team is not responsible for any delay in schedule or milestone delivery that may result from such failures or from the assumptions below not being met.

- Participants must have a dedicated computer to connect to the WebEx session.
- Participants must have access to their Foglight server and credentials for access.
- Customer should select a dedicated User (or computer) to set up the WebEx session for browser login to Foglight. For clarification, the Quest team will not have direct access to Customer's Foglight environment.
- The Foglight environment should not have any known performance issues.
- A background in virtualization is helpful but not necessary.
- A background in monitoring or diagnostic tools (e.g., VMware vCenter) is also helpful.
- All service activity sessions are not to exceed a total of twelve (12) hours.
- Services do not include Travel & Expenses. Travel & Expenses will have an additional cost if incurred solely due to a request by Customer and will be invoiced at cost. All travel must be preplanned through project management.

SKU

HAI-FOG-TR	Foglight Evolve Administrative Training	Pre-Paid