Symantec SCS Certification Exam Study Guide:
Symantec IT Management Suite 7.6

The following tables list the Symantec SCS Certification exam objectives for the *IT Management Suite 7.6* exam and how these objectives align to the *IT Management Suite 7.6: Administration* course.

Recommended courses to prepare for this exam are:

- *Client Management Suite 7.6 Administration ILT or VA course*
- *Client Management Suite 7.6 Implementer ILT or VA course*
- *Asset Management Suite 7.5 Administration E-Learning Module*   *http://go.symantec.com/elibrary*

The product documentation referenced in this exam includes but is not limited to the following:

- *ITMS 7.6 Planning for Implementation Guide*   DOC8038
- *ITMS 7.6 Installation and Upgrade Guide*   DOC8039
- *ITMS 7.6 Administration Guide*   DOC7978
- *IT Management Suite - OS Platform Support*   OSPlatformSupport
- *Cloud-enabled Management Whitepaper*   DOC8125
- *Client Management Suite User Guide*   DOC7974
- *Server Management Suite User Guide*   DOC7976
- *Asset Management Suite User Guide*   DOC8031
- *Deployment Solution 7.6 User Guide*   DOC8027
- *Inventory Solution 7.6 User Guide*   DOC7967
- *Patch Management Solution 7.6 for Windows User Guide*   DOC7970
- *Real-Time System Management 7.6 User Guide*   DOC8051
- *Software Management Solution 7.6 User Guide*   DOC8052
- *IT Analytics 7.6 User Guide*   DOC7975

Examples of Hands-on Experience (Real World or Virtual):

- Create a high level design of a basic IT Management Suite 7.6 implementation without hierarchy
- Install the IT Management Suite 7.6 components, updates and perform basic post installation tasks
- Import and discover endpoint resources
- Install agents and managing agent policies & Tasks
- Create/Apply/Manage Filters, Targets & Organizational Views/Groups
- Inventory managed computers
- Configure the Software Catalog, Portal and Library
- Deploy software packages
- Download, stage, and deploy software updates
- Navigate the console and extract basic troubleshooting information
- View and use reports to assist with managing computers
- Create, configure, and deploy images to managed computers
- Perform basic IT Asset Management functions
- Create and deploy Stand-alone Inventory packages

For more information on the Symantec Certification Program, visit http://go.symantec.com/certification.

EXAM AREA 1

Understanding the Components of IT Management Suite

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Describe the technological benefits and components of IT Management Suite 7.6	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Administration Guide • Client Management Suite User Guide • Server Management Suite User Guide • Asset Management Suite User Guide
Describe the Solutions found within IT Management Suite 7.6	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite 7.6 Implementer ILT or VA course • Asset Management Suite 7.5 eLearning Module • ITMS 7.6 Administration Guide • Client Management Suite User Guide • Server Management Suite User Guide • Asset Management Suite User Guide

EXAM AREA 2

Planning for IT Management Suite

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Given a scenario, demonstrate knowledge of IT Management planning considerations	• Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Planning for Implementation Guide • ITMS 7.6 Installation and Upgrade Guide • Cloud-enabled Management Whitepaper
Describe the steps required to plan an IT Management Suite 7.6 SQL Server configuration	• Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Planning for Implementation Guide • ITMS 7.6 Installation and Upgrade Guide
Describe the configuration guidelines required for Symantec Management Agent deployment planning	• Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Planning for Implementation Guide • ITMS 7.6 Installation and Upgrade Guide • ITMS 7.6 Administration Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper

EXAM AREA 3

ITMS 7.6 Solution Design

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Given a scenario, define the discrete components required within the Symantec Management Platform infrastructure (SMP) including the Notification Server, Site Servers, Internet Gateways, and Management agents.	• Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Planning for Implementation Guide • ITMS 7.6 Installation and Upgrade Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper
Architect the logical components of IT Management Suite 7.6	• Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Planning for Implementation Guide • ITMS 7.6 Installation and Upgrade Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper

EXAM AREA 4

Solution communications

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Describe the data flow process for various ITMS 7.6 solutions	• Client Management Suite 7.6 Implementer ILT or VA course • Asset Management Suite 7.5 eLearning Module • ITMS 7.6 Installation and Upgrade Guide • Cloud-enabled Management Whitepaper • Deployment Solution 7.6 User Guide • Inventory Solution 7.6 User Guide • Patch Management Solution 7.6 for Windows User Guide • Real-Time System Management 7.6 User Guide • Software Management Solution 7.6 User Guide
Describe how Deployment Solution components work	• Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Installation and Upgrade Guide • ITMS 7.6 Administration Guide • Deployment Solution 7.6 User Guide
Given a scenario, troubleshoot the communication issues between agent and server	• Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Planning for Implementation Guide • Cloud-enabled Management Whitepaper • Deployment Solution 7.6 User Guide • Inventory Solution 7.6 User Guide • Patch Management Solution 7.6 for Windows User Guide • Software Management Solution 7.6 User Guide
Given a scenario, define policy and task settings	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Administration Guide

EXAM AREA 5

IT Management Suite 7.6 installation

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Describe the Capabilities/Functions of the Symantec Installation Manager	• Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Planning for Implementation Guide • ITMS 7.6 Installation and Upgrade Guide • ITMS 7.6 Administration Guide
Describe installation prerequisites, minimum system requirements, and installation procedures for IT Management Suite 7.6	• Client Management Suite 7.6 Implementer ILT or VA course • Asset Management Suite 7.5 eLearning Module • ITMS 7.6 Planning for Implementation Guide • ITMS 7.6 Installation and Upgrade Guide • ITMS 7.6 Administration Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper
Describe the process of configuring various features and components IT Management Suite 7.6 including (but not limited to) Cloud-enabled Management, cryptographic keys, and configuring the Notification Server for HTTPS.	• Client Management Suite 7.6 Implementer ILT or VA course • Asset Management Suite 7.5 eLearning Module • ITMS 7.6 Planning for Implementation Guide • ITMS 7.6 Installation and Upgrade Guide • ITMS 7.6 Administration Guide • IT Management Suite - OS Platform Support • Cloud-enabled Management Whitepaper

EXAM AREA 6

Asset & Inventory Management

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Describe the methods used to discover assets and gather inventory into IT Management Suite 7.6	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite 7.6 Implementer ILT or VA course • Asset Management Suite 7.5 eLearning Module • ITMS 7.6 Administration Guide • Asset Management Suite User Guide • Inventory Solution 7.6 User Guide
Describe how resources and resource attributes are stored in IT Management Suite 7.6	• Client Management Suite 7.6 Implementer ILT or VA course • Asset Management Suite 7.5 eLearning Module • ITMS 7.6 Administration Guide • Asset Management Suite User Guide • Deployment Solution 7.6 User Guide • Inventory Solution 7.6 User Guide • Software Management Solution 7.6 User Guide
Describe methods to determine the current state of assets, including RTSM and reports.	• Client Management Suite 7.6 Administration ILT or VA course • Asset Management Suite 7.5 eLearning Module • ITMS 7.6 Administration Guide • Client Management Suite User Guide • Server Management Suite User Guide • Asset Management Suite User Guide • Inventory Solution 7.6 User Guide • Real-Time System Management 7.6 User Guide
Describe how assets are registered and assigned.	• Client Management Suite 7.6 Administration ILT or VA course • Asset Management Suite 7.5 eLearning Module • ITMS 7.6 Administration Guide • Client Management Suite User Guide • Server Management Suite User Guide • Asset Management Suite User Guide • Inventory Solution 7.6 User Guide
Describe the various contract types in IT Management Suite 7.6.	• Client Management Suite 7.6 Administration ILT or VA course • Asset Management Suite 7.5 eLearning Module • Asset Management Suite User Guide
Describe the components and processes used to determine software license compliance within IT Management Suite 7.6.	• Client Management Suite 7.6 Administration ILT or VA course • Asset Management Suite 7.5 eLearning Module • Asset Management Suite User Guide • Inventory Solution 7.6 User Guide • Software Management Solution 7.6 User Guide

EXAM AREA 7

Endpoint Deployment & Staging

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Describe the types of Deployment Solution actions available in IT Management Suite 7.6.	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite User Guide • Server Management Suite User Guide • Deployment Solution 7.6 User Guide
Describe PCTransplant functionality.	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite User Guide • Deployment Solution 7.6 User Guide

EXAM AREA 8

Software Distribution

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Describe the various components of the software management process.	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Administration Guide • Client Management Suite User Guide • Server Management Suite User Guide • Software Management Solution 7.6 User Guide
Given a scenario, determine the appropriate method for software delivery including managed delivery policies, quick delivery tasks, and the software portal.	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Administration Guide • Client Management Suite User Guide • Server Management Suite User Guide • Software Management Solution 7.6 User Guide

EXAM AREA 9

Managing Software Updates

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Describe the basic information flow for Patch Management.	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Administration Guide • Client Management Suite User Guide • Server Management Suite User Guide • Patch Management Solution 7.6 for Windows User Guide

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Given a scenario, describe how to deploy software updates using a schedule.	• Client Management Suite 7.6 Administration ILT or VA course • ITMS 7.6 Administration Guide • Client Management Suite User Guide • Server Management Suite User Guide • Patch Management Solution 7.6 for Windows User Guide
Describe the process of updating operating systems and applications on the endpoint.	• Client Management Suite 7.6 Administration ILT or VA course • ITMS 7.6 Administration Guide • Client Management Suite User Guide • Server Management Suite User Guide • Patch Management Solution 7.6 for Windows User Guide

EXAM AREA 10

Reporting in ITMS 7.6

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Describe the prerequisites and processes of IT Analytics.	• Client Management Suite 7.6 Administration ILT or VA course • ITMS 7.6 Administration Guide • IT Analytics 7.6 User Guide • Server Management Suite User Guide • Asset Management Suite User Guide
Describe report types available in IT Management Suite 7.6.	• Client Management Suite 7.6 Administration ILT or VA course • ITMS 7.6 Administration Guide • IT Analytics 7.6 User Guide • Client Management Suite User Guide • Server Management Suite User Guide • Asset Management Suite User Guide

EXAM AREA 11

Organizational Views, Targets, and Filters

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
Describe the methods/components available for grouping resources within ITMS 7.6	• Client Management Suite 7.6 Administration ILT or VA course • Client Management Suite 7.6 Implementer ILT or VA course • ITMS 7.6 Administration Guide