![Symantec Certification Program]

Symantec IT Management Suite 7.6 (250-413) SCS Exam

Study Guide v. 1.0

Symantec Study Guide Table of Contents

Recommended Preparation Materials

Recommended Courses

http://go.symantec.com/elibrary

- 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

Product Documentation Referenced in This Exam

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

Exam Objectives

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 corresponding Symantec courses and some of the referenced documentation.

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

EXAM SECTION 1

Understanding the Components of IT Management Suite

Exam Objectives	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 SECTION 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 SECTION 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

Exam Objectives	Course Topics from ITMS 7.6 Documentation/Courses
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 SECTION 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

Exam Objectives	Course Topics from ITMS 7.6 Documentation/Courses
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 SECTION 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 SECTION 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

Exam Objectives	Course Topics from *ITMS 7.6 Documentation/Courses*
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 SECTION 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 SECTION 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 SECTION 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
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

Exam Objectives	Course Topics from ITMS 7.6 Documentation/Courses
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 SECTION 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 SECTION 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

Sample Exam Questions

1. Which IT Management Suite 7.6 feature allows an administrator to manage client computers outside the corporate network without a virtual private network?
    A. Remote Management
    B. Cloud-enabled Management
    C. Remote Controlled Management
    D. Cloud-based Management

2. Which IT Management Suite 7.6 product provides automated staging and imaging of endpoints?
    A. Deploy Center
    B. Deployment Server
    C. Deployment Solution
    D. Ghost Solution Suite

3. An administrator needs to increase the number of required concurrent console users.

    Which potential result should the administrator take into consideration when planning the IT Management Suite 7.6 implementation?
    A. The need for additional Notification Servers
    B. An increased load on the Notification Server
    C. An increased load on the site servers
    D. The need for additional site servers

4. Which service must an administrator enable on a UNIX, Linux, or Mac endpoint in order to complete a push installation of the Symantec Management Agent 7.6?
    A. mosh
    B. telnet
    C. ssh
    D. init

5. Which component transmits inventory and events to a Notification Server within an IT Management Suite 7.6 environment?
    A. Symantec Management Agent
    B. Internet Gateway
    C. Site Server
    D. Package Server

6. Which role does each component play in an IT Management Suite (ITMS) 7.6 implementation?

   Match the ITMS 7.6 component on the left to the corresponding role on the right by clicking on the component and dragging it to the appropriate role.

Component	Role
Child Notification Server	A. Any server running an ITMS service such as the package service, task service, or network boot service
Symantec Internet Gateway	B. Top level Notification Server in an ITMS 7.6 hierarchy
Site Server	C. A server that hosts the Symantec_CMDB
Microsoft SQL Server	D. A server used to facilitate communication between ITMS 7.6 environment and managed computers over the internet
Parent Notification Server	E. Second/Bottom level Notification Server in an ITMS 7.6 hierarchy

7. An administrator needs to upgrade multiple software applications on endpoint computers located at geographically diverse sites.

   Which site service should the administrator add to the site servers to reduce network usage during the software installation?
   A. Package Service
   B. Task Service
   C. Deployment Service
   D. Patch Management Service

8. Which Symantec Management Platform component will the Symantec Management Agent route all communications through if a cloud-enabled computer is outside the corporate network?
   A. Notification Server
   B. Internet Site Server
   C. Symantec Access Manager
   D. Internet Gateway

9. Microsoft Office has been successfully pushed out as a Quick Delivery task to a group of systems. When the administrator checks the report of software currently installed on the systems, the newly delivered software is listed.

   Why does the installed software exist in the report?
   - A. The most recent IT Analytics Processing Task was run before the delivery was completed
   - B. The most recent Software Inventory scan was run before the delivery was completed
   - C. Microsoft SQL Server timed out during the building of the report, causing incomplete report results
   - D. The most recent Software Inventory scan was run after the delivery was completed

10. An administrator set the Symantec Management Agent configuration update interval to communicate to the Notification Server every 8 hours for all desktop computers.

    Which action should the administrator take to immediately distribute a new policy to all desktop computers?
    - A. Create a client task that executes an Update Client Configuration task and apply it to all desktop computers
    - B. Create a client task that executes a Resource Membership update task and apply it to all desktop computers
    - C. Create a client task that executes a Basic Inventory Update task and apply it to all desktop computers
    - D. Create a client task that executes an Update Filter Membership task and apply it to all desktop computers

11. Which two actions can the Symantec Installation Manager perform? (Select two.)
    - A. Install optional components (documentation, language packs and data migration tools)
    - B. Install operating system hot fixes
    - C. Create offline installation packages
    - D. Back up the Notification Server database
    - E. Configure Cloud-enabled Management (CeM)

12. Which two actions can the Symantec Installation Manager perform? (Select two.)
    - A. Install Symantec Product Licenses
    - B. Install operating system hot fixes
    - C. Install Symantec product upgrades
    - D. Back up the Notification Server database
    - E. Configure Cloud-enabled Management

13. An administrator has installed the Symantec Installation Manager on a Windows 7 desktop system.

    Which option will be available to the administrator through the Symantec Installation Manager?
    A. Generate cryptographic keys
    B. Create offline installation packages
    C. Remotely install the Notification Server
    D. Apply licenses to any suite or solution

14. Which information does a file properties inventory scan gather?
    A. Internal name, original file name, and manufacturer data
    B. Internal name, file size, and manufacturer data
    C. Modified name, file size, and extension data
    D. Language, file path, and extension data

15. An administrator is creating a job to capture an image of a computer's hard drive that is running Windows 7 using a "Create Image" task.

    Which task should the administrator perform prior to performing the Create Image task?
    A. Prepare for Imaging
    B. Defrag the disk
    C. Boot to PXE
    D. DeployAnywhere

16. An administrator is asked to deliver a single software resource to a few computers as rapidly as possible.

    Which option should the administrator select?
    A. Managed Software Delivery policy
    B. Quick Delivery task
    C. Software Portal
    D. Package Delivery task

17. What is required to install software with multiple dependencies?
    A. Application Metering policy
    B. Quick Delivery task
    C. Package Delivery task
    D. Managed Delivery policy

18. When reviewing compliance reports for Microsoft products, an administrator notices that the data and bulletins have remained unchanged for two weeks.

    What should the administrator check to address this issue?
    - A. Revise Software Update task
    - B. Metadata Import Task for Windows
    - C. Patch Management Import task
    - D. Microsoft Compliance Update policy

19. Which two SQL Server services are required in order for an administrator to install IT Analytics? (Select two.)
    - A. Microsoft SQL Server Database Services
    - B. Microsoft SQL Server Reporting Services
    - C. Microsoft SQL Server Integration Services
    - D. Microsoft SQL Server Analysis Services
    - E. Microsoft SQL Server Browser Services

20. How are organizational groups, filters, and targets kept up to date?
    - A. They are automatically kept up to date without further action as long as they are query based
    - B. They are updated based on the Resource Membership Update settings
    - C. They are only updated when leveraged by a scheduled policy
    - D. They are updated automatically every hour

Answers:

1.	B	10.	A
2.	C	11.	A, C
3.	B	12.	A, C
4.	C	13.	B
5.	A	14.	B
6.	Child Notification Server (E), Symantec Internet Gateway (D), Site Server (A), Microsoft SQL Server (C), Parent Notification Server (B)	15.	A
		16.	B
		17.	D
		18.	B
7.	A	19.	B, D
8.	D	20.	B
9.	D		

Contributors & Subject Matter Experts

- David Falcon

- David Griffith

- Douglas Jenkins

- Ross Rosenzweig

- Brian Sheedy

- Symantec IT Management Suite Technical Education Consultant (2)*

- Symantec Senior Manager, Technical Services*

Special Thanks To

- Eric Monson for volunteering to set up and run several beta testing events in our Lindon, UT offices.
- Eric Glismann for stepping in to technically review items on the last day of our workshop.

* Some contributors prefer to remain anonymous for privacy reasons so we have listed only their title.