

# Itential Support Training

## *Introduction to the Support and Management of Itential's Products*

Learn how to configure, maintain and troubleshoot the Itential Solution with Itential's support training course.

## Course Overview

The Itential Support Training course is an introduction to the support and management of Itential's products. The course will cover how to install, configure and maintain the Itential solution and equip attendees with the skills needed to support and troubleshoot users' application problems through hands-on interactive labs.

Attendees will learn:

- ✓ How to troubleshoot users' application questions, including common problems.
- ✓ How to identify problem causes and mitigate issues.
- ✓ How to implement remedies and escalation procedures.
- ✓ System-level tasks
  - o Install, configure and upgrade Itential
  - o User management
  - o Starting and stopping Itential
  - o Database maintenance.

This online course is conducted through the Itential Academy website. Attendees will experience self-paced video lectures combined with interactive lab guides for an intuitive lab experience. Learners will install a MongoDB database management system, Redis database management system, and the Itential platform.

**Estimated Course Duration:** 8 hours

## Course Outline

- ✓ Itential network automation solution overview
- ✓ Customer applications overview
- ✓ Multi-server Itential architecture
- ✓ High-availability, scalable architecture
- ✓ System-task labs
- ✓ Problem triage, remedy & escalation procedures
- ✓ Hands-on break-fix labs



# Outcomes

This course is intended to develop the skills needed to support and troubleshoot user applications and problems within the Itential Solution. After completion of the course, attendees will be equipped with processes to identify a problem, remedy the problem when possible, gather additional information and escalate an issue. Attendees will be able to configure Itential to use an external AAA service and group authorization. By the end of the course, attendees will learn how to isolate problems to an integrated 3rd party system, the Itential platform or a network orchestrator.

“After completing the Itential Support Training, I felt confident in my ability to help any of our users identify, troubleshoot and fix a problem that we found. Our organization is now more self-sufficient and efficient as we spend significantly less time on any issues.”

- Systems Administrator, Leading Financial Company

## Take Your Automation Skills to the Next Level

The days of network teams being the bottleneck to IT change are now over. Organizations that realize the advantages of software-driven network automation technologies with closed-loop automation capabilities have a tremendous market advantage during this age of Digital Transformation and IoT expansion.

Let Itential show you how it's Intelligent Network Automation solution can strengthen your network automation projects by providing you with the right skillset to enable your next-generation, agile network engineering and operations teams to lead you toward your digital future.

[Learn more at itential.com/academy.](https://itential.com/academy)



Itential simplifies and automates the journey toward the modern network and bridges the gap between IT and networking teams by enabling users to easily build, execute and visualize Network Intelligent Workflows. Itential's low-code environment provides a vendor agnostic, turnkey solution, connecting network orchestrators and controllers with IT Service Management applications and configuration tools to accomplish closed-loop network automation. Itential's products are in use today within some of the world's largest networks, including many of the top service provider and financial services companies throughout the U.S. and abroad.

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