



KASEYA ONLINE LIVE BOOTCAMP AGENDA

The Kaseya Online Live Boot Camp is an intensive five-day online course designed to provide you with knowledge, information and tools you need to kick start your Kaseya IT Automation Solution.

DAY 1 **AGENT TEMPLATES FOR MANAGED SERVICES**

- Creating Machine Groups- Kaseya best practices
- Creating templates
- Scheduling management policy to templates
- Agent Menu Options

AGENT DEPLOYMENT STRATEGIES

- LAN Watch
- Lab (system discovery and agent deployment)
- Other deployment methods
- Agent management and Kaseya best practices
- Agent modification and management

AUDIT

- Foundation for knowledge collection
- How audit works
- Creating schedules
- Single machine interface
- User defined fields
- Reporting
- Lab (Auditing and Reporting)

DAY 2

PATCH MANAGEMENT

- How Patch Management works
- Scanning and patch meta database
- Deployment methodologies and policies
- Kaseya best practices for managing the patch cycle
- Reboot actions and Kaseya best practices
- Lab (Mapping the patch file store)
- Reporting

DAY 3

CREATING ADMINISTRATORS AND ADMIN ROLES

- Creating, deleting, and disabling administrators
- Assigning administrative roles
- Managing admin permissions by machine group
- Managing admin permissions by function

ENFORCING POLICY WITH KASEYA PROTECTION

- File Protection
- Network Access
- Application Blocker

HELP DESK AND REMOTE CONTROL

- Setup and customization
- Security and end-user access
- Email reader and mapping
- Ticket creation
- Working with tickets
- Remote control, FTP, Chat and Messaging
- Video streaming
- Reporting

DAY 4

BASIC SCRIPTING

- Script basics
- Schedules and distribution
- Lab (System management script)
- Script logs and debugging
- Reporting custom services in the Executive Summary
- Key to service automation
- Practical applications of scripts

DAY 5

REAL TIME MONITORING

- Overview of the dashboard
- Types of monitoring in Kaseya
- How Agent monitoring works
- Creating monitor Sets
- Creating event sets
- External system monitoring
- SNMP monitoring basics
- SNMP monitor sets
- Assigning SNMP monitoring
- Reporting on monitored events

Please feel free to submit questions at any time either by raising your hand or by submitting via chat in the control panel located in the upper right corner of the screen.

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