

# Training Course SCCM : Administering System Center Configuration Manager - English language version

Durée de la formation : 5 jour(s) / 35 heure(s)

## OBJECTIFS

### Skills gained

Describe the features Configuration Manager and Intune include, and explain how you can use these features to manage PCs and mobile devices in an enterprise environment.

Analyze data by using queries and reports.

Prepare a management infrastructure, including configuring boundaries, boundary groups, and resource discovery, and integrating mobile-device management with Microsoft Exchange Server.

### After completing this module, students will be able to :

Configure role-based administration.

Configure Remote Tools to support client activity.

Identify Configuration Manager site Maintenance tasks.

Back up and recover a Configuration Manager site.

Use Updates and Servicing to install updates to the Configuration Manager infrastructure.

## PREREQUIS

Before attending this course, students must have:

Networking fundamentals, including common networking protocols, topologies, hardware, media, routing, switching, and addressing.

Active Directory Domain Services (AD DS) principles and fundamentals of AD DS management.

Installation, configuration, and troubleshooting for Windows-based personal computers.

Basic concepts of public key infrastructure (PKI) security.

Basic understanding of scripting and Windows PowerShell syntax.

Basic understanding of Windows Server roles and services.

Basic understanding of the configuration options for iOS, Android, and Windows Mobile device platforms.

**Cette formation ne peut être financée que dans le cadre d'un projet d'entreprise (prise en charge entreprise ou OPCO). Les dossiers à financement personnel et CPF ne sont pas pris en compte.**

## PUBLIC

This course is for experienced information technology (IT) professionals, typically described as Enterprise Desktop Administrators (EDAs). These EDAs deploy, manage, and maintain PCs, devices, and applications across medium, large, and enterprise organizations. A significant portion of this audience uses, or intends to use, the latest release of Configuration Manager to manage and deploy PCs, devices, and applications.

This course also is for individuals who are interested in taking Exam 70-703: Administering System Center Configuration Manager and Cloud Services Integration.

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## PROGRAMME

### Managing computers and mobile devices in the enterprise

This module describes the features of Configuration Manager that you can use to perform complex management tasks, including the following tasks; Hardware and software inventory, Application management, Operating system deployment, Settings management, Software update management, Remote client troubleshooting, and Protection from malware. Microsoft System Center Configuration Manager (Configuration Manager) provides various features that can help you manage devices and users both on-premises and in the cloud. Organizations that use Configuration Manager find that they can provide more effective IT services in relation to software deployment, settings management, and asset management. This module introduces you to the primary features, architecture, and management tools used with Configuration Manager. This module also provides a foundation that relates to all other features and management tasks discussed in the modules that follow this one.

#### Lessons

- Overview of systems management by using enterprise management solutions
- Overview of the Configuration Manager architecture
- Overview of the Configuration Manager administrative tools
- Tools for monitoring and troubleshooting a Configuration Manager site

#### Lab : Exploring the Configuration Manager tools

- Searching in the Configuration Manager console
- Using Windows PowerShell with Configuration Manager
- Using Configuration Manager Service Manager to manage components
- Monitoring site and component status
- Reviewing log files by using the Configuration Manager Trace tool

After completing this module, students will be able to:

- Explain how Configuration Manager addresses the challenges of managing systems and users in today's enterprise.
- Describe the Configuration Manager architecture.
- Describe the management tools that you use to perform administrative functions for Configuration Manager.
- Describe the tools that you use to monitor and troubleshoot a Configuration Manager site.

### Analyzing data using queries, reports, and CMPivot

The Microsoft System Center Configuration Manager database stores a large amount of data about the resources in your environment. You might not always want to perform all management tasks on all resources simultaneously. Therefore, to help you locate devices or user objects in your environment that meet specific criteria, you can create queries. You then can use these queries to create collections or to find additional information about specific resources. This module describes queries and methods of creating and running them.

In addition to queries, you can run reports to view various types of information related to your Configuration Manager environment. To run Configuration Manager reports, you must install and configure a reporting services point, which this module details.

This module also covers CMPivot, which allows you to collect and view real-time data on all the connected devices in your environment. It will enable you to make real-time decisions.

#### Lessons

- Introduction to queries
- Configuring SQL Server Reporting Services
- Analyzing the real-time state of a device by using CMPivot

#### Lab : Creating and running queries

- Creating data queries
- Creating subselect queries

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## **Lab : Configuring SSRS**

Configuring a reporting services point

## **Lab : Analyzing the real-time state of a device by using CMPivot**

Using CMPivot to Analyze the current state of devices

After completing this module, students will be able to:

Create and configure data and status message queries.

Configure and manage Microsoft SQL Server Reporting Services (SSRS) and the reporting services point.

Use CMPivot to query and view the real-time state of the connected devices in your environment.

## **Preparing the Configuration Manager management infrastructure**

You can manage computer and user resources within a Microsoft System Center Configuration Manager (Configuration Manager) environment only when Configuration Manager has discovered these resources and assigned them to a site. In this module, you will learn about boundaries and boundary groups that help create logical network locations containing computer devices that you need to manage in your Configuration Manager infrastructure. You can use these boundary configurations for automatic site assignment and to help clients find content and services from associated site systems. You will also learn about the discovery processes that you can use to identify computers, users, and the network infrastructure within your network environment.

You will then learn about collections that support logical groupings of resources. You use these groupings for management tasks, such as targeting software updates, managing application deployments, or deploying compliance settings to resources.

### **Lessons**

Configuring site boundaries and boundary groups

Configuring resource discovery

Organizing resources using device and user collections

## **Lab : Configuring boundaries and resource discovery**

Configuring boundaries, boundary groups, and fallback relationships

Configuring Active Directory discovery methods

## **Lab : Configuring user and device collections**

Creating a device collection

Creating a user collection

Configuring a maintenance window

After completing this module, students will be able to:

Configure boundaries and boundary groups.

Configure resource discovery.

Organize resources using device and user collections.

## **Deploying and managing the Configuration Manager client**

You can install the Microsoft System Center Configuration Manager (Configuration Manager) client software on windows-based devices such as servers, workstations, and laptops. You then can manage these devices and perform operations such as reporting hardware and software inventory information, installing and updating software, and configuring settings required for compliance.

Configuration Manager provides several options for installing the client software. This module explains the supported operating systems and devices, software requirements, and different methods for installing the client software. This module also describes some of the default and custom client settings that you can configure. After installing the client software, you can configure client settings and control how the various client components interact between the managed device and the Configuration Manager environment.

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## Lessons

Overview of the Configuration Manager client  
Deploying the Configuration Manager client  
Configuring and monitoring client status  
Managing client settings and performing management operations

**Lab** : Deploying the Microsoft System Center Configuration Manager client software  
Preparing the site for client installation  
Deploying the Configuration Manager client software by using client push installation

**Lab** : Configuring and monitoring client status  
Configuring and monitoring client health status

**Lab** : Managing client settings  
Configuring client settings  
Performing management operations

After completing this module, students will be able to:  
Describe the requirements and considerations for installing the Configuration Manager client software.  
Deploy the Configuration Manager client software.  
Manage Configuration Manager client settings.

## Managing inventory for PCs and applications

This module provides an overview of inventory collection, and explains how you can manage the information collected. You also will learn about the process of collecting hardware and software inventory, initiating inventory cycles, and initiating and securing inventory collection. This module also covers the use of software metering to monitor program usage, and the configuration and management of Asset Intelligence.

## Lessons

Overview of inventory collection  
Configuring hardware and software inventory  
Managing inventory collection  
Configuring software metering  
Configuring and managing Asset Intelligence

**Lab** : Configuring and managing inventory collection  
Configuring and managing hardware inventory

**Lab** : Configuring software metering  
Configuring software metering

**Lab** : Configuring and managing Asset Intelligence  
Preparing the site for Asset Intelligence  
Configuring Asset Intelligence  
Monitoring license agreements by using Asset Intelligence  
Viewing Asset Intelligence reports

After completing this module, students will be able to:  
Describe inventory collection.  
Configure and collect hardware and software inventory.  
Manage inventory collection.  
Configure software metering.  
Configure Asset Intelligence.

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## Distributing and managing content used for deployments

Microsoft System Center Configuration Manager (Configuration Manager) clients obtain content, such as packages, applications, software updates, and even operating system images, from a content infrastructure made up of distribution points and peer cache sources. In this module, you will review the content distribution and management features, configure distribution points, and learn how to distribute and monitor content. You also will perform content validation and content prestaging.

### Lessons

- Preparing the infrastructure for content management
- Distributing and managing content on distribution points

**Lab :** Distributing and managing content for deployments

- Installing a new distribution point
- Managing content distribution

After completing this module, students will be able to:

- Prepare the infrastructure for content management.
- Distribute and manage content on distribution points.

## Deploying and managing applications

In this module, you will learn about the methods for creating, deploying, and managing applications with Configuration Manager. You also will learn to use the Software Center and the Application Catalog to install available applications. You will learn about managing deployments on unconventional applications. In addition, you will learn to install Windows 10 apps and virtualized applications.

### Lessons

- Overview of application management
- Creating applications
- Deploying applications
- Managing applications
- Deploying virtual applications by using System Center Configuration Manager (Optional)
- Deploying and managing Windows Store apps

**Lab :** Creating and deploying applications

- Creating applications with requirements
- Deploying applications

**Lab :** Managing application supersedence and removal

- Managing application supersedence
- Uninstalling the Excel Viewer application

**Lab :** Deploying virtual applications by using Configuration Manager (Optional)

- Deploying virtual applications

**Lab :** Using Configuration Manager to deploy Windows Store apps

- Configuring support for sideloading Windows Store apps
- Configuring a Windows Store app
- Deploying Windows 10 apps to users

After completing this module, students will be able to:

- Describe the application management features of Configuration Manager.

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Create applications.  
Deploy applications.  
Manage applications.  
Configure and deploy virtual applications.  
Configure and deploy Windows Store apps.

## Maintaining software updates for managed PCs

This module explains how to use the software updates feature in Configuration Manager to implement an end-to-end management process for the complex task of identifying, deploying, and monitoring Microsoft and third-party software updates to your Configuration Manager clients.

### Lessons

The software updates process  
Preparing a Configuration Manager site for software updates  
Managing software updates  
Configuring automatic deployment rules  
Monitoring and troubleshooting software updates  
Enabling third-party updates

**Lab** : Configuring the site for software updates  
Configuring and synchronizing the software update point

**Lab** : Deploying and managing software updates  
Determining software update compliance  
Deploying software updates to clients  
Configuring automatic deployment rules

After completing this module, students will be able to :

- Describe how the software updates feature integrates with Configuration Manager.
- Prepare the Configuration Manager site for software updates.
- Manage software updates by using Configuration Manager.
- Configure automatic deployment rules.
- Monitor and troubleshoot software updates.
- Describe how to enable third-party updates.

## Implementing Endpoint Protection for managed PCs

This module explains how to use the security-related features provided by Configuration Manager to help protect client computers from malware threats, and to configure specific Windows Defender Firewall settings for clients. Based on System Center Endpoint Protection (Endpoint Protection) functionality, Endpoint Protection in Configuration Manager supports the deployment, management, and monitoring of antimalware policies, Windows Defender Firewall settings, Windows Defender Application Guard policies, Windows Defender Exploit Guard policies, and Windows Defender Application Control policies on client computers.

### Lessons

Overview of Endpoint Protection in Configuration Manager  
Configuring, deploying, and monitoring Endpoint Protection policies  
Configuring and deploying advanced threat policies

**Lab** : Implementing Microsoft System Center Endpoint Protection  
Configuring the System Center Endpoint Protection point and client settings  
Configuring and deploying Endpoint Protection policies  
Monitoring Endpoint Protection

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**Lab :** Implementing advanced threat policies  
Creating and deploying advanced threat protection policies

After completing this module, students will be able to :

- Configure Endpoint Protection to detect and remediate malware and security vulnerabilities.
- Configure, deploy, and manage Endpoint Protection policies.
- Configure and deploy advanced threat protection policies.

## Managing compliance and secure data access

Many enterprise organizations require systems, such as servers, laptops, desktop computers, and mobile devices, to meet specific configuration and compliance requirements. Compliance settings in Configuration Manager can play a key role in identifying existing configurations, discovering systems that have adverse configuration changes, and remediating these settings automatically when necessary.

Compliance settings also can help control how users manage and access data in the enterprise network environment. For computers that run Windows 8 and newer operating systems, you can manage data using folder redirection, offline files, and roaming profiles. You also can control access to data using remote connection profiles, virtual private network (VPN) profiles, Wi-Fi profiles, and certificate profiles.

This module describes the compliance settings that you can manage using Configuration Manager. You will learn to use these settings to maintain configuration requirements and to provide secure data access to enterprise resources.

### Lessons

- Overview of Compliance Settings
- Configuring compliance settings
- Viewing compliance results
- Managing resource and data access

**Lab :** Managing compliance settings

- Managing configuration items and baselines
- Viewing compliance settings and reports
- Configuring remediation in compliance settings
- Using compliance information to create collections

After completing this module, students will be able to :

- Describe the features of compliance settings.
- Configure compliance settings.
- View compliance results.
- Manage resource and data access.

## Managing operating system deployment

This module explains how to use the operating system deployment feature in Configuration Manager to create operating system images that you can deploy to unmanaged computers and those managed by Configuration Manager. There are several scenarios in which you can deploy operating systems by using Configuration Manager, including when you are working with new systems or when you are upgrading existing ones. Operating system deployment uses both Configuration Manager and Windows components to manage and deliver operating system images. You can configure settings on a reference computer prior to capturing an image of its operating system or by using task sequences that Configuration Manager creates after you deploy the image to a target system.

This module also explains how to use Configuration Manager to create a strategy for operating-system deployments. And also, it explains and how to manage Windows as a service.

This module explains how to manage Windows as a service.

### Lessons

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An overview of operating system deployment  
Preparing a site for operating system deployment  
Deploying an operating system  
Managing Windows as a service

**Lab** : Preparing the site for operating system deployment  
Managing the site system roles used to support operating system deployment  
Managing packages to support operating system deployment

**Lab** : Deploying operating system images for bare-metal installations  
Preparing the operating system image  
Creating a task sequence to deploy an image  
Deploying an image

After completing this module, students will be able to :

- Describe the terminology, components, and scenarios used to deploy operating systems by using Configuration Manager.
- Prepare a site for operating system deployment.
- Deploy an operating system image.
- Describe how to manage Windows as a service.

## Managing and maintaining a Configuration Manager site

This module describes role-based administration, Remote Tools, and the site maintenance tasks that you can manage by using Configuration Manager. This module also describes how to back up and recover a Configuration Manager site system and use the recommendation(s) from Management Insights to simplify administration.

### Lessons

Configuring role-based administration  
Configuring Remote Tools  
Overview of Configuration Manager site maintenance and Management Insights  
Backing up and recovering a Configuration Manager site  
Updating the Configuration Manager infrastructure

**Lab** : Configuring role-based administration  
Configuring a new scope for Toronto administrators  
Configuring a new administrative user

**Lab** : Configuring Remote Tools  
Configuring the Remote Tools client settings and permissions  
Managing desktops by using Remote Control

**Lab** : Maintaining a Configuration Manager site  
Configuring maintenance tasks in Configuration Manager  
Configuring the Backup Site Server task  
Recovering a site from a backup

After completing this module, students will be able to :

- Configure role-based administration.
- Configure Remote Tools to support client activity.
- Identify Configuration Manager site Maintenance tasks.
- Back up and recover a Configuration Manager site.
- Use Updates and Servicing to install updates to the Configuration Manager infrastructure.

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### Prise en compte du handicap

Pour les personnes en situation de handicap, afin de nous permettre d'organiser le déroulement de la formation dans les meilleures conditions possibles, contactez-nous via notre formulaire de contact ou par mail (formation@access-it.fr) ou par téléphone (0320619506). Un entretien avec notre référente handicap pourra être programmé afin d'identifier les besoins et aménagements nécessaires.

### Modalités et moyens Pédagogiques, techniques et d'encadrement mis en œuvre

Répartition théorie/pratique : 45%/55%. Cette formation se compose d'une alternance d'apports théoriques, de travaux pratiques s'articulant autour d'une application fil rouge, de démonstrations, de phases d'échanges entre participants et de synthèses de la part du formateur.

Formation accessible à distance de n'importe où et n'importe quand, via un ordinateur type PC disposant d'une connexion à Internet à haut débit (ADSL ou plus).

Pour assurer un démarrage dans les meilleures conditions au premier jour de la formation, notre service logistique se met systématiquement en relation, en amont, avec vous afin de réaliser un test de validation technique et de vous présenter l'environnement de formation.

Pendant toute la durée de la formation, le stagiaire dispose d'une assistance technique et pédagogique illimitée, par e-mail, avec un délai de prise en compte et de traitement qui n'excède pas 24h. En complément, le stagiaire peut planifier un rendez-vous pédagogique avec un formateur expert afin d'échanger sur des éléments de la formation.

La durée de la formation affichée sur cette page est une durée estimée qui peut varier en fonction du profil du stagiaire et de ses objectifs (notamment s'il souhaite valider sa formation par le passage d'un examen de certification).

Durant la formation, le formateur prévoit :

Des démonstrations organisées en modules et en séquences découpées le plus finement possible, en suivant le programme pédagogique détaillé sur cette page ;

Des énoncés et corrigés de travaux pratiques à réaliser tout au long de la formation ;

Des travaux pratiques sont proposés ; la plateforme prévoit l'environnement technique nécessaire à la réalisation de l'ensemble des travaux pratiques ;

Le formateur valide les connaissances acquises après chaque TP ;

Il est proposé un ou plusieurs livres numériques faisant office d'ouvrage(s) de référence sur le thème de la formation.

### Validation et sanction de la formation

Une attestation mentionnant les objectifs, la nature et la durée de l'action et les résultats de l'évaluation des acquis de la formation sera remise au stagiaire à l'issue de sa formation par courrier électronique.

A la demande, il sera délivré un certificat de réalisation.

### Type de formation

Professionalisante ayant pour objectif le perfectionnement, l'élargissement des compétences

### Moyens permettant de suivre l'exécution de l'action

Le contrôle de la présence des stagiaires sera assuré par la vérification de l'assiduité des participants. Le stagiaire signera une feuille de présence par demi-journée de formation. Celle-ci sera également signée par le formateur.

### Modalité d'évaluation des acquis

Durant la formation, le participant est amené à mettre en pratique les éléments du cours par la réalisation de travaux pratiques réalisés sur PC.

La validation des acquis du stagiaire est faite par le formateur à la fin de chaque atelier. Cette validation individuelle est possible du fait du faible nombre de participants par session de formation (6 personnes maximum).

A la fin de la formation, le stagiaire a donc atteint les objectifs fixés par la formation.

En complément, pour les stagiaires qui le souhaitent, certaines formations peuvent être validées officiellement par l'éditeur en passant un examen de certification.

Access it étant centre d'examen ENI, les examens peuvent être réalisés sur demande à distance ou dans nos locaux de Villeneuve d'Aseq.

Les candidats à la certification doivent produire un travail personnel important en vue de se présenter au passage de l'examen, le seul suivi de la formation ne constitue pas un élément suffisant pour garantir un bon résultat et/ou l'obtention de la certification

### Assistance Post-Formation

Toute personne ayant suivi une formation avec Access it bénéficie d'une assistance post-formation d'une durée de 1 mois. Ce nouveau service d'accompagnement permet aux stagiaires rencontrant des difficultés dans la mise en œuvre des connaissances acquises de solliciter l'aide de nos formateurs sur des aspects relatifs aux programmes de formation suivis. Pour en bénéficier, il suffit de se rendre sur la page contact de notre site web et de remplir le formulaire. Une réponse est apportée par mail ou par téléphone dans un délai de 48 heures.

### Centre d'Examen

Notre centre de formation agréé Qualiopi bénéficie de l'agrément d'ENI et ICDL pour les certifications informatiques. C'est pour nos clients la garantie de pouvoir suivre des formations préparant à des certifications professionnelles.

### Aide à l'orientation

Pour chacune des grandes thématiques couvertes par notre offre de formation, nous proposons via nos spécialistes un rendez-vous physique ou téléphonique qui via un diagnostic permettra aux personnes souhaitant être accompagnées dans le choix d'un programme ou dans la définition d'un parcours de formation une orientation vers les programmes les plus adaptés à leurs besoins et à leur niveau.

### Aspects Pratiques

Dès leur inscription, les participants sont contactés par nos services qui s'assurent que les débits internet constatés sur le lieu depuis lequel ils souhaitent se former sont suffisants pour suivre la formation dans des conditions optimales.

À l'occasion de cet appel, nos experts s'assurent également qu'ils disposent du matériel nécessaire pour suivre la formation (PC Portable, webcam, Micro-casque..).

Avant le début de la formation, les participants reçoivent un lien leur permettant d'accéder à la classe virtuelle et leurs identifiants personnels de connexion. Un aide à l'utilisation de la solution de visioconférence utilisée leur est également proposée.

Le jour de la formation, ils se connectent à la classe virtuelle depuis leur navigateur internet. Ils voient et entendent le formateur ainsi que les autres participants et peuvent à tout moment communiquer avec eux.

Ils participent aux échanges et réalisent les ateliers dans les mêmes conditions que s'ils étaient en salle. Grâce à nos outils de prise en main à distance, les formateurs peuvent à tout moment prendre la main sur leurs postes pour les aider ou vérifier leurs TP.

Tout au long de la formation, les participants peuvent bénéficier de l'assistance immédiate de nos experts en composant le numéro qui leur a été communiqué avant la formation.

Des bilans intermédiaires ont lieu en présence des participants du formateur et du référent pédagogique d'Access it afin de vérifier l'état d'avancement de la session, les difficultés rencontrées et permettre d'éventuels actions correctives.

### Bénéfices pour les participants

Se former depuis leur lieu de travail ou leur domicile,

Accéder sans se déplacer à la qualité d'une formation délivrée par un formateur consultant ayant une expérience probante sur le sujet animé.

Bénéficier à distance de la richesse d'une formation interentreprises : échanges avec le formateur et les autres participants, partages d'expériences, ateliers pratiques...

Pouvoir se former en toutes circonstances et notamment en cas d'imprévu.

### Bénéfices pour l'entreprise

Optimiser ses budgets en limitant les frais de déplacement et d'hébergement.

Proposer à tous ses collaborateurs, quelle que soit leur situation géographique, des formations de qualité (en Inter comme en Intra).

Limiter les temps de déplacement.

Proposer davantage de choix dans les formations à des collaborateurs peu mobiles.

Assurer la montée en compétences de ses collaborateurs quelles que soient les circonstances