

Training Services

# Administrator Advanced



### MAXIMIZE ROI WITH BOMGAR UNIVERSITY TRAINING SERVICES

Bomgar Professional Services help drive efficiency, productivity, security, and a higher return on investment from the Bomgar remote IT solution. Our Bomgar University Training Services are designed to elevate your support organization performance, and maximize your return on investment in Bomgar. Superior training is part of our commitment to helping you obtain the maximum benefit possible from the entire Bomgar enterprise support platform. Our advanced administrator training options will give your team the foundational knowledge needed to install, configure and manage the Bomgar solution for optimum performance. You can select from a variety of modular training courses to ensure your team receives relevant education.

When it comes to remote IT support, Bomgar is an industry leader with the solutions, and expertise you need to make enterprise remote IT support a differentiator for your organization. Our focus on innovation and service excellence will help take your support operation to the next level.

### BOMGAR TRAINING FOR YOUR ADMINISTRATORS

The Bomgar Administrator Advanced course **is ideal for system/network administrators and business analysts** who want a solid understanding of how Bomgar fits within their overall IT and network infrastructure. During the one-day course your administrators will learn how to automate and extend Bomgar to ensure administrator and remote support efficiency, using IT and remote support best practices.

### FLEXIBLE TRAINING OPTIONS: ON-SITE OR VIRTUAL

The virtual or on-site Bomgar Administrator Advanced training will teach your administrators everything they need to know about integrating Bomgar into your IT and Network infrastructure and the Bomgar security site options available. We also package all of the on-site training material for virtual consumption, so your team can engage in Bomgar learning from any location. Both training options are led by a Bomgar and ITIL-certified instructor.



*"With Bomgar University, we learned the best practices to utilize the solution, which increased the overall value provided by Bomgar."*

CSC/OSC Operations Manager  
Cox Enterprise

# Administrator Advanced Agenda

 For System and Network Administrators  
and Report/Business Analyst

## Bomgar Review

Total: 60 minutes

### Bomgar & Your Environment

- Version Options & Features
- What Bomgar Supports
- Bomgar Integration Options
- Customer Environment Review

## Technical Specifications

Total: 90 minutes

### System Settings

- Syslog Configuration
- SNMP Configuration & MIB Overview
- Appliance Failover Options

## Security & Collaboration

Total: 180 minutes

### Security Providers

- LDAP Authentication
- LDAP Clusters
- Kerberos Authentication
- RADIUS Authentication

### Support Options

- Site Options & Equilibrium
- Access Sponsors
- Jumpoint Proxy & Shell Jump

## Integration Options

Total: 90 minutes

### Integration & Data Options

- Bomgar Outbound Events
- Bomgar API
- Integration Client
- Data Extraction

## References & Support

Total: 15 minutes

### Supplemental Material

- Security Provider Tips
- LDAP Questionnaire
- Bomgar Glossary
- MIB Requirements

### Recap & Next Steps

- All Key points recapped (Learning objectives)
- Next steps
- Testing & Certification
- Bomgar University Courses
- Bomgar Reference Sites
- Feature Requests & Survey

## KEY LEARNING OBJECTIVES:

- **Bomgar & Your Environment** – describes how Bomgar fits into your unique environment, including version options and integrations available
- **System Settings** – covers Syslog and SNMP configuration options, plus Bomgar Appliance Failover and automatic backup
- **Security Providers** – explains how to configure LDAP for Authentication, setup LDAP clusters, and how to configure authentication with Kerberos and RADIUS
- **Support Options** – reviews extended security site options, for support load balancing, how to access third-parties and sponsors within a session, and how to use the Jumpoint Proxy and Shell Jump features
- **Integration and Data Options** – reviews best use cases for Bomgar Outbound Events, the Bomgar API, Bomgar’s Integration Client and how to archive and report on session data

## GET CERTIFIED BY BOMGAR

Participants who successfully complete the Bomgar Administrator Essentials and the Administrator Advanced training are eligible to take the Bomgar Administrator Certification exam.

## GET STARTED

**Bomgar University** – Elevate your support organization performance and maximize your return on investment in Bomgar.

**TO LEARN MORE:** Please contact your Sales Account Manager today at 866.205.3650

## BOMGAR PROFESSIONAL SERVICES

Bomgar is committed to providing customers with the most secure, effective and efficient collaborative remote support solution available. Our Professional Services help customers gain the most value from their Bomgar deployment.

## ABOUT BOMGAR

Bomgar offers the only enterprise-class remote IT support platform available today. With software, hardware and professional services, our platform is the only solution you will ever need for remote support. Bomgar’s end-to-end capabilities enable you to consolidate, streamline and secure your support operations, while boosting customer satisfaction and reducing costs. We lead the market in innovation—from expanding support to new mobile platforms, to delivering advanced performance analytics—Bomgar will keep your support capabilities secure and in step with changing technology and evolving market requirements.