

# Operation and Support Engineer

This instructor-led course is designed for the MSActivator professional who works in an IT Department or Security/Network Operation Center and needs to be able to operate and maintain the MSActivator in a production environment. You will learn about managing and orchestrating network, security or cloud entities, monitoring, event collecting, alerting and reporting. You will also learn about user and tenant, role-based access control and self-care portal. You will also dig into the MSActivator architecture to understand how to troubleshoot and maintain a production system.

## Course Information



### Audience

- Operation Engineer
- IT Engineer
- Pre-sales Engineer
- Solution Architect



### Prerequisites

No prior knowledge of MSActivator is required.



### Language

English



### Duration

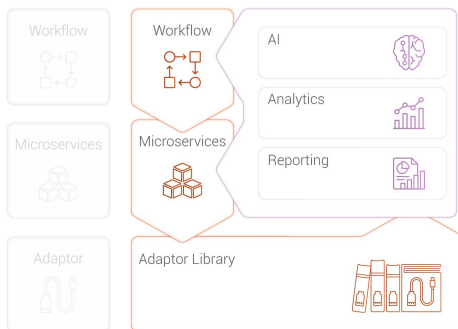
- In-Classroom:  
3 days | 8 hours per day
- Virtual Classroom:  
4 days | 2x3 hours per day.



### Requirements

- Stable internet connection
- Mac, Linux, or Windows
- Latest version of Chrome or Firefox  
(other browsers not supported)

## Modules Learned



## Lessons

### MSActivator Overview

Learn how the MSActivator can help you maintain, monitor and grow your infrastructure backend by automating the life cycle management of your network and virtualization entities.

### Architecture and Modules of the MSActivator

Learn about the architecture of the MSActivator and its main functional modules.

### Configuration

Learn how to use Microservices and templates, and benefit from the configuration change management to control everything related to configuration.

### Tenants, Users, and Roles

Understand multi-tenancy and the roles of each user.

### Managed Entities

Understand how to manage your network or virtualization entities. Learn how to manage and monitor them.

### Assurance

Learn how to monitor your KPI, collect network events, get alarms, and build custom dashboards for a 360 view of your production environment.

### Troubleshooting

Learn how to respond to issues raised by the system and how to troubleshoot them.

### Maintenance

Learn how to maintain the MSActivator in a production environment. Understand the product maintenance and upgrade procedures.

### Automation

Learn how to use Workflows to automate and streamline your processes.

