

# Quest Education Services Catalog 2010



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## Quest Education Services

### Helping You Get the Most from Your Quest Software Solutions

Training is one of the best ways to fully leverage the benefits you expect when you invest in software solutions. Quest Education Services offers a flexible curriculum of instructor-led private classes, public training classes, computer based training, webinars, and instructional videos to help you get the most from your software purchase. You can also use our experts to customize training to your unique needs. Each certified instructor brings years of experience and in-depth product knowledge to every class.

Training results in:

- Rapid adoption of new software
- Assurance that staff is aware of and comfortable with the full functionality of the selected software
- Assurance that the software is being used to it's fullest potential and best practices are being followed
- Higher staff productivity and the ability to more effectively manage your application, database, and Windows infrastructure environments

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*The beautiful thing about learning is that no one can take it away from you.*  
- B. B. King

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## Available Training Options

### Instructor-led Training

#### Classroom Training

Classroom Training is traditional formal delivery done onsite with the customer. Classroom training ensures class participation because the trainer is live in the room with the students. Classroom training is the least cost effective training route due to increased prep time and travel costs. Customers with a diverse geography are generally not able to host classroom training due to costs and logistics.

#### Virtual Classroom Training

Virtual Classroom Training is private training delivered to a customer via WebEx Training Center. Students attend the class from their own workspace or in a local training room with other participants. Virtual Classroom Training allows for students in diverse locations to attend the same course together without incurring travel costs. Quest Virtual Training includes a combination of Lab work and testing that allows the instructor to monitor the students' grasp of the materials.

#### Public Virtual Classroom Training

Public Virtual Classroom Training uses the same delivery method as Virtual Classroom Training. The only difference is that attendees from multiple companies will attend the same class. Public Virtual Training is a low cost alternative for customers who have less than 5 class participants and budget concerns. Public Virtual Classroom Training is scheduled on a quarterly basis, so schedules should be confirmed prior to selling a customer this training to ensure the customer can attend the next available class.

### Self Paced Training

#### Computer Based Training

Quest has made an investment into a learning management system. This system allows for us to develop self paced courses for students with high quality and measurable results. Self paced training is reserved for high volume training with subject matter which takes less than a day to deliver traditionally. These are introduction level courses and will apply those using the products at a user level. These classes will include lab work and tests. We will be building more courses throughout the year to capitalize on the investments we made on both the development and hosting applications.

#### Training Videos

Training videos are available for quickly learning features and functionalities of selected products. These videos can be accessed using a personal computer.

#### Webinars

Quest Education Services hosts several Webinars per year. Webinars cover specific subject matter and are typically three hours in length. Webinars are lead buy industry experts who are recognized and respected in their field. Webinars are usually taught to between 50 and 100 users, so while Q&A is allowed and expected, not everyone in attendance will have a chance to interact with the speaker.

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*What I hear, I forget.  
What I see, I remember.  
What I do, I understand.*

**- Kung Fu Tzu (Confucius)**

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# Foglight Courses

## Foglight Operator Course

### Description:

This course is intended to provide an introduction to Foglight and a basic understanding of its components and features. Foglight cartridges are not covered in this course.

### Audience:

This course was designed for users of Foglight Application Performance Monitoring solution.

### Prerequisites:

None

### Objectives:

Individuals completing this certification module will be able to:

- Understand how to navigate through dashboards in the User Interface.
- Use alarms as a starting point for problem diagnostics
- Use services as a starting point for problem diagnostics
- Schedule and generate reports

### Outline:

#### **Lesson 1 Introduction**

Topic 1 What is Foglight

Topic 2 Major Features

Topic 3 Basic Architectural Components

#### **Lesson 2 User Interface Overview**

Topic 1 General Navigation

Topic 2 Terminology

Topic 3 Available Dashboards

#### **Lesson 3 Services Overview**

Topic 1 Working in the Services Home

Topic 2 Investigating Service Status

Topic 3 Creating a Service

#### **Lesson 4 Custom Dashboards**

Topic 1 Custom Dashboard Options

Topic 2 Adding Metrics

Topic 3 Adding Views

#### **Lesson 5 Reports**

Topic 1 Report Overview

Topic 2 Scheduling Report Creation

Topic 3 Custom Reports

#### **Lesson 6 Alarms and Alarm Source Overview**

Topic 1 Alarm Access

Topic 2 Alarm Investigation

Topic 3 Overview of Rules, Registry, Schedules

### Format:

This class, including hands-on activities, is offered as a private, instructor-led class taught at a customer's facility or over a WebEx over 1 day, 6 hours per day. The class is limited to 8 students.

## Foglight Administration Overview

### Description:

Intended for users with little or no knowledge of Foglight, this class covers the fundamentals of managing a Foglight environment. Students will learn about the Foglight user interface, agent configuration and event management. Additional topics such as security and basic Foglight administration tasks are also covered. Foglight cartridges are not covered in this course.

### Audience:

Foglight administrators responsible for managing system, database and application environments

### Prerequisites: None

### Objectives:

To gain a basic understanding of Foglight; how to investigate alarms as well as manage agents, rules, and security. Upon completion of this course, the student will understand the fundamentals of configuring a Foglight environment

### Outline:

#### Lesson 1 Introduction

- Topic 1 What is Foglight
- Topic 2 Major Features
- Topic 3 Basic Architectural Components

#### Lesson 2 User Interface Overview

- Topic 1 General Navigation
- Topic 2 Terminology
- Topic 3 Available Dashboards

#### Lesson 3 Services

- Topic 1 Working in the Services Home
- Topic 2 Investigating Service Status
- Topic 3 Creating a Service

#### Lesson 4 Custom Dashboards

- Topic 1 Custom Dashboard Options
- Topic 2 Adding Metrics
- Topic 3 Adding Views

#### Lesson 5 Reports

- Topic 1 Report Overview
- Topic 2 Scheduling Report Creation
- Topic 3 Custom Reports

#### Lesson 6 Agent Management

- Topic 1 Agent Overview
- Topic 2 Deploying Agent Packages
- Topic 3 Creating an Agent Instance
- Topic 4 Managing Agent Properties

#### Lesson 7 Alarms and Alarm Source Overview

- Topic 1 Alarm Access
- Topic 2 Alarm Investigation
- Topic 3 Overview of Rules, Registry, Schedules

#### Lesson 8 Schedules

- Topic 1 Creating Schedules
- Topic 2 Using Schedules

#### Lesson 9 The Registry

- Topic 1 Creating Registry Variables
- Topic 2 Performance Calendars

- Topic 3 Overriding Global Values

#### **Lesson 10 Rules**

- Topic 1 Rules Overview
- Topic 2 Creating Rule Definitions
- Topic 3 Creating Conditions, Messages and Actions
- Topic 4 Setting Blackout and Effective Schedules
- Topic 5 Setting Rule Behavior

#### **Lesson 11 Derived Metrics**

- Topic 1 Creating Derived Metrics
- Topic 2 Using Derived Metrics

#### **Lesson 12 Security**

- Topic 1 Managing and Creating Users, Groups and Roles
- Topic 2 Managing Password Settings
- Topic 3 Setting Configuration Items
- Topic 4 Integration with LDAP Systems

#### **Lesson 13 General Administration**

- Topic 1 Audit Trail and Support Bundles
- Topic 2 Retention Policies Overview
- Topic 3 Foglight Server and Database Views
- Topic 4 Foglight Self Monitoring
- Topic 5 Additional Resources

#### **Format:**

This class, including hands-on activities, is offered as:

- A private, instructor-led class taught at a customer's facility over 2 days.
- A private, web-based class taught in 2 6-hour sessions via the Quest virtual classroom.
- This class is limited to 8 students.

## Foglight Web Component Framework (WCF) Training

### Description:

This course will be used by Quest Professional Services instructors to train Quest customers on how to build custom dashboards.

### Audience:

This course was designed for users and administrators of Foglight.

### Pre-requisites:

Foglight Administrator Course for Administrators

### Outline:

- **Lesson 1: Data Model**
  - o The basics
  - o Topology
  - o Topology Object
  - o Navigating the model
- **Lesson 2: WCF Drag & Drop Dashboards**
  - o Available options
  - o Adding text
  - o Adding metrics (charts, gauges and lists)
  - o Table view
  - o Template view
  - o Sharing views
  - o Dragging views, objects and metrics
  - o Fixed position layout dashboards Reporting
- **Lesson 3: WCF – Web Component Framework**
  - o Modules
    - Introduction to views, icons, functions
    - Row oriented table
    - Charts
    - Spinner
    - Pulse gauge
    - Containers of all sorts
  - o Queries(A to Z)
    - Parameters
    - Root
    - Top N
    - Sorting
    - Conditions
  - o Contexts (A to Z)
    - Public
    - Local
  - o Flow
    - Update
    - Next page
    - Popup
    - Previous
    - Choose value
    - External URL

### Format:

This class, including hands-on activities, is offered as a private, instructor-led class taught at a customer's facility or via the Quest Virtual Classroom over 3 days for 6 hours each day. For training at the customer's

facility, the instructor will come onsite to teach the course but will utilize the Quest Virtual Classroom to deliver the training. This class is limited to 8 students.

## Foglight End User Management Training

### Description:

This course will be used by Quest Professional Services instructors to train Quest customers on how to use and administer the Foglight End User Management solution. Components in this course include real end user monitoring, synthetic end user monitoring, end user transaction analysis, end user session tracing, end user content analysis, and end user data analysis.

### Audience:

This course was designed for users and Foglight administrators of the Foglight End User Management solution.

### Prerequisites:

Foglight Administration Training course (Foglight Administrators only). For Foglight EUM users the necessary Foglight user interface lessons are included.

### Objectives:

Upon completion of this training, the student should be able to:

- Use and/or administer all Foglight End User Management features
- Understand all Foglight End User Management objects
- Be familiar with all End User Management collection techniques
- Create and schedule End User Management reports
- Use, create, and configure End User Management dashboards
- Create, enable, customize, and disable End User rules and alerts
- Define End User Management components including filters, and groups

### Outline:

#### Lesson 1 Foglight Basics user training

- Topic 1 Foglight User Interface navigation basics
- Topic 2 Foglight custom dashboards and reports

#### Lesson 2 Foglight Basics administrator training

- Topic 1 Foglight architecture and components
- Topic 2 Topology model, data browser, rules, alarms, blackouts, schedules
- Topic 3 Deploying cartridges, creating support bundles
- Topic 4 User Management, LDAP integration

#### Lesson 3 Foglight Experience Monitor user training

- Topic 1 Introduction to real user monitoring
- Topic 2 Data object overview
- Topic 3 Foglight cartridge introduction and overview
- Topic 4 Foglight Experience Monitor Rules & alerts
- Topic 5 Out of the box and custom report capability overview
- Topic 6 Appliance based reports and dashboards

#### Lesson 4 Foglight Experience Monitor configuration training

- Topic 1 Appliance configuration options (stand-alone or clustered)
- Topic 2 Architecture and data flow Overview
- Topic 3 Network configuration and device placement
- Topic 4 Foglight integration
- Topic 5 Appliance collection policy definition
- Topic 6 Advanced filtering and URL variable definitions
- Topic 7 Subnet and Location definition
- Topic 8 Transaction definitions

#### Lesson 5 Foglight Experience Viewer user training

- Topic 1 Introduction to Foglight session capture, store, and replay capabilities
- Topic 2 Session searching and replay feature overview
- Topic 3 Introduction to hit filters and transactions

- Topic 4 Foglight cartridge introduction and overview
- Topic 5 Custom search screens and sensitive data
- Topic 6 Out of the box and custom dashboard capability overview
- Topic 7 Rules & notifications
- Topic 8 Out of the box and custom report capability overview
- Topic 9 Data Analysis capability training

**Lesson 6 Foglight Experience Viewer configuration training**

- Topic 1 Architecture and data flow Overview
- Topic 2 Appliance configuration options
- Topic 3 Connecting to Foglight Experience Monitor
- Topic 4 Foglight integration
- Topic 5 Hit and transaction filter configuration
- Topic 6 Full text indexing configuration
- Topic 7 Secure file system configuration
- Topic 8 Extended storage configuration
- Topic 8 Data Analysis capability configuration

**Lesson 7 Foglight Transaction Recorder user training**

- Topic 1 Introduction to synthetic monitoring
- Topic 2 Default synthetic transaction dashboards
- Topic 3 Synthetic transactions and SLA policies

**Lesson 8 Foglight Transaction Recorder configuration training**

- Topic 1 Transaction player and recorder system requirements
- Topic 2 Foglight transaction recorder and player installation and overview
- Topic 3 Recording and publishing a script to Foglight
- Topic 4 Foglight cartridge configuration
- Topic 5 Installation of advanced recording features for thick client applications
- Topic 6 Setting display properties for advanced transactions
- Topic 7 License management for advanced features
- Topic 8 Recording and playing back a script using advanced features

**Lesson 9 Foglight Geo Aware Applications user training**

- Topic 1 Introduction to Geo Aware Application tier objects
- Topic 2 Introduction to Geo Aware Application user interaction objects
- Topic 3 Geo Aware Application Workflows
- Topic 4 Geo Aware Application custom dashboards and reports
- Topic 5 Custom dashboard usage for business users

**Lesson 10 Foglight Geo Aware Applications configuration training**

- Topic 1 Geo Aware Application cartridge pre-requisites
- Topic 2 Geo Aware Application modeling
- Topic 3 Geo Aware Application tier configuration
- Topic 4 Geo Aware Application user interaction configuration
- Topic 5 Custom dashboard object configuration

**Format:** Foglight EUM Training is delivered either remotely or on site for up to 8 students. There are three classes available to allow you to choose the one most suited to your needs:

EUM Customer Support Training (2 days)

Topics: 3, 4.1-4.3, 4.6-4.8, 5.1-5.4, 6.1-6.3, 6.5-6.8

EUM Customer Experience Management Training (5 days)

Topics: 1, 2, 4.1-4.7, 5, 6, 9.5, 10.5

EUM First Level Production Support (5 days)

Topics: 1, 2, 3, 4, 7, 8, 9.1-9.4, 10.1-10.4

## Foglight for Java Training

### Description:

This course will be used by Quest Professional Services instructors to train Quest customers on how to use and administer the Foglight for Java solution.

### Audience:

This course was designed for users and administrators of the Foglight for Java solution.

### Pre-requisites:

Foglight for Operators Training for users and Foglight Administrator Course for administrators.

### Outline:

- **Lesson 1: Foglight for Java user training**
  - o Topic 1: Introduction to Java monitoring
    - Data collection methods
    - BI and JMX
    - Data object overview
    - Tag and Follow
  - o Topic 2: Navigating the UI
    - Systems dashboard
    - Topology view
    - Drill downs to App server health
      - JVM, JDBC, Threads, etc.
    - Requesting Dashboard
    - Collecting Single Traces
      - Triggering collection
        - o Through UI
        - o Rules actions
        - o Using groovy
      - With and without criteria
    - Traces view
      - Tree view
      - List view
      - SQL table
    - Object Tracking View
    - Methods Dashboard
    - Best practices
  - o Topic 3: Investigating Incidents
  - o Topic 4: Reports
- **Lesson 2: WCF Drag & Drop Dashboards**
  - o Topic 1: Systems Requirements
    - JVM Patches
    - Supported JEE Application Servers
    - X-Agents JVMs
  - o Topic 2: Cartridge/Agent Installation
    - Installing the cartridge
    - Downloading agent installer
    - Installing the agent
    - Manual
    - Automation
    - Mass deployment
    - Upgrades
  - o Topic 3: Cartridge Configuration files
    - FMS

- Nexus settings
  - Connection
  - Agent Order Interval
  - Commit Timeout
  - Firewalls
- Process Launchers
- Configuring Requests Metric Collection
  - Recording rules
    - Separation
    - Filtering
    - Request details
  - URL transformation
  - Best practices
- Model filters
- High availability
- Federation
- Advanced topics
- Agents on monitored hosts
  - agent.config file and parameters
  - Configuration lookup sequence
  - Overriding local agents configuration
  - Logging properties
- Topic 4: Configuring Applications Servers
  - User permissions
  - Oracle WebLogic Server
    - Exceptions
    - Standalone
    - Node Manager
    - Windows Services
    - JVM versions and Metric collections
  - IBM WebSphere
    - Security
    - PMI
    - Standalone
    - ND
    - Windows Services
  - Oracle AS
  - JBoss
    - Exceptions
  - X-Agent
  - Best practices
- Topic 5: Troubleshooting
- Topic 6: Building reports

**Format:**

This class, including hands-on activities, is offered via the Quest Virtual Classroom session over 2 days for 6 hours each day. This class is limited to 8 students.

## Foglight Transaction Recorder Advanced (FTR/A) Training

### **Description:**

This course will be used by Quest Professional Services instructors to train Quest customers on how to use and administer the Quest's Foglight Transaction Recorder Advanced (FTR/A) solution.

### **Audience:**

This course was designed for users and administrators of the FTR/A solution.

### **Pre-requisites:**

- Foglight Operator Course for users
- Foglight Administrator Course for administrators

### **Outline:**

#### **Lesson 1 Foglight Transaction Recorder User Training**

- Topic 1 Introduction to synthetic monitoring
- Topic 2 Default synthetic transaction dashboards
- Topic 3 Synthetic transactions and SLA policies

#### **Lesson 2 Foglight Transaction Recorder Configuration Training**

- Topic 1 Transaction player and recorder system requirements
- Topic 2 Foglight transaction recorder and player installation and overview
- Topic 3 Recording and publishing a script to Foglight
- Topic 4 Foglight cartridge configuration
- Topic 5 Installation of advanced recording features for thick client applications
- Topic 6 Setting display properties for advanced transactions
- Topic 7 License management for advanced features
- Topic 8 Recording and playing back a script using advanced features

### **Format:**

This class, including hands-on activities, is offered as a private, instructor-led class taught over the Virtual Classroom over 1 day for 6 hours. FTR/A Operators only need to attend Lesson 1 for 2 hours while Administrators need to attend Lessons 1 and 2 for a full six hours. This class is limited to 8 students.

## Foglight Performance Analysis for Oracle (FPAO) Class 1

### Description:

This class is intended for the current and/or future administrators of the Foglight Performance Analysis for Oracle tool.

The class leverages our state-of-the-art virtual training center (VTC) that assigns *each student* their own:

- Windows XP Machine
- Unix Middleware Server with Oracle 10G Database
- Unix Production Database Server with Oracle 10G Database to Monitor

By giving each student full control of their own “real world” environment, we allow them to spend their class time “doing” vs. “watching” as is so often the case in training classes. In this course, students spend an average of 60% of their time in hands-on lab work with an expert instructor as opposed to spending that time listening to a lecture.

### Audience:

Foglight Performance Analysis for Oracle Administrator(s) or super users

### Pre-requisites:

Mid-level UNIX and Oracle skills. Students are strongly encouraged to complete this course prior to attending other FPAO classes.

### Objectives:

Upon completion of this training, the student should be able to:

- Choose the proper architecture for their installation
- Size the middleware and long-term repository
- Install and configure FPAO
- Administrate FPAO
- Leverage and configure FPAO best practices & advisories
- Identify problematic queries in real-time or historically
- Understand the Agent Administration options and how to use them
- Create and publish custom reports

### Format:

This is a 12-hour class done in two six-hour sessions that include lecture, lab and testing. It is offered as a private, web-based class taught via the VTC for up to 8 students from one organization

## Foglight Performance Analysis for SQL Server (FPASS) Class 1

### Description:

This class is intended for the current and/or future administrators of the Foglight Performance Analysis for SQL Server tool.

The class leverages our state-of-the-art virtual training center (VTC) that assigns **each student** their own:

- Windows XP Machine
- Windows 2003 Middleware server with a SQL Server Instance
- Windows 2003 Production database server with a SQL Server Instance to monitor

By giving each student full control of their own “real world” environment, we allow them to spend their class time “doing” vs. “watching” as is so often the case in training classes. In this course, students spend an average of 60% of their time in hands-on lab work with an expert instructor as opposed to spending that time listening to a lecture.

### Audience:

Foglight Performance Analysis for SQL Server Administrator(s) or super users

### Pre-requisites:

Mid-level Windows Administration and SQL Server Administration skills. Students are strongly encouraged to complete this course prior to attending other FPASS classes.

### Objectives:

Upon completion of this training, the student should be able to:

- Choose the proper architecture for their installation
- Size the middleware and long-term repository
- Install and configure FPASS
- Administrate FPASS
- Leverage and configure FPASS best practices & advisories
- Identify problematic queries in real-time or historically
- Understand the Agent Administration options and how to use them
- Create and publish custom reports

### Format:

This is a 12-hour class done in two six-hour sessions that include lecture, lab and testing. It is offered as a private, web-based class taught via the Virtual Training Center (VTC) for up to 8 students from one organization

## Microsoft Management Courses

### ActiveRoles Server (ARS) – Administration

**Description:**

This class is intended for current and future administrators of ActiveRoles Server.

We use our virtual training center to provide each student with their own:

- Windows Server 2003 Server for the installation and use of ARS.
- A Domain Controller for their own fully operational domain.
- Windows 2008 Server with Exchange 2007 installed and running.

Each student will have the opportunity to build out their own environment and experiment with the tool in a “real-world” situation on Production Class Servers. By giving the student full access to the tool in a “real-world” setting the student not only learns by “doing” instead of just “watching”; but can also test out ideas and plans in a safe, yet applicable environment.

**Audience:**

Current Active Directory administrators and/or super-users

**Pre-requisites:**

Active Directory administration, with an understanding of domain structure, delegation of rights, and basic user and group administration

**Objectives:**

Upon completion of the training, the student will be able to:

- Develop a plan for the architectural implementation of ARS
- Install ARS including replication servers and the web interface
- Develop ARS Roles based on their business rules
- Develop Policies within ARS for the uniform implementation of attributes
- Perform customization of the Web Interface
- Develop workflows in their environment.
- Create a start to finish implementation for users such as support personnel (everything from the back-end setup to the interface they will use)

**Format:**

This is a 12-hour class done in two six-hour sessions that include lecture, lab, and testing at the end of each “hands-on” lab. This course is offered as a private, web-based class taught via the VTC for up to 8 students from one organization, or as a public course.

## Quest Reporter – Administration

### Description:

This course is intended to teach students how to implement, configure, and use Quest® Reporter. Topics include how to use the reporter management interface which includes the report library, object sets, favorites and IP subnets. Advanced reporter features are also covered including custom report creation, how to use the report data collection technology and action-enabled reports.

### Objectives:

To build the skills and knowledge required to deploy and use Quest Reporter in an enterprise environment.

### Labs: Yes

### Prerequisites:

Experience as a Windows 2000/3 (Active Directory) administrator in an enterprise network environment including knowledge of Active Directory objects and attributes and basic knowledge of NT File System (NTFS) and Windows share permissions

**Audience:** Windows network security administrators, configuration management team, and domain administrators

### Content:

- Overview
  - o Introduction
  - o Review of administration and security challenges that Reporter addresses
  - o Installation
  - o System requirements
  - o Installing and configuring Reporter and the Reporter database
- Setting up the console
  - o Components of the management console
  - o Accessing reports grouped to match directory object classes
- Running reports
  - o Methods for generating reports
  - o Report output generation options
  - o The use of the change history component
- Managing report properties
  - o How to manipulate the properties of reports in order to customize them to your reporting needs
  - o Modifying predefined reports to suit your requirements
  - o Tracking network object changes
- Scheduled collections
  - o When and how to use scheduled collections in the enterprise
  - o Gathering information remotely by installing Report Data Collectors (RDCs)
- Using object sets

- o Benefits of creating reusable, user-defined selections of network objects (object sets) from one or more domains
- Using favorite reports
  - o How to create favorite reports
  - o Sharing your list of favorites with other users
  - o Scheduling reports to run automatically

**Format:**

This is a 12-hour class done in two six-hour sessions that include lecture, lab, and testing at the end of each “hands-on” lab. This course is offered as a private, web-based class taught via the VTC for up to 8 students from one organization.

## InTrust – InTrust Administration

### Description:

This two day course is designed to teach students how to implement Quest InTrust<sup>®</sup>. Topics include deployment planning, installation, configuration, reporting capabilities, and monitoring capabilities of InTrust.

### Objectives:

To build skills and knowledge required to install, configure, deploy, and support InTrust, providing students the ability to gather, consolidate and store event logs from Windows servers in an enterprise deployment. Report, monitor, and audit network activities in order to meet the network administrator's compliance requirements and configure InTrust to match your infrastructure requirements.

**Duration:** 2 Days **Labs:** Yes

### Intended Audience:

Enterprise network and IT security administrators tasked with compliance and security auditing of a Windows network infrastructure

### Prerequisites:

Experience as a Windows 2000/3 administrator in an enterprise network environment including experience as an Exchange 2000/3 administrator in an enterprise network environment and understanding of compliance, audit and monitoring requirements in a Windows enterprise deployment, and basic SQL Server administration (asset)

### Course Content:

- Introduction
  - o Windows event log reporting challenges
  - o Compliance issues & challenges
  - o Event log reporting and monitoring solutions
  - o InTrust architecture
- Installation and configuration
  - o Hardware & software requirements
  - o Installing InTrust
  - o Configuring gathering tasks
  - o Review reports & reporting console - configuring reporting tasks
  - o Managing web reporting console
  - o Configuring monitoring tasks
- InTrust Best Practices
  - o Server log volume analysis, sample data collection and preliminary data analysis
  - o Collection schedules in a geographically dispersed environment
  - o Repository and database overview and management
  - o Defining import filters
  - o Report deployment, management and customization
  - o Permissions management
  - o Monitoring and alerts requirements analysis

- o Scheduled cleanup – database & repository
- Deployment scenarios

**Formats:**

Customer Classroom, Virtual Classroom for up to 8 students

## Toad Courses

### Toad® 10.x for Oracle Introduction

**Description:**

This class focuses on using Toad for Oracle's Editor, SQL Modeler and Schema Browser tools to conduct day-to-day database activities. Students will learn how to view the Entity Relationship diagram, build and run SQL statements, view a history of executed SQL statements, create query statements from a GUI tool, create database objects and import/export Oracle tables into an Excel spreadsheet.

The students learn through hands-on activities and guided walk-throughs. Use-case scenarios and best practices are used to reinforce learning throughout the course.

**Audience:**

Data Analysts, PL/SQL and SQL Developers and DBAs using Toad 10.x for Oracle.

**Pre-requisites:**

None for this introduction course but students are strongly encouraged to complete this course prior to attending any other Toad courses.

**Objectives:**

Upon completion of this training, the student should be able to:

- Navigate the Toad interface
- View the Entity Relationship Diagrams
- Run SQL statements
- Build SQL statements
- View history of executed SQL statements
- Query data
- Create database objects
- Import/Export Oracle tables from/to Excel

**Format:**

This 6-hour class, including hands-on activities, is offered as:

- A private, web-based class taught via the Quest virtual classroom for up to 8 students
- A private, instructor-led class taught at a customer's facility on one day for up to 8 students

## Toad® 10.x for Oracle for Developers

### Description:

This class focuses on how to optimally use Toad for Oracle's Editor, Profiler and SQL Optimizer tools to develop, test and tune SQL statements. Students will learn how to view code recommendations for PL/SQL scripts and create and share project management steps.

The students learn through hands-on activities and guided walk-throughs. Use-case scenarios and best practices are used to reinforce learning throughout the course.

### Audience:

SQL Developers using Toad for Oracle Professional Edition, Toad for Oracle XPert Edition, or Toad for Oracle Suite.

### Pre-requisites:

Students are strongly encouraged to complete the Toad 10.x for Oracle Introduction course prior to attending any other Toad courses.

### Objectives:

Upon completion of this training, the student should be able to:

- Build a debug PL/SQL objects
- Monitor PL/SQL object performance
- Determine the need for indexes on tables used by the query being optimized
- Access best practice recommendations for individual SQL statements
- Identify SQL tuning candidates
- Optimize SQL statements for performance
- Create and share project management steps

### Format:

This 6-hour class, including hands-on activities, is offered as:

- A private, web-based class taught via the Quest virtual classroom for up to 8 students
- A private, instructor-led class taught at a customer's facility on one day for up to 8 students

## Toad® 10.x for Oracle for DBAs

### Description:

This class is based on the Toad for DBAs module. It focuses on day-to-day activities from an administrator's perspective. Students will learn how to predict tablespace growth, grant and change user permissions, monitor user sessions, perform database health checks and determine the input/output of tablespace and data files.

The students learn through hands-on activities and guided walk-throughs. Use-case scenarios and best practices are used to reinforce learning throughout the course.

### Audience:

Oracle DBAs using Toad 10.x for Oracle

### Pre-requisites:

Students are strongly encouraged to complete the Toad 10.x for Oracle Introduction course prior to attending this course.

### Objectives:

Upon completion of this training, the student should be able to:

- Predict tablespace growth
- Grant and modify user privileges
- Perform database health checks
- Monitor users' current sessions
- Determine input/output of tablespace and data files

### Format:

This 3-hour class, including hands-on activities, is offered as:

- A private, web-based class taught via the Quest virtual classroom for up to 8 students

## Toad® for Data Analysts – Level 1 Training

**Description:**

This course is intended to teach students the fundamentals of Toad® for DataAnalysts. Topics include:

- Connections
- Workflow
- Query Builder

**Audience:**

The class is geared data analysts that will be using Toad for Data Analysts to query and report on data in their day-to-day activities.

**Prerequisites:** None.

**Objectives:**

The goal of this course is to build the skills and knowledge required to effectively use Toad for Data Analysts to query data and produce valid reports.

**Outline:**

- Getting Started
- Workflow
- Configuration
- Navigation
- Project Manager
- Query Builder
- TOAD Data Reports

**Labs:** Yes

**Format:**

This course is offered as a private, web-based class conducted in one, six-hour session via the Quest virtual classroom environment with space for up to eight (8) students from your organization. The class is limited to 8 students.

## Toad® for Data Analysts – Level 2 Training

### Description:

This course is intended to teach students advanced functionality of Toad® for Data Analysts. Topics include:

- Import/Export
- Automation
- SQL Editor
- Data Comparison

### Audience:

The class is geared data analysts that will be using Toad for Data Analysts to query and report on data in their day-to-day activities.

**Prerequisites:** Toad for Data Analysts – Level 1 Training.

### Objectives:

The goal of this course is to ensure that the Toad for Data Analysts product is being used in the most efficient and automated manner possible within your organization.

### Outline:

- Query Builder
- SQL Editor
- Toad Data Reports
- Data Compare and Synch
- Automation
- Difference Viewer
- Master Detail Browser

**Labs:** Yes

### Format:

This course is offered as a private, web-based class conducted in one, six-hour session via the Quest virtual classroom environment with space for up to eight (8) students from your organization.

## Stat Courses

### Administration Overview

#### Stat for Oracle – Application Admin Training Course (Onsite)

**Description:**

The Stat Application Administration Course combines the Stat End User course, a Developer overview and Stat Application Administration trainings into a single course offering. This three-day course includes a half-day of set-up and system validation, a half-day End User session, one day Developer overview and ends with a 1.0 day Admin session. The course is facilitated at the client site location and is open for enrollment of up to 8 students. Students will be provided formal Quest Education Services training material.

**Prerequisites:**

Familiarity with Microsoft Windows, Oracle E-Business tools, and Oracle E-Biz Development Process (is helpful but not critical).

**Audience:**

Administrators responsible for managing and maintaining the Stat application.

**Objectives:**

To build the skills and knowledge required to work with Stat administration and customization. To configure and maintain users, user classes, database connectivity Stat security, Stat tables, drop down menus, the Stat agent and inbound & outbound email processing.

**Stat End User Topics Covered:**

- Create and edit Change/Service Requests (CSRs)
- Create, edit and complete Tasks/Issues
- Navigation through Workflow
- Use the Support Consul and the CSR Search Wizard
- Configure Business Rules (E-mail triggers)
- Reports and Graphics
- Work with STAT Project/Task Management Tools.
- Work with STAT Queries (Web Client only)

**Stat Developer Topics Covered:**

- Adding objects to a CSR
- Creating Archive Sets
- Migrating Archive Sets
- Post Migrations Steps
- Applying Patches
- Working with file objects
- Working with the Stat Wizards

**Application Administration:**

- The Service Domain Architecture
- ADMINISTRATIVE UTILITIES: The STAT.ini file and the INI Editor
- MANAGING STAT SECURITY: Connecting to STAT, Defining/Managing User Classes and Rights, Defining/Managing Stat Users and assigning Users to User Classes and Domains
- SECURITY TABLES: User Classes, User Maintenance, Connections
- GENERAL MAINTENANCE UTILITY TABLES: Departments, Customers, Oracle E-Biz Connections, File Locations, and Service Domains.

## Services Offering

- DOMAIN SPECIFIC TABLES: Applications, Application Environments, CSR Priorities, Customer Priorities, CSR Types, Work Queues, Application Releases, Activity Codes, Auto Tasks, Templates.
- STAT AGENT TABLES: Stat Agent, Print Jobs, Email Jobs, Email Settings
- CSR RELATED CONFIGURATION: Configuring CSR Drop Downs, Managing Auto Tasks and Migration Paths, and Working with Templates.

## Stat Training Room Requirements

Please provide a Network or Technical Assistant with full Network Administrator access to help with the Training room setup on the first day. This will help to quickly resolve any potential issues that may arise. Quest's Mobile Training Lab consists of an IBM T41 Server running on Windows 2000 Professional. The Server has the current Stat version and Oracle 9.20 installed.

### Student/User Capacity:

- The Stat Mobile training Lab can accommodate up to 8 Stat Users.
- Students will need to double up on PCs for any attendance days with more than 8 students.
- Course curriculum can also be modified when it is necessary to break up the students into smaller groups.

### Projector:

- Please provide a projector for the instructor. The projector will be needed for the duration of the course.

### Network Access:

- We will not need a username and password to your network nor will we be connecting to your network. The training room PCs will simply be connecting to the Stat Server only.
- Your training room PCs will connect to the Stat server using TCP/IP over your network Therefore your training room PCs will need to be able to ping the Stat Server.
- We will need access to a DNS Server; this will give the IP address to the Stat server.
- We will need access to DHCP, this resolves the host name.

### Note:

DNS Servers and DHCP tend not to be present in a stand-alone training room networks. Most Company training rooms are on a Company network.

- If a local training room hub is to be used 100mb rate is required for proper performance
- A switch network for the training room is preferred - Hub networks are very slow.

### Workstation Requirements:

- For best performance, the training room PCs should meet the minimum per the Stat Hardware Requirements Data Sheet.
- The client software required for the training room PCs is installed onto your PCs using scripts from the Stat Server.
- To avoid technical difficulties certain Software should be removed from training room PCs:
  - Any Oracle client software currently installed on the training room PCs must be removed as this could cause problems. We will install an Oracle client software from the Stat Server.
  - Any Stat Client software should be removed. We will install a Stat Client from the Stat Server
- Training Room Workstations should be running Windows 2000 or XP, with at least service pack 1.
- Each workstation should have a copy of Microsoft Word installed.
- In order to properly install the client software from the Stat Server, an ID that has "Administrative" Security will be needed. Whichever ID is used for the client installation, this should also be the same ID that students use in class.

### Timings:

- Class normally runs from 9:00 am to 4:00 pm, except for 1st day when it runs from 1:00 pm – 4:00 pm to allow time for set up.

## Stat for Oracle – Application Admin Training Course (Virtual Classroom)

### Description:

The Stat Application Administration Course combines the Stat End User course, a Developer overview and Stat Application Administration trainings into a single course offering. This two-day course includes a half day End User session, a half day Developer overview and a 1.0 days Admin session. The course is facilitated via WebEx and is open for enrollment of up to 4 students. Students will be provided formal Quest Education Services training material.

### Prerequisites:

Familiarity with Microsoft Windows, Oracle E-Business tools, and Oracle E-Biz Development Process (is helpful but not critical).

### Audience:

Administrators responsible for managing and maintaining the Stat application.

### Objectives:

To build the skills and knowledge required to work with Stat administration and customization. to configure and maintain users, user classes, database connectivity Stat security, Stat tables, drop down menus, the Stat agent and inbound & outbound email processing.

### Stat End User Topics Covered:

- Create and edit Change/Service Requests (CSRs)
- Create, edit and complete Tasks/Issues
- Navigation through Workflow
- Use the Support Consul and the CSR Search Wizard
- Configure Personal Rules (E-mail triggers)

### Stat Developer Topics Covered:

- Adding objects to a CSR
- Creating Archive Sets
- Migrating Archive Sets
- Working with file objects

### Application Administration:

- The Service Domain Architecture
- ADMINISTRATIVE UTILITIES: The STAT.ini file and the INI Editor
- MANAGING STAT SECURITY: Connecting to STAT, Defining/Managing User Classes and Rights, Defining/Managing Stat Users and assigning Users to User Classes and Domains
- SECURITY TABLES: User Classes, User Maintenance, Connections
- GERNERAL MAINTENANCE UTILITY TABLES: Departments, Customers, Oracle Server Connections, File Locations, and Service Domains.
- Domain Specific Tables: Applications, Application Environments, Csr Priorities, Customer Priorities, CSR Types, Work Queues, Application Releases, Activity Codes, Auto Tasks, Templates.
- STAT AGENT TABLES: Stat Agent, Print Jobs, Email Jobs, Email Settings
- CSR RELATED CONFIGURATION: Configuring CSR Drop Downs, Managing Auto Tasks and Migration Paths, and Working with Templates.

### Workstation Requirements

- Training Room Workstations should be running Windows 2000 or XP, with at least service pack 1.
- Each workstation should have a copy of Microsoft Word installed.

### Timings:

- This class consists of 2 – 5 hour sessions. The actual timing is set during scheduling process.

## Stat for PeopleSoft – Application Admin Training Course (Onsite)

### Description:

The Stat Application Administration Course combines the Stat End User course, a Developer overview and Stat Application Administration trainings into a single course offering. This three-day course includes a half-day of set-up and system validation, a half-day End User session, a one day Developer overview and ends with a one day Admin session. The course is facilitated at the client site location and is open for enrollment of up to 8 students. Students will be provided formal Quest Education Services training material.

### Prerequisites:

Familiarity with Microsoft Windows, People tools, and PeopleSoft Development Process (is helpful but not critical).

### Audience:

Administrators responsible for managing and maintaining the Stat application.

### Objectives:

To build the skills and knowledge required to work with Stat administration and customization. To configure and maintain users, user classes, database connectivity Stat security, Stat tables, drop down menus, the Stat agent and inbound & outbound email processing.

### Stat End User Topics Covered:

- Create and edit Change/Service Requests (CSRs)
- Create, edit and complete Tasks/Issues
- Navigation through Workflow
- Use the Support Consul and the CSR Search Wizard
- Configure Business Rules (E-mail triggers)
- Reports and Graphics
- Work with STAT Project/Task Management Tools.
- Work with STAT Queries (Web Client only)

### Stat Developer Topics Covered:

- Adding objects to a CSR
- Creating Archive Sets
- Migrating Archive Sets
- Post Migrations Steps
- Distribution Databases
- Mass Migrations
- Working with file objects
- Working with the Stat Wizards

### Application Administration:

- The Service Domain Architecture
- ADMINISTRATIVE UTILITIES: The STAT.ini file and the INI Editor
- MANAGING STAT SECURITY: Connecting to STAT, Defining/Managing User Classes and Rights, Defining/Managing Stat Users and assigning Users to User Classes and Domains
- SECURITY TABLES: User Classes, User Maintenance, Connections
- GENERAL MAINTENANCE UTILITY TABLES: Departments, Customers, PS Connections, File Locations, and Service Domains.
- DOMAIN SPECIFIC TABLES: Applications, Application Environments, CSR Priorities, Customer Priorities, CSR Types, Work Queues, Application Releases, Activity Codes, Auto Tasks, Templates.
- STAT AGENT TABLES: Stat Agent, Print Jobs, Email Jobs, Email Settings
- CSR RELATED CONFIGURATION: Configuring CSR Drop Downs, Managing Auto Tasks and Migration Paths, and Working with Templates.

**Stat Training Room Requirements**

Please provide a Network or Technical Assistant with full Network Administrator access to help with the Training room setup on the first day. This will help to quickly resolve any potential issues that may arise. Quest's Mobile Training Lab consists of an IBM T41 Server running on Windows 2000 Professional. The Server has the current Stat version, PeopleSoft CRM 8.44 and Oracle 9.20 installed.

**Student/User Capacity:**

- The Stat Mobile training Lab can accommodate up to 8 Stat Users.
- Students will need to double up on PCs for any attendance days with more than 8 students.
- Course curriculum can also be modified when it is necessary to break up the students into smaller groups.

**Projector:**

- Please provide a projector for the instructor. The projector will be needed for the duration of the course.

**Network Access:**

- We will not need a username and password to your network nor will we be connecting to your network. The training room PCs will simply be connecting to the Stat Server only.
- Your training room PCs will connect to the Stat server using TCP/IP over your network. Therefore your training room PCs will need to be able to ping the Stat Server.
- We will need access to a DNS Server; this will give the IP address to the Stat server.
- We will need access to DHCP, this resolves the host name.

**NOTE:**

DNS Servers and DHCP tend not to be present in a stand-alone training room networks. Most Company training rooms are on a Company network.

- If a local training room hub is to be used 100mb rate is required for proper performance
- A switch network for the training room is preferred - Hub networks are very slow.

**Workstation Requirements:**

- For best performance, the training room PCs should meet the minimum per the Stat Hardware Requirements Data Sheet.
- The client software required for the training room PCs is installed onto your PCs using scripts from the Stat Server.
- To avoid technical difficulties certain Software should be removed from training room PCs:
  - Any Oracle client software currently installed on the training room PCs must be removed as this could cause problems. We will install an Oracle client software from the Stat Server.
  - Any PeopleSoft Client software should be removed. We will install a PeopleSoft Client from the Stat Server
  - Any Stat Client software should be removed. We will install a Stat Client from the Stat Server
- Training Room Workstations should be running Windows 2000 or XP, with at least service pack
- Each workstation should have a copy of Microsoft Word installed.
- In order to properly install the client software from the Stat Server, an ID that has "Administrative" Security will be needed. Whichever ID is used for the client installation, this should also be the same ID that students use in class.

**Timings:**

- The actual timing can be finalized during scheduling process. Class normally starts at 1:00 pm the first day and then, runs from 9:00 am to 4:00 pm.

## Stat for PeopleSoft – Application Admin Training Course (Virtual Classroom)

### Description:

The Stat Application Administration Course combines the Stat End User course, a Developer overview and Stat Application Administration trainings into a single course offering. This two-day (5 hours long) course includes a half-day End User session, a half day Developer overview and a 1.0 days Admin session. The course is facilitated via WebEx and is open for enrollment of up to 4 students. Students will be provided formal Quest Education Services training material.

### Prerequisites:

Familiarity with Microsoft Windows, People tools, and PeopleSoft Development Process (is helpful but not critical).

### Audience:

Administrators responsible for managing and maintaining the Stat application.

### Objectives:

To build the skills and knowledge required to work with Stat administration and customization. To configure and maintain users, user classes, database connectivity Stat security, Stat tables, drop down menus, the Stat agent and inbound & outbound email processing.

### Stat End User Topics Covered:

- Create and edit Change/Service Requests (CSRs)
- Create, edit and complete Tasks/Issues
- Navigation through Workflow
- Use the Support Consul and the CSR Search Wizard

### Stat Developer Topics Covered:

- Adding objects to a CSR
- Creating Archive Sets
- Migrating Archive Sets
- Working with file objects

### Application Administration:

- The Service Domain Architecture
- ADMINISTRATIVE UTILITIES: The STAT.ini file and the INI Editor
- MANAGING STAT SECURITY: Connecting to STAT, Defining/Managing User Classes and Rights, Defining/Managing Stat Users and assigning Users to User Classes and Domains
- SECURITY TABLES: User Classes, User Maintenance, Connections
- GERNERAL MAINTENANCE UTILITY TABLES: Departments, Customers, PS Connections, File Locations, and Service Domains.
- DOMAIN SPECIFIC TABLES: Applications, Application Environments, CSR Priorities, Customer Priorities, CSR Types, Work Queues, Application Releases, Activity Codes, Auto Tasks, Templates.
- STAT AGENT TABLES: Stat Agent, Print Jobs, Email Jobs, Email Settings
- CSR RELATED CONFIGURATION: Configuring CSR Drop Downs, Managing Auto Tasks and Migration Paths, and Working with Templates.

### Workstation Requirements

- Training Room Workstations should be running Windows 2000 or XP, with at least service pack 1.
- Each workstation should have a copy of Microsoft Word installed.

### Timings:

- These webex training consists of two 5 hour session spread over 2 days. The exact times will be determined during scheduling.

## Development Overview

### Stat for Oracle – Developer Training Course

**Description:**

The Stat Developer Offering combines the Stat End User and Stat Developer trainings into a single course offering. The course is geared toward Oracle E-Biz Developers and Migrators. This three-day course includes a half-day of set-up and system validation. The course instruction starts with a .5-day End User session and ends with a 2 days of Developer specific instruction. The course is facilitated at the client site location and is open for enrollment of up to 8 students. Students will be provided formal Quest Education Services training material.

**Prerequisites:**

Familiarity with Microsoft Windows, Oracle E-Business Objects, and the E-Biz Development Process is helpful but not critical.

**Audience:**

Oracle E-Business Developers, Migrators, DBAs and Change Control Managers. End users, i.e. Functional users, managers, etc., can attend the first half day of training.

**Objectives:**

To build the skills and knowledge required to Understand Stat Change/Version Control Tools, Work with Oracle E-Business objects, Lock, Back-up, Version, and Migrate E-Biz objects, Manage Change and Documentation of Objects, and Run Wizards to Find information about Objects.

**Stat End User Topics Covered:**

- Create and edit Change/Service Requests (CSRs)
- Create, edit and complete Tasks/Issues
- Navigation through Workflow
- Use the Support Console and the CSR Search Wizard
- Configure Business Rules (E-mail triggers)
- Reports and Graphic
- Work with STAT Project/Task Management Tools.
- Work with STAT Queries (Web Client only)

**Stat Developer Topics Covered:**

- Adding objects to a CSR
- Creating Archive Sets
- Migrating Archive Sets
- Reading object Property Flags
- Reprioritizing Reservations
- Unlocking vs. Removing Objects
- Reassigning objects
- Post Migrations Steps
- Distribution Databases
- Mass Migrations
- Working with file objects
- Compare and merge utility
- Working with the Stat Wizards
- Working with the Oracle Patch Console
- Uploading/Scheduling/Rolling Back Oracle Patches
- Impact Analysis for Oracle Patches

### Stat Training Room Requirements

Please provide a Network or Technical Assistant with full Network Administrator access to help with the Training room setup on the first day. This will help to quickly resolve any potential issues that may arise. Quest's Mobile Training Lab consists of an IBM T41 Server running on Windows 2000 Professional. The Server has the current Stat version and Oracle 9.20 installed.

#### Student/User Capacity:

- The Stat Mobile training Lab can accommodate up to 8 Stat Users.
- Students will need to double up on PCs for any attendance days with more than 8 students.
- Course curriculum can also be modified when it is necessary to break up the students into smaller groups.

#### Projector:

- Please provide a projector for the instructor. The projector will be needed for the duration of the course.

#### Network Access:

- We will not need a username and password to your network. The training room PCs will simply be connecting to the Stat Server only.
- The training room PCs will connect to the Stat server using TCP/IP over your network. Therefore the training room PCs will need to be able to ping the Stat Server.
- We will need access to a DNS Server; this will give the IP address to the Stat server.
- We will need access to DHCP, this resolves the host name.

#### NOTE:

DNS Servers and DHCP tend not to be present in a stand-alone training room networks. Most Company training rooms are on a Company network.

- If a local training room hub is to be used 100mb rate is required for proper performance
- A switch network for the training room is preferred - Hub networks are very slow.

#### Workstation Requirements:

- For best performance, the training room PCs should meet the minimum per the Stat Hardware Requirements Data Sheet.
- The client software required for the training room PCs is installed onto your PCs using scripts from the Stat Server.
- To avoid technical difficulties certain Software should be removed from training room PCs:
  - Any Oracle client software currently installed on the training room PCs must be removed as this could cause problems. We will install the Oracle client software from the Stat Server.
  - Any Stat Client software should be removed. We will install a Stat Client from the Stat Server
- Training Room Workstations should be running Windows 2000 or XP, with at least service pack 1.
- Each workstation should have a copy of Microsoft Word installed.
- In order to properly install the client software from the Stat Server, an ID that has "Administrative" Security will be needed. Whichever ID is used for the client installation, this should also be the same ID that students use in class.

#### Timings:

- Class normally starts at 1:00 pm the first day and then, then runs from 9:00 am to 4:00 pm.

## Stat for PeopleSoft – Developer Training Course

### Description:

The Stat Developer Offering combines the Stat End User and Stat Developer trainings into a single course offering. The course is geared toward PeopleSoft Developers and Migrators. This three-day course includes a half-day of set-up and system validation. The course instruction starts with a .5-day End User session and ends with a 2 days of Developer specific instruction. The course is facilitated at the client site location and is open for enrollment of up to 8 students. Students will be provided formal Quest Education Services training material.

### Prerequisites:

Familiarity with Microsoft Windows, PeopleTools, and the PeopleSoft Development Process is helpful but not critical.

### Audience:

PeopleSoft Developers, Migrators and Change Control Managers. End users, i.e. Functional users, managers, etc., can attend the first half day of training.

### Objectives:

To build the skills and knowledge required to Understand Stat Change/Version Control Tools, Work with PS objects and Flat Files, Lock, Back-up, Version, and Migrate PS objects and Flat Files, Manage Change and Documentation of Objects, and Run Wizards to Find information about Objects and Flat Files.

### Stat End User Topics Covered:

- Create and edit Change/Service Requests (CSRs)
- Create, edit and complete Tasks/Issues
- Navigation through Workflow
- Use the Support Consul and the CSR Search Wizard
- Configure Business Rules (E-mail triggers)
- Reports and Graphics
- Work with STAT Project/Task Management Tools.
- Work with STAT Queries (Web Client only)

### Stat Developer Topics Covered:

- Adding objects to a CSR
- Creating Archive Sets
- Migrating Archive Sets
- Reading object Property Flags
- Reprioritizing Reservations
- Unlocking vs. Removing Objects
- Reassigning objects
- Post Migrations Steps
- Distribution Databases
- Mass Migrations
- Working with file objects
- Compare and merge utility
- Working with the Stat Wizards

**Stat Training Room Requirements**

Please provide a Network or Technical Assistant with full Network Administrator access to help with the Training room setup on the first day. This will help to quickly resolve any potential issues that may arise. Quest's Mobile Training Lab consists of an IBM T41 Server running on Windows 2000 Professional. The Server has the current Stat version, PeopleSoft CRM 8.44 and Oracle 9.20 installed.

**Student/User Capacity:**

- The Stat Mobile training Lab can accommodate up to 8 Stat Users.
- Students will need to double up on PCs for any attendance days with more than 8 students.
- Course curriculum can also be modified when it is necessary to break up the students into smaller groups.

**Projector:**

- Please provide a projector for the instructor. The projector will be needed for the duration of the course.

**Network Access:**

- We will not need a username and password to your network. The training room PCs will simply be connecting to the Stat Server only.
- The training room PCs will connect to the Stat server using TCP/IP over your network Therefore the training room PCs will need to be able to ping the Stat Server.
- We will need access to a DNS Server; this will give the IP address to the Stat server.
- We will need access to DHCP, this resolves the host name.

**NOTE:**

DNS Servers and DHCP tend not to be present in a stand-alone training room networks. Most Company training rooms are on a Company network.

- If a local training room hub is to be used 100mb rate is required for proper performance
- A switch network for the training room is preferred - Hub networks are very slow.

**Workstation Requirements:**

- For best performance, the training room PCs should meet the minimum per the Stat Hardware Requirements Data Sheet.
- The client software required for the training room PCs is installed onto your PCs using scripts from the Stat Server.
- To avoid technical difficulties certain Software should be removed from training room PCs:
  - Any Oracle client software currently installed on the training room PCs must be removed as this could cause problems. We will install an Oracle client software from the Stat Server.
  - Any PeopleSoft Client software should be removed. We will install a PeopleSoft Client from the Stat Server
  - Any Stat Client software should be removed. We will install a Stat Client from the Stat Server
- Training Room Workstations should be running Windows 2000 or XP, with at least service pack 1.
- Each workstation should have a copy of Microsoft Word installed.
- In order to properly install the client software from the Stat Server, an ID that has "Administrative" Security will be needed. Whichever ID is used for the client installation, this should also be the same ID that students use in class.

**Timings:**

- Class normally starts at 1:00 pm the first day and then, then runs from 9:00 am to 4:00 pm.

## Training Videos

### [Guaranteeing Application Success with Toad Development Suite](#)

Applications are successful when they are correct, fast and maintainable. In this session, Steven Feuerstein explores the concept of application success more deeply and shows how you can use the Toad Development Suite for Oracle to verify that your programs meet user requirements. He will also show you how to produce code that is more readable and maintainable than you might have thought possible!

**(click to access - free)**

### [Toad Coffee Break Bytes – 5 Minute Tutorials](#)

Got five minutes? Access these quick tutorials to unlock techniques to ensure high quality and optimal code.

**(click to access – free)**

## Webinars

### Steven Feuerstein: Oracle PL/SQL Expert



Steven Feuerstein is considered one of the world's leading experts on the Oracle PL/SQL language, having written 10 books on PL/SQL, including "Oracle PL/SQL Programming" and "Oracle PL/SQL Best Practices" (all from O'Reilly Media). Steven has been developing software since 1980 and spent five years with Oracle (1987-1992). Today, he serves as PL/SQL Evangelist for Quest Software. He has spent the past year working on his latest creation, Quest Code Tester for Oracle, a tool that will revolutionize the testing of PL/SQL programs.

***Insert webinar info and link here***

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*Creative thinking may mean simply the realization that there's no particular virtue in doing things the way they have always been done. - Rudolph Flesch*

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      2. Quest Virtual Classroom
  - b. Development Overview
    - i. Oracle
    - ii. PeopleSoft
7. Training Videos
  - a. Toad
8. Webinars: Steven Feuerstein - PL/SQL Series