



## PerformanceGuard Foundation

If you need to update your knowledge of PerformanceGuard you should attend this course

### Course description

The course is directed at systems administrators with responsibility for IT operations or employees in Service Desk. The course is offered primarily in Danish, but also in English, and with English course material.

After attending the course the course participants will be able to transfer data into information by use of PerformanceGuard and will know how to present this information to for instance Help Desk/Support, Operations or Management.

### The following subjects will be covered:

#### Basic review of PerformanceGuard monitoring

- Fundamental understanding of measurements

#### Retrieval of performance data

- Presentation of retrieved data at the right level to colleagues, managers etc.

#### Reporting

- Retrieval of reports, which visualise relevant performance to the receiver
- Configuring automatic report generation and subsequent mail forwarding

#### Set-up of new locations

- Configuring the dashboard, so that it reflects your organisation and the daily working routines

#### Set-up of monitoring of new applications

- Adding client/server applications, such as Outlook, SAP etc.
- Adding web based applications such as intranet, Salesforce etc.

#### Set-up of alerts

- Evaluating the level of a baseline  
Sending alerts to a certain receiver  
Showing alerts on the dashboard

#### Advanced functions

- Introduction to the use of "Custom Counters" etc.

### Price

EUR 1,590.-

The price includes course material and all meals.

The price is in Euro and exclusive of VAT

### Duration

2 course days.

1 course day is from 9.00 am until 4.30 pm.

Breakfast from 8.30 am until 9. am.

Lunch at appr. 12.00 am

### Sign-up

Contact the employee responsible for courses at tel. +45 70 10 70 55 or [events@capasystems.com](mailto:events@capasystems.com).

You are welcome to ask for the course to take place on-site.

### Instructor

Steen Teudt

### Place

On request

CapaSystems maintains the right to change course dates and cancel courses, if 3 or fewer person have signed 14 days before