

Cisco Unified Operations Manager and Service Monitor

Duration: 1 Day **Course Code: CUOM**

Overview:

This 2 day course teaches you how to effectively use the suite of Cisco Unified Communications products, Cisco Unified Operations Manager, Cisco Unified Service Monitor and Cisco 1040 Sensors to managed unified communications.

Target Audience:

This course is aimed at network administrators, network operators and system administrators who need to know how to use the suite of Cisco Unified Communications products in their network environment.

Objectives:

- Use the following products to manage Cisco Unified Communication networks consisting of Cisco Unified CallManager, Cisco Unified CallManager Express, Cisco Unity, Cisco Unity Express and more

Prerequisites:

Delegates are required to meet the following pre-requisites:

Have attended the following courses, or possess the equivalent knowledge:

- CIPT – Cisco IP Telephony
- CWENT – Implementing CiscoWorks for Enterprise LAN/WAN Management
- Network management concepts (SNMP, MIBs and so on) and TCP/IP networking
- Basic Cisco Unified Communications architecture and Cisco Unified CallManager and Cisco Unity configuration principles

Testing and Certification

Recommended as preparation for exam(s):

- There is no exam available following this course

Content:

Course Introduction

What is IP Communications, Managing IP Communications (IPC) and Cisco IPC Management Solutions

Using Cisco Unified Operations Manager (OM) / Service Monitor

Preparing OM for Initial Use, Monitoring Dashboards, Diagnostic Tests, Reports, Monitoring Call Quality, Notification Services and Fine Tuning of Polling and Threshold Settings

System Administration

Planning, Preparing Devices for Management, Preparing Applications / Services for Management, Advanced Security Topics, Deploying Cisco 1040 Sensors and Server Administration

Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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