

# Power Boost Training WhatsUp<sup>®</sup> Gold

## CUSTOMER COMMITMENT

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Our commitment to your success extends beyond the purchase of a product through a wide range of consulting and training services designed to ensure that you maximize your return on investment in Ipswitch products.

## CONSULTING SERVICES

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Our Consulting Services allow you to work with our technical experts to ensure timely and efficient deployments and successful implementations.

## TRAINING SERVICES

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Our training courses allow you to learn from our technical experts to master your use and management of our products. The courses lead to the level of Certified Professional within the Ipswitch Community.

Ipswitch<sup>®</sup> Technical Services provide expertise and knowledge transfer to augment your existing resources and maximize your return on investment.

### Course Description

Power Boost training helps experienced WhatsUp Gold customers master their use of our software and improve their network monitoring skills. Learn more best-practices and uncover WhatsUp Gold capabilities you may have not yet discovered!

This course is designed for WhatsUp Gold users who have been actively using the product in an actual network environment. Power Boost best practices are built from a combination of product expert expertise and best-practices identified by WhatsUp Gold customers for use inside their own organizations.

The course is offered in two formats. It is available in a live, on-line, lecture based class taught by an experienced instructor who is available for custom questions during the session. It is also available as an e learning module delivered on line that can be consumed on-demand. In the e learning option, course materials are available 24/7 and with full access to the resources for a year.

### Course Topics

- › Preparing your network for discovery
- › Administrative functions for users, groups, access controls and email settings
- › Best-practices to ensure security through external user authentication and user groups definition
- › Device states, device groups, device dependences and advanced mapping features
- › Improving your Alerting notification policies, thresholds and blackout libraries
- › Advanced Performance Monitoring and how to combine elements of WhatsUp Gold to fine tune your alerts
- › Practical strategies to prevent Alert Storms
- › Dashboard customization best-practices to provide exactly the information you need, where and when you need it