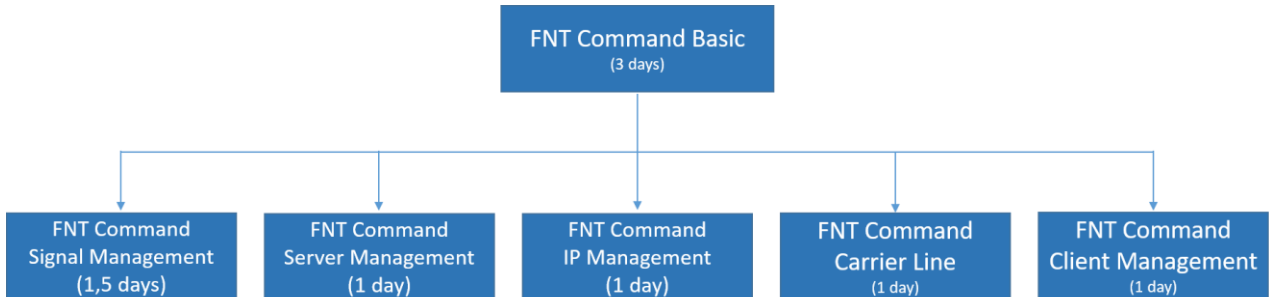


Training Path FNT IT Infrastructure Management



Training Path: FNT IT Infrastructure Management



FNT Command Basic

The handling of the CI library (component library, e.g. distribution cabinets, assembly units, device and cable types, and the management of the real estate constitute the focal area of this course. The course participant learns practice-oriented the form of the physical infrastructure, the cabling of the CIs (components), and the schematic representation of the cable connections. The realistic representation of the components supports the participant and so greatly simplifies the equipping of the switch cabinets. Because all elements in the database can be called as ACTUAL or PLAN instance, individual training exercises further support these procedures. The wide range of report possibilities provide information for an efficient management of the IT components.

Content overview:

- Real estate – structure of a zone structure over the levels Campus, Building, Floor and Room, as well as the Topzones
- CI Library – structure and use of the component library
- Configuring the individual CIs, adding file attachments, forming logical groupings, links to accessories
- Management of switch cabinets with objects from the CI Library
- Assembly unit management
- Object management – search conditions, linked queries, data export
- Cabling
- Creation of logical connections for devices and directors via the Connection Matrix
- Output of assignment lists and signal tracing, graphical representation via the Net Spider program section
- Inventory management with warehouse management and inventORIZATION
- Creation of work instructions (mounting orders, patch and relocation lists) via the Planning program section

Course duration:

- 3 days

FNT Command Server Management

Prerequisite: FNT Command Basic Course

Server Management deals with all topics required to adequately describe a modern server landscape. Physical, logical and virtual servers can be created as well as the associated storages and applications (failover clusters and server farms). The integrated SAN/NAS documentation completes the application. The management of software, contracts, persons and logbook entries is also integrated in the Server Management.

Content overview:

- Creation, modification and deletion of physical and virtual servers/storages, including their components
- Software license/application management, incl. operating system documentation
- Documentation of the distributed systems (failover clusters and server farms)
- Graphical representation of the CI environment (CI Browser, server system, cluster system, application and server farms)
- Searching for and analyzing objects
- Display of the server activities, including historizing the attributes
- Import templates for server and storage components

Course duration:

- 1 day

FNT Command IP Management

Prerequisite: FNT Command Basic Course

The content of this course concerns the IP Management handling (as standalone solution), as well as the possibilities of linking to existing CIs.

Content overview:

- Management of IPv4 and IPv6 networks with the associated attributes
- Modification of existing IP networks
- Creation and definition of network areas, including the assignment to CIs
- Assignment of IP Alias
- Extended IP network search
- Assignment of IP addresses by linking to CIs
- Management of VLAN, incl. assignment to CIs
- Adapted report and analysis capabilities
- Excel import functionality for IP data

Course duration:

- 1 day

FNT Command Carrier Line

Prerequisite: FNT Command Basic Course

The acquisition in the Carrier Line module makes it possible to determine the status of the carrier lines, in particular, that of leased lines, so those no longer required can be canceled with consequent cost saving. Customer-specific fax templates can be stored for the cancellation and the ordering of a carrier line.

Content overview:

- Overview of all carrier lines (start/end point)
- Documentation of the cables / two-core conductors for the start/end point on which the carrier line is switched
- Acquisition of order data, e.g. principal, ordering party, provider data
- Information about the carrier line (services, users, queries of line status, etc.)
- Lodgement of contract data
- Reports

Course duration:

- 1 day

FNT Command Client Management

Prerequisite: FNT Command Basic Course

In the Client Management, Command provides internal structures that allow master data, such as device type and manufacturer information, to be linked with the project-specific objects. Cable connections, software and hardware configurations as well as the data concerning users, administrators and SLAs are integrated in the end user management. Workplaces can also be defined and configured.

Content overview:

- Creation and management of physical clients
- Definition of workplaces
- Assignment of network cards
- Working with software catalogs, software instances, software patches and software licenses
- Creation of links to logical assembly parts
- Person management: Linking of persons and person groups
- Contracts: Linking of framework contracts and contracts

Course duration:

- 0.5 days

FNT Command Signal Management

Voraussetzung: FNT Command Basic

Mit dem Modul Signal Management werden verschiedene Übertragungstechniken mit Diensten und Signalwegen abgebildet. Dienste können manuell verwaltet werden. Zusätzlich steht für Telefoniedienste ein Rufnummernmanagement zur Verfügung, über das die Dienste bequem verwaltet werden können. Zum umfangreichen Management von Diensten, gehören auch die Erfassung und Verwaltung von Strecken (Signalwegen), Gerätedaten (z.B. Telefone, PCs, Aktivkomponenten) und Personendaten (Nutzer). Über die Routingfunktionen lassen sich schnell und komfortabel die entsprechenden Strecken zu einem Dienst dokumentieren.

Inhaltsüberblick:

- Verwaltung von Diensttypen, E164-Definition und Personen in der Signal Management Administration
- Anlegen und Verwaltung von Diensten
- Planen von Diensten
- Anlegen und Verwaltung von Signalwegen
- Planen von Signalwegen
- Anlegen und Verwaltung von Rufnummern und Rufnummernblöcke im Rufnummernmanagement
- Verschalten von physikalisch und logischen Strecken über die Routingfunktionen (Manuell oder über Autorouting)
- Abfrage von Daten über Reports

Kursdauer:

- 1,5 Tage

General Terms and Conditions for Trainings Conducted by FNT GmbH

1. Scope of Application of the GTC / Severability Clause / Electronic Commerce

1.1. The following terms and conditions ("GTC") shall apply to all - including future - contracts regarding the participation in trainings conducted online, on-site at the customer's premises, or in-house at FNT (hereinafter referred to as "training/s") initiated and / or concluded between FNT and a company within the meaning of § 14 BGB (German Civil Code) (hereinafter "customer").

The general terms and conditions of the customer are objected to. FNT conducts trainings subject to the validity of the present GTC only.

1.2. Should a provision of the present GTC be or become ineffective or inexecutable, then this shall not affect the validity of the remaining GTC.

§ 312i (1) paragraph 1, 2 and 3 BGB, which impose additional obligations upon FNT regarding contracts in electronic commerce, shall be excluded.

2. Registration and Acknowledgement of Registration

Registrations must be made in text form. The customer shall be bound to this registration for 21 days. FNT shall acknowledge the customer's participation in the training as soon as possible or refuse it if there are no vacancies.

3. Cancellations

3.1. If a training event is conducted exclusively for one customer (on-site at the customer's premises or in-house at FNT), and

- if the training date agreed upon is canceled by the customer up to 28 days before the beginning of the training, then the customer shall pay, against the provision of receipts, only the cost already incurred that cannot be cancelled, for example, for room rental or travel expenses, provided that the customer and FNT agree on a new training date within the next 6 months after the canceled date. If this does not happen, then FNT shall have the right to withdraw

from the training contract and claim as damage a lump sum of 20% of the training fees, including ancillary costs;

- if the training date agreed upon is canceled by the customer up to 27 days or less before the beginning of the training, then the customer shall pay, against the provision of receipts, only the cost already incurred that cannot be cancelled, for example, for room rental or travel expenses, provided that the customer and FNT agree on a new training date within the next 6 months after the canceled date. If this does not happen, then FNT shall have the right to withdraw from the training contract and claim as damage a lump sum of 90% of the training fees, including ancillary costs;

If a training event is conducted for several customers (on-site at the customer's premises or in-house at FNT), then the customer can

- withdraw from the training contract free of charge up to 28 days before the beginning of the training;

- withdraw from the training contract 27 or 14 days before the beginning of the training. However, the customer shall then be obliged to pay 50% of the training fee as lump sum damage compensation to FNT;

- withdraw from the training contract 13 days or less before the beginning of the training. However, the customer shall then be obliged to pay 100% of the training fee as lump sum damage compensation to FNT;

3.2. FNT shall be entitled to cancel a training event in text form until at most 10 calendar days before commencement. FNT shall offer the customer an alternative event. The customer shall not be entitled to any further claims.

4. Prices / Terms of Payment

4.1. The prices of the respective price list valid at the registration date for online, on-site or in-house training shall apply.

Prices for in-house training events at FNT shall include the use of the technical facilities and systems, as well as soft drinks and lunch. Travel, accommodation and other subsistence costs of the participants shall be borne by the customer.

In the case of on-site training events at the customer's premises, the customer shall provide the room facilities and meals for the participants and the trainer at the customer's expense. FNT shall be reimbursed by the customer for the travel expenses incurred for the trainer at cost.

4.2. After commencement of the training, FNT shall issue an invoice which is due immediately without deduction.

5. Training Location

If no on-line or on-site training at the customer's premises has been arranged, then the training event shall take place in the rooms of FNT.

6. Liability

6.1 Liability by FNT for damage caused by simple negligence shall be excluded, unless damage to life, limb or health or the breach of essential contractual obligations is at issue.

6.2 In the event of simple negligence, FNT shall be liable for breach of essential contractual obligations limited to the damage foreseeable at the time of conclusion of the contract, up to a maximum of € 1,000,000.

6.3 Liability under the Product Liability Act shall remain unaffected.

6.4 In all other cases, FNT's liability shall be unlimited unless a maximum liability is stipulated by law.

7. Data Protection

Upon the conclusion of a training contract, FNT shall process the following personal data:

name, address, e-mail address and telephone number of the customer,

name, e-mail address and telephone number of the authorized representing bodies of the customer and the employees sent by the customer for training.

FNT shall process this data to the extent necessary for the implementation of the training contract, including obtaining bank and credit report information for a credit check of the customer, issuing an invoice

and carrying out dunning and collection measures. The data shall be deleted automatically when the tax retention periods applicable to that data have expired.

8. Set-Off, Right of Retention

The customer shall only be entitled to offset or assert a right of retention where a claim is undisputed or has been legally established.

9. Applicable Law, Jurisdiction

The legal relationships between the customer and FNT shall be subject to German Law while excluding the United Nations Convention on Contracts for the International Sale of Goods (CISG).

The exclusive place of jurisdiction for any disputes between the parties arising from or on the occasion of a training event shall be Ellwangen (Jagst), unless a different place of jurisdiction is necessarily prescribed by law.

Imprint



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