Skybox Certified Administrator Training Course

OVERVIEW
The Skybox Certified Administrator training course trains participants on how to perform common administrative tasks in the Skybox appliance and how to integrate them into existing corporate processes. The topics discussed are reinforced with interactive exercises aimed at providing participants with hands-on experience with common day-to-day activities.

WHO SHOULD ATTEND THIS TRAINING COURSE?
This course is intended for the following participants:
Network Engineers, IT System Administrators, IT Security Administrators, Network Architects, etc.
Participation in this training course requires completion of any of the following End-User training courses:

- Firewall Assurance
- Network Assurance
- Vulnerability Control

TRAINING COURSE FORMAT
This instructor-led course is designed to be taught virtually or in a classroom setting. The estimated duration of the class is 16 hours or 2 days.
AGENDA

Lesson 1: Introduction to Skybox
- The Skybox appliance
- Skybox software architecture
- High availability architecture
- Introduction to Skybox licensing
- Monitoring license usage
- Installing a new license
- Exercise

Lesson 2: Operation & Maintenance
- Introduction to the Skybox configuration
- Common configuration scenarios
- Operational Console management
- Best practices when creating tasks and sequences
- Model and Settings backup & restore
- Upgrading Skybox
- Monitoring the Skybox Appliance
- Exercise

Lesson 3: Updating the Model
- Introduction to the Skybox Model
- Managing network changes
- Detecting stale devices
- Managing additional model entities
- Exercise

Lesson 4: Model Validation - Basics
- What is Model Validation?
- Model Validation task & analyses
- Access Analyzer test queries
- Network Map visualization
- Task error messages
- Item counts
- Exercise

Lesson 5: System Troubleshooting
- Skybox support coverage – Follow the sun
- Skybox community, knowledgebase, and ideas
- Opening & Handling support cases
- Appliances and RMA process
- Support programs
- Escalation procedure
- SalesForce as the main CRM tool
- Introduction to log files + packlogs
- Troubleshooting workflows
- Resolving common issues
- Exercise
Student Setup Guide

Skybox training conducts classes in a lecture with labs format. The requirements listed in this section are in place to ensure that the trainer can conduct effective discussions and demonstrations and that the students can perform all of the lab exercises. Failure to meet these requirements may compromise the value of the training. Please contact customer.training@skyboxsecurity.com if you are unable to meet any of these requirements.

BASIC REQUIREMENTS

- Stable internet access (for downloading software/updates)
  - Outgoing connections should be allowed over TCP/443, TCP/8443, TCP/22 and TCP/444
- Browsing self-signed websites should be allowed
- Installation of new software should be allowed (Java-based management client)
- SSH and SCP clients (we suggest Putty and WinSCP) installed
- Acrobat Reader (PDF viewer)

MINIMUM STUDENT COMPUTER HARDWARE REQUIREMENTS

- Intel® Core® 2.0 GHz or higher
- 4 GB of RAM
- 80 GB free disk space

SOFTWARE REQUIREMENTS

- Microsoft® Windows 7 or later operating system. See Skybox Security website for system requirements.
- User must have admin rights to install Skybox software on computer, or Skybox full Server suite must be pre-installed with latest update.
- Installation of the Skybox Management software should be installed to a directory other than c:\skybox to avoid interference with any production deployments.