FREQUENTIS**TEC**
Technical Education Center

DIVOS Maintainer Course   (Level 0&1)

Target group	Location
Maintainers and system administrators	Customer site or Frequentis TEC (Vienna)
Language	**Max. number of participants**
English (unless otherwise agreed)	8
Duration	**Course ID**
1 day	DI0310

Participants will, through extensive practical exercises, learn how to perform scheduled and corrective system maintenance for DIVOS up to level 1.

Course goals

Upon successful completion of this course, participants will be able to

〉 identify and describe the system components and their functions
〉 monitor system health status
〉 work with system alarms, identify and rectify faults
〉 perform user administration and user access rights management
〉 add, change and delete recording channels and their settings
〉 audit user and system events
〉 access recorded information

Knowledge

It is assumed that participants

〉 have a good understanding of written and spoken English
〉 have a basic understanding of the used telephone lines and interfaces
〉 have a basic understanding of the used radio lines and interfaces
〉 have basic experience with the Windows operating system
〉 have a basic understanding of legacy telephone and radio interfaces, voice over IP technology and protocols

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〉 have basic experience with Windows Server OS administration
〉 have basic experience with networks of Windows Servers

Qualifications

The following qualifications are necessary:

〉 English language level (CEFR): minimum B2
〉 3 years' engineering experience in IT and networking environments
〉 Depending on the corresponding responsibilities of the maintainer in the specific project:
  – Cisco CCNA certification or equivalent experience
  – VMware Certified Associate (VCA) or equivalent experience
  – MCSA Windows Server Certification and/or Windows Server Associate Level or equivalent experience

Training agenda

Day 1	Welcome | Health and safety | Course documentation overview | Introduction to the working environment | DIVOS capabilities | DIVOS Playback applications | System monitoring | Maintenance procedures | System administration | Summary and review | Student assessment | Assessment feedback | Student feedback | Student certification | Course closure

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