FREQUENTIS**TEC**
Technical Education Center

DIVOS Maintainer Course   (Level 0,1&2)

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**
2 days	DI0330

Participants will, through extensive practical exercises, learn how to perform scheduled and corrective system maintenance for DIVOS up to level 2.

Course goals

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

〉 search, play back and export recorded information
〉 identify and describe the system components and their functions
〉 check system status
〉 identify and rectify faults
〉 change settings for lines and channels
〉 administrate users
〉 respond to major faults
〉 understand how service components interact
〉 collect information from error logs

Knowledge

It is assumed that participants

〉 have a good understanding of written and spoken English
〉 have a good understanding of the used telephone lines and interfaces
〉 have a good understanding of the used radio lines and interfaces
〉 have a good understanding of deployment of application software

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⟩ have a good understanding of Windows Server management
⟩ have a good understanding of MS SQL Server management
⟩ have experience in collecting and interpreting Windows logfiles
⟩ have a good understanding of the use of IT networks

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 and/or 5 years' engineering experience in IT and networking environments
   – VMware VCP Certification or equivalent experience
   – MCSA Windows Server Certification and/or Windows Server Associate Level or equivalent experience
   – MCSA SQL Database Administration Certification or equivalent experience
   – Linux Foundation Certified Engineer (LFCE) 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	Conclusion
Day 2	Review| Maintenance procedures	System administration	Inspection processes and troubleshooting	Case studies and best practices (instructor guided)	Summary and review	Student assessment	Assessment feedback	Student feedback	Student certification	Course closure

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