



**RealIT<sup>®</sup> Management Inc.**

## TelAlert Advanced for System Administrators

### Course Description:

This course offers practical hands-on knowledge to administrators of TelAlert Urgent Messaging System. The course contents focus on the advanced features of TelAlert Urgent Messaging System.

Students will learn the architecture of TelAlert solution, its advanced operations and associated configuration, and required customization tasks. The course is structured with 60% lecture and 40% labs.

### Registration:

By Email: [train@realit.ca](mailto:train@realit.ca), or  
By Phone: 613.828.9604 ext. 208, or  
By Fax: 613.829.0279

### Course Outline:

#### Day 1: Introduction & Installation

- Introduction to TelAlert
  - What TelAlert Does
  - TelAlert Architecture
  - Background Processes
- Remote / Redundant Installation
- Processes and Troubleshooting
  - Dial
  - Alert
- Filtering
  - Destinations
  - Groups
  - Schedule
  - Users
  - Priority
- Advanced Scheduling
  - Schedules and Message Priority
  - Rotations
  - Device Schedules

#### Day 2: Configuration

- Review of day 1 topics
- Adding Vocabulary
  - TelAlert Voice
- Heartbeat
  - SNMP Trap
  - Syslog
- Security
  - Client Access
  - Other Security Settings
- Web Client
  - Multiple Web Client Sessions
- Email Client
- Integration with HP OpenView Products
  - Network Node Manager
  - OpenView Service Desk
- Wrap-up