



# Administer System Center Configuration Manager for Desktop Support

Course ISI-1502      3 Days      Instructor-led, Hands on

## Course Information

This three-day course for desktop support professionals describes how to use System Center Configuration Manager and its associated site systems to efficiently deploy and manage clients; manage inventory for personal computers and applications and deploy and manage applications. You will use the operating system deployment feature in Configuration Manager to create operating system images that you can deploy to unmanaged computers and those managed by Configuration Manager.

## At Course Completion

- Upon successful completion of this course, students will be able to:
- Overview of the Configuration Manager client
- Deploying the Configuration Manager client
- Configuring and monitoring client status
- Managing client settings in Configuration Manager
- Overview of inventory collection
- Configuring hardware and software inventory
- Managing inventory collection
- Configuring software metering
- Configuring and managing Asset Intelligence
- Overview of application management
- Creating applications
- Deploying applications
- Managing applications
- Deploying virtual applications by using System Center Configuration Manager (Optional)
- Deploying and managing Windows Store apps
- An overview of operating system deployment
- Preparing a site for operating system deployment
- Deploying an operating system
- Managing Windows as a service

## Prerequisites

This course requires that you meet the following prerequisites:

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- Networking fundamentals, including common networking protocols, topologies, hardware, media, routing, switching, and addressing.
- Active Directory Domain Services (AD DS) principles and fundamentals of AD DS management.
- Installation, configuration, and troubleshooting for Windows-based personal computers.
- Basic concepts of public key infrastructure (PKI) security.
- Basic understanding of scripting and Windows PowerShell syntax.
- Basic understanding of Windows Server roles and services.
- Basic understanding of the configuration options for iOS, Android, and Windows Mobile device platforms.

Students who attend this training can meet the prerequisites by attending the following courses or by obtaining equivalent knowledge and skills through hands-on activities:

- Course 20697-1: Installing and Configuring Windows 10
- Course 20697-2: Deploying and Managing Windows 10 Using Enterprise Services
- Course 20411: Administering Windows Server 2012

## **Course Outline**

### **Module 1: Deploying and managing clients**

This module explains the supported operating systems and devices, the software requirements, and the different methods for installing the Configuration Manager client. This module also describes some of the default and custom client settings that you can configure. After installing the client software, you can configure the client settings to perform routine management tasks.

#### **Lessons**

- Overview of the Configuration Manager client
- Deploying the Configuration Manager client
- Configuring and monitoring client status
- Managing client settings in Configuration Manager

#### **Lab: Deploying the Microsoft System Center Configuration Manager client software**

- Preparing the site for client installation
- Deploying the Configuration Manager client software by using client push installation

#### **Lab: Configuring and monitoring client status**

- Configuring and monitoring client health status

#### **Lab: Managing client settings**

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- Configuring client settings
- Describe the requirements and considerations for installing the Configuration Manager client software.
- Deploy the Configuration Manager client software.
- Configure and monitor client status.
- Manage Configuration Manager client settings.

## **Module 2: Managing inventory for PCs and applications**

This module provides an overview of inventory collection, and explains how you can manage the information collected. You also will learn about the process of collecting hardware and software inventory, initiating inventory cycles, and initiating and securing inventory collection. This module also covers the use of software metering to monitor program usage, and the configuration and management of Asset Intelligence.

### Lessons

- Overview of inventory collection
- Configuring hardware and software inventory
- Managing inventory collection
- Configuring software metering
- Configuring and managing Asset Intelligence

### Lab: Configuring and managing inventory collection

- Configuring and managing hardware inventory

### Lab: Configuring software metering

- Configuring software metering

### Lab: Configuring and managing Asset Intelligence

- Preparing the site for Asset Intelligence
- Configuring Asset Intelligence
- Monitoring license agreements by using Asset Intelligence
- Viewing Asset Intelligence reports
- Describe inventory collection.
- Configure and collect hardware and software inventory.
- Manage inventory collection.
- Configure software metering.
- Configure Asset Intelligence.

## **Module 3: Deploying and managing applications**

In this module, you will learn about the methods for creating, deploying, and managing applications with Configuration Manager. You also will learn to use the Software Center and the Application Catalog to install available applications. You will learn about managing

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deployments on unconventional applications. In addition, you will learn to install Windows 10 apps and virtualized applications.

#### Lessons

- Overview of application management
- Creating applications
- Deploying applications
- Managing applications
- Deploying virtual applications by using System Center Configuration Manager (Optional)
- Deploying and managing Windows Store apps

#### Lab: Creating and deploying applications

- Installing and configuring the Application Catalog roles
- Creating applications with requirements
- Deploying applications

#### Lab: Managing application supersedence and removal

- Managing application supersedence
- Uninstalling the Excel Viewer application

#### Lab: Deploying virtual applications by using Configuration Manager (Optional)

- Configuring support for App-V
- Deploying virtual applications

#### Lab: Using Configuration Manager to deploy Windows Store apps

- Configuring support for sideloading Windows Store apps
- Configuring a Windows Store app
- Deploying Windows 10 apps to users
- Describe the application management features of Configuration Manager.
- Create applications.
- Deploy applications.
- Manage applications.
- Configure and deploy virtual applications.
- Configure and deploy Windows Store apps in Configuration Manager
- Configuring, deploying, and monitoring Endpoint Protection policies

#### Lab: Implementing Microsoft System Center Endpoint Protection

- Configuring the System Center Endpoint Protection point and client settings
- Configuring and deploying Endpoint Protection policies
- Monitoring Endpoint Protection
- Configure Endpoint Protection to detect and remediate malware and security vulnerabilities.

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- Configure, deploy, and manage Endpoint Protection policies.

## **Module 4: Managing operating system deployment**

You can use the operating system deployment feature in Configuration Manager to create operating system images that you can deploy to unmanaged computers and those managed by Configuration Manager. There are several scenarios in which you can deploy operating systems by using Configuration Manager, including when you are working with new systems or when you are upgrading existing ones. Operating system deployment uses both Configuration Manager and Windows components to manage and deliver operating system images. You can configure settings on a reference computer prior to capturing an image of its operating system or by using task sequences that Configuration Manager creates after you deploy the image to a target system. This module explains how to use Configuration Manager to create a strategy for operating-system deployments. And also, it explains how to manage Windows as a service.

### Lessons

- An overview of operating system deployment
- Preparing a site for operating system deployment
- Deploying an operating system
- Managing Windows as a service

### Lab: Preparing the site for operating system deployment

- Managing the site system roles used to support operating system deployment
- Managing packages to support operating system deployment

### Lab: Deploying operating system images for bare-metal installations

- Preparing the operating system image
- Creating a task sequence to deploy an image
- Deploying an image
- Describe the terminology, components, and scenarios used to deploy operating systems by using Configuration Manager.
- Describe how to prepare a site for operating system deployment.
- Describe the process used to deploy an operating system image.