Lync 2013 Depth Support Engineer

Duration: 3 Days   Course Code: M20335

Overview:

This is a 3-day instructor Led Training (ILT) Course that targets the needs of professionals with data networking experience who take part in the planning, design, and deployment of the Lync Unified Communications solution in the enterprise.

This course focuses on four key areas:

1) Implementation methodology, including defining methodology phases, identifying phase deliverables, and preparing for traffic simulation;

2) Analyzing the network environment, including review of WAN topology, Wi-Fi infrastructure, Quality of Server approaches, and media flow scenarios, analyzing the network for optimal performance, and monitoring and managing networks;

3) Performing usage modeling, including modeling RTC traffic media flows and Lync traffic per location, calculating traffic volume by using the Lync bandwidth calculator, and analyzing how predicted traffic impacts a network; and

4) Analyzing customer data and measurements, including policies collected from the Discovery phase and historical data usage, planning simulation traffic, analyzing results from traffic simulation, and formulating recommendations.

Target Audience:

This course targets the needs of network analysts, networking engineers and system integrators who plan, design, and deploy unified communications (UC) solutions using Lync Server 2013 in the enterprise.

Students should have strong knowledge of data networking, an industry or vendor qualification (CompTIA Network+ or similar), and be able to translate business requirements into technical and networking requirements for a UC solution. Students should be familiar with Network Readiness Assessment methodology and related tools, such as the Lync bandwidth calculator.

This course is also aimed at professionals who may have focused on third-party UC solutions, which perform network assessments and readiness evaluations. They will use this course to update their skills and knowledge to apply to Lync UC solutions in their enterprise.

Objectives:

- Understand network assessments.

- Understand common network concepts, terms and processes.

- Use recommended practices for network readiness assessments that pertain to Lync Server and UC solutions in general.

- Understand the Microsoft Lync Network Readiness Assessment Methodology.

Prerequisites:

- LAN/WAN (COMPTIA Network+ certification or equivalent experience)
- Lync Server 2013 and Lync Online (20336 or equivalent)
- Enterprise voice and VOIP (20337 or equivalent)
- Students attending this course should have experience with network assessments. They should also have sufficient knowledge of Lync Server 2013 and Lync Online to understand the features that impact LAN/WAN traffic. It is not necessary for students to have a MCSE: Communication, although many students will have attained this certification. Completion of MOC courses 20336 and 20337 far exceed the level of knowledge of Lync required for this class.

Content:

Module 1: Overview of Network Assessments

- Network Assessment Overview
- Key Concepts for Network Assessment

Module 2: Introducing the Microsoft Lync Network Readiness Assessment Methodology

- Microsoft Lync Network Readiness Assessment Methodology Overview
- Discovery Phase
- Modeling Phase
- Traffic Simulation Phase
- Recommendations Phase

Lab : Discussion

- Discuss Your Network Assessment Experiences

Module 3: Network Discovery

- Documenting Current Network Infrastructure
- Documenting Current Client Devices
- Locating Network Impairments and Roadblocks
- Overview of Transport Reliability IP Probe Tools

Lab : Using Network Assessment Discovery Tools

- Reviewing the Contoso IT Infrastructure
- Document Discovery Findings
- Start the Network Emulator for Windows Toolkit

Module 4: Analyzing Server, Network, and Client Health

- Determining Server, Network and Client Health Indicators
- Monitoring and Managing Methods

Lab : Analyzing Monitoring Data

- Start the Performance Monitor System Data Collector Sets
- Generating Network Load Tests
- Review the Performance Monitor System Health Data
- Continue Discovery Findings Documentation

Module 5: Usage and Traffic Modeling

- Performing Usage Modeling
- Performing Traffic Modeling
- Lync Bandwidth Calculator

Lab : Using Modeling Tools

- Entering information into the Lync Bandwidth Calculator
- Reviewing Calculated Results
- Using the Lync Server 2013, Planning Tool
- Designing Simulations Based on Modeling Tool Results

Module 6: Performing Traffic Simulations

- Overview of Traffic Simulations
- Lync Server 2013 Stress and Performance Tool

Lab : Using Network Readiness Tools to Validate the Network

- Starting the Performance Monitor System Data Collector Sets
- Using the Lync Server Stress and Performance Tools
- Reviewing the Performance Monitor Lync Server Health Data
- Analyzing Monitoring Reports
- Performing Traffic Simulations Using the Iperf Tool

Module 7: Understanding Network Controls and Solutions

- Quality of Service
- Bandwidth Management with Call Admission Control
- Troubleshooting and Diagnostics Tools

Lab : Understanding and Verifying Quality of Service (QoS)

- Configuring Quality of Service (QoS)
- Verifying Quality of Service Application

Lab : Using Call Admission Control to Manage Bandwidth Usage

- Reviewing Call Admission Control to Manage Bandwidth
- Verifying Call Admission Control is Being Applied

Lab : Troubleshooting

- Using the Lync Centralized Logging Service
- Using Synthetic Transactions for Monitoring
- Using Synthetic Transactions
- Fixing Network Link Bandwidth Issues

Module 8: Making Recommendations for Network Readiness

- Forming and Documenting Recommendations

Lab : Making Network Readiness Assessment Recommendations

- Write a Network Assessment Report for Contoso
- Discussion: Network Readiness Assessment Report
- After completing this module, students will be able to:
- Form recommendations based on network assessment analysis.
- Document and summarize their recommendations for network preparedness.

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

training@globalknowledge.com.eg

www.globalknowledge.com.eg

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo

---