
Help Desk Basic Troubleshooting for IBM Lotus Notes Domino 8

Duration: 2 Days **Course Code: N8360G**

Overview:

This course is for IBM Lotus Domino first-level Help Desk representatives ready to become first-level Help Desk representatives. It is the most recent course in the Lotus Notes product line training for intermediate-level information.

Target Audience:

This course is targeted to Lotus Notes 8 first-level Help Desk support representatives ready to become second-level support representatives.

Objectives:

- As a first-level Help Desk support specialist, you should be able to help users complete daily work using the Lotus Notes client including starting Lotus Notes, passwords, Location and Connection documents, User Preferences, IBM Lotus Sametime integration, and any other issue that can be resolved in five minutes or less. In a second-level Help Desk role, you will be challenged by more complex problems, including issues such as password security, ID recovery, troubleshooting a user's mail file or access to a database, and providing in-depth information into managing Notes databases, replication, and Web access. The information in this course should help you to resolve these issues for users quickly, accurately, and efficiently.
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Prerequisites:

The prerequisite for this course is the IBM e-learning course entitled Help Desk Fundamentals for IBM Lotus Domino 8, or equivalent knowledge, skills, and experience.

Content:

After completing this course, students should be able to:

- Use Help Desk troubleshooting resources.
 - Manage user workstations.
 - Identify server and database security issues.
 - Manage user database issues.
 - Troubleshoot mail routing and delivery.
 - Troubleshoot IBM Lotus Notes mail issues.
 - Troubleshoot replication.
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Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.co.uk

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK