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# EPM Ivanti Agent Management Training
## 1 day (7 hours)

## Overview

Ivanti Endpoint Manager (EPM) agent management allows you to deploy, maintain, and secure a fleet of workstations/servers through centralized monitoring. You will learn how to improve inventory reliability, speed up deployments, and reduce agent-related incidents.

This training focuses on the EPM agent lifecycle: installation, discovery, communication, updates, troubleshooting, and best practices for operation. The goal is to achieve a stable, up-to-date, and manageable agent fleet, even in heterogeneous and remote environments.

The approach is practical: guided workshops, console demos, log analysis, and common failure scenarios (agent unreachable, incomplete inventory, push failure). You will leave with operational procedures, an agent health checklist, and configuration templates to standardize your deployments.

## Objectives

- Install and configure EPM agents according to deployment modes.
- Control enrollment, communication, and inventory reporting.
- Update, repair, and uninstall agents in an industrialized manner.
- Diagnose failures (services, certificates, ports, DNS, logs) and correct them.
- Apply best practices for security and performance on the agent side.

## Target audience

- Windows system administrators
- Workstation/workplace engineers
- EPM administrators/deployment tools
- Level 2/3 support technicians

## Prerequisites

- Basic Windows administration (services, registry, GPO)
- Network concepts: DNS, ports, proxy, firewall
- Basic knowledge of PowerShell or scripting
- Understanding of inventory and remote distribution principles

## Technical prerequisites

- Access to an Ivanti EPM console (test environment) and admin rights
- 1 to 2 Windows target machines (VM or physical) for agent testing
- Tools: text editor, PowerShell, access to logs and network

## Our Ivanti EPM agent management training program

### [Day 1 - Morning]

### Deploy and register Ivanti EPM agents

- Understanding the architecture: Core Server, agents, inventory, distribution
- Prepare prerequisites: DNS, ports, rights, certificates, and service accounts
- Choose the deployment mode: push, GPO/script, image, provisioning
- Validate registration: group membership, inventory reporting, agent status
- Hands-on workshop: Deploy an agent on a pilot workstation and verify its support in the console.

### [Day 1 - Afternoon]

### Operate and maintain the agent fleet on a daily basis

- Manage groups and scopes: requests, membership rules, targeting
- Configuring agent communication: scheduling, bandwidth, reminders, maintenance windows
- Diagnosing common incidents: offline agent, incomplete inventory, distribution failures
- Updating and repairing the agent: upgrade, reinstallation, cleanup, and best practices
- Hands-on workshop: Build a troubleshooting checklist and fix a failed agent (logs, services, connectivity).

## Companies concerned

This training is aimed at both individuals and companies, large or small, wishing to train their teams in new advanced IT technology or to acquire specific professional knowledge or modern methods.

## Placement at the start of training

The placement test at the start of the training course complies with Qualiopi quality criteria. Once they have finalized their registration, learners receive a self-assessment questionnaire that allows us to assess their estimated level of proficiency in different types of technology, as well as their expectations and personal objectives for the upcoming training course, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could be problematic for the monitoring and smooth running of the training session.

## Teaching methods

Practical training: 60% practical, 40% theory. Training materials distributed in digital format to all participants.

## Organization

The course alternates between theoretical input from the trainer, supported by examples and reflection sessions, and group work.

## Validation

At the end of the session, a multiple-choice questionnaire is used to verify that the skills have been correctly acquired.

## Certification

A certificate will be issued to each trainee who has completed the entire training course.