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Sign up

Remote assistance tools training

2 days (14 hours)

Presentation

Remote assistance tools enable you to diagnose and resolve incidents in real time, support users and operate workstations in complete security.

From TeamViewer to AnyDesk, including RustDesk and Apache Guacamole, these solutions combine performance, security and simplicity to professionalize support.

Our Remote Support Tools training course will teach you how to choose, deploy and administer these solutions at scale.

You'll learn how to define access governance, integrate the tools into your ITSM, secure sessions (MFA, roles, registration), and manage service quality with actionable KPIs.

At the end of the course, you'll be able to standardize your practices (runbooks, templates), automate operations, and communicate effectively with support and management.

Like all our training courses, this one features the latest stable versions of the main tools, such as TeamViewer v15.68.6, AnyDesk v9.5.11, RustDesk v1.4.1 and Apache Guacamole v1.6.0.

Objectives

- Compare solutions and choose according to your context
- Deploy, integrate (directory/SSO) and configure unassisted access
- Secure sessions: MFA, roles, traceability
- Industrialize operations: scripts, MDM, runbooks
- Measure and improve via KPIs and reports
- Establish PRA/PCA and continuous improvement

Target audience

- IT support managers
- System administrators
- Training managers
- Remote support consultants

Prerequisites

- Basic knowledge of systems, networks and security
- SSO knowledge recommended

Program of our Remote Support Tools training course

Challenges and overview of assistance tools

- Use cases: support, remote control, co-browsing, AR
- Comparison: TeamViewer, AnyDesk, RustDesk, Apache Guacamole
- Architectures: SaaS, on?premises, self?hosted, RDP/VNC/SSH gateways
- Basic security: encryption, MFA, logs, roles
- Support processes: opening ? resolution ? closing
- workshop: end-to-end support path (introduction)

Governance, compliance and access management

- Policies: RBAC, SSO, secrets and device management
- Compliance: GDPR, session traceability
- Best practices: least privilege, workstation hardening
- Risk management and shadow IT
- Operational model: L1/L2/L3 roles, catalog
- Workshop: ACL + MFA + log policy

Enterprise deployment and integration

- Prerequisites: ports, proxies, TLS certificates, firewalls
- MSI/PKG deployment, MDM (Intune, Jamf)
- ITSM integration (ITIL), Azure AD/LDAP directory, SAML/OIDC
- Settings: unassisted access, session codes
- Advanced security: black screen, registration, consent
- Workshop: deployment + SSO/directory (PoC)

Daily operations and user experience

- Request queues, SLAs, messages and macros
- Multi-OS (Win/macOS/Linux/Mobile) & BYOD
- Quality of service: latency, bandwidth, codecs

- Recurring incident management & knowledge base
- Satisfaction measurement (CSAT)
- workshop: runbook + automation scripts

Supervision, reporting and steering

- Dashboards, KPIs and CSV/JSON exports
- Centralized supervision, alerts, SIEM integration
- Log management and RGPD conservation
- Capacity planning: licenses, channels, costs
- Communication & service posture
- workshop: building a KPI dashboard

Roadmap, best practices and continuity

- Tool selection & evolution: criteria, costs, TCO
- Standardize: templates, checklists, data dictionary
- Continuity: PRA/PCA, degraded mode, tool back-up
- Advanced security: bastion, segmentation, Zero Trust
- Capitalization: retrospectives, coaching, acculturation
- workshop: incident simulation & REX

Companies concerned

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

Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire which enables us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives for the forthcoming training course, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical training: 60% hands-on, 40% theory. Training material distributed in digital format to all participants.

Organization

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

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Certification

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