

System Administration for IT Professionals

This four-hour interactive workshop for IT professionals focuses on practices managing the Jama Connect™ application, database, and environment. The course is typically broken into two separate two-hour sessions.

Benefits

By the end of the training, System Administrator(s) will have a greater understanding of:

- Application installation, upgrade, and key management principles (Jama Connect, Docker and Replicated)
- Operating system management - security patching, CPU/memory performance, disc management and log rotation
- Backup and disaster recovery leading practices
- Application monitoring (JMX)

Training Topics

- System administration overview
- Updates - Operating system patching, maintaining Docker, Replicated, and Jama Connect application and license
- Docker overview - what is Docker, how does it work, command line interface, Docker and iptables
- Backups - what to backup, automated backups and manual backups for offsite retention
- Monitoring - what to monitor: Jamacore, Search, Elasticsearch
- Disaster recovery - restoration methods

Terms and Assumptions

The Professional Services described in this Services Description are provided on a fixed fee basis. Any services beyond the scope defined in this document will require a signed change request or SOW detailing the scope change and any associated impacts to schedule and fees. All Professional Services must be used within 6 months of purchase.

Assumptions

- Your assigned Services Resource will provide a training environment for the duration of the course
- This course does not include topics pertaining to business administration of Jama Connect
- All Professional Services will be delivered remotely