



*Training Course:  
Troubleshooting with Nexthink*

*9 - 13 June 2024  
Amman (Jordan)  
Chemisty*

## Training Course: Troubleshooting with Nexthink

Training Course code: IT235174 From: 9 - 13 June 2024 Venue: Amman (Jordan) - Chemisty Training Course Fees: 3575  
€ Euro

### Introduction

Welcome to the Troubleshooting with Nexthink Training Program! In today's increasingly digital world, ensuring a seamless end-user experience is paramount for organizations of all sizes. Nexthink, a powerful IT analytics and digital employee experience platform, plays a pivotal role in achieving this goal. This training program is designed to equip IT professionals with the knowledge and skills needed to effectively troubleshoot issues using the Nexthink platform.

### Objectives

The primary objectives of this training program are as follows:

- **Understanding Nexthink:** Gain a comprehensive understanding of Nexthink's architecture, components, and key features, and recognize its significance in enhancing end-user experiences.
- **Data Analysis:** Learn how to collect and analyze data from various sources within Nexthink, enabling you to identify performance bottlenecks and potential issues affecting end-users.
- **Troubleshooting Methodology:** Develop a structured approach to troubleshooting, enabling you to efficiently pinpoint and resolve IT-related problems.
- **Advanced Troubleshooting Techniques:** Explore advanced troubleshooting techniques, such as root cause analysis, custom metric creation, and integration with other IT tools.
- **Best Practices:** Acquire best practices for optimizing user experiences, building custom dashboards and reports, and leveraging Nexthink to its full potential.

### Target Audience

This training program is intended for IT professionals and stakeholders who are involved in managing and maintaining IT infrastructure, as well as those responsible for ensuring a positive end-user experience. The ideal participants include:

- IT Administrators
- IT Support Teams
- System Administrators
- Network Administrators
- IT Managers
- Helpdesk Managers
- IT Consultants

## Training Program Outline

### Day 1: Introduction to Nexthink

- Welcome and Program Overview
- What is Nexthink and its Importance?
- Nexthink Architecture: Components and Key Features
- Installation and Configuration: Setting up Nexthink.
- Nexthink Console Overview: User Interface and Navigation
- Data Collection and Analysis: Understanding Data Sources and Metrics
- Creating and Managing Users and Roles
- Setting Up Alerts and Notifications

### Day 2: Advanced Data Analysis

- Advanced Data Analytics: Leveraging Nexthink's Capabilities
- Building Custom Metrics: Tailoring Nexthink to Your Organization's Needs
- Real-time Monitoring: Live Data Analysis and Dashboards

### Day 3: Troubleshooting Methodology

- Troubleshooting Methodology: An Overview
- Understanding End-User Experience: Metrics and Data Sources
- Creating Custom Metrics: Tailoring Nexthink to Your Organization's Needs

### Day 4: Advanced Troubleshooting Techniques

- Analyzing Application Performance: Identifying Bottlenecks
- Resolving Network Issues: Diagnosing Connectivity Problems
- User Experience Optimization: Best Practices
- Root Cause Analysis: Identifying the Source of Problems
- Building Custom Dashboards and Reports
- Integration with Other IT Tools: Enhancing Troubleshooting Workflows

### Day 5: Troubleshooting Best Practices and Conclusion

- Troubleshooting Complex Issues: Team Discussions
- Case Studies: Real-world Scenarios and Solutions
- Performance Tuning: Optimizing Nexthink for Large-Scale Deployments
- Troubleshooting Best Practices and Tips
- Course Wrap-up: Providing Resources for Ongoing Learning



## Registration form on the Training Course: Troubleshooting with Nexthink

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Company Name: .....  
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### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
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### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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