Training Course:
Troubleshooting with Nexthink

18 - 22 May 2025
Dubai (UAE)

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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

Training Course code: IT235174 From: 18 - 22 May 2025 Venue: Dubai (UAE) - Training Course Fees: 4565 ⬚ Euro

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