



Goliath Certified Platform Engineer – GCPE Training Program



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Introduction

Goliath Technologies' GCPE Program provides partners with the knowledge they need to design, implement, and support the premiere proactive troubleshooting and monitoring technology on the market today.

Goliath certification offers significant benefits to partners:

- Allows channel partners to own the entire sales process, enabling them with the knowledge needed to present, demo, and POC the technology.
- Provides partners a services based revenue stream by enabling them to design, deploy, and configure the technology.
- Partners are provided with the knowledge and skills to create custom monitors, alerts, alarms, and automation.
- Allows partners to have a reoccurring revenue stream via ongoing services.

The GCPE training program consists of a comprehensive training that covers the following topics.

- Goliath Performance Monitor (GPM)
 - Installation
 - Configuration
 - Monitoring
 - Reporting and Dashboards
 - Helpdesk Training
- Goliath Logon Simulator (LOS)
 - Installation
 - Configuration
 - Troubleshooting
- Goliath for NetScaler (GFN)
 - Installation
 - Configuration, Administration, Reporting & Analysis
 - Troubleshooting

Upon completion of the comprehensive training program, candidates will be eligible to take the Goliath Certified Platform Engineer exam. The exam is comprised of two components:

- **Practical Exam** – The practical exam is designed to test the candidate's ability to deploy, configure, and manage the technology stack. During the hands-on practical component, the candidate will be presented with a scenario, and will be required to build, and configure Goliath software based on the scenario requirements. A Goliath training proctor will observe this process from start to finish, and will grade the exam based on the candidate's ability to effectively complete the process.
- **Written Exam** – The written exam is a multiple choice exam designed to test the candidate's theoretical knowledge of the product.

To achieve certification, the candidate must successfully complete the practical and written exam with a score of 80% or better.



THE TRAINING PROGRAM DETAILED OVERVIEW

Goliath Performance Monitor Product Training

GPM101: Installation

Skillset	Description
What GPM Monitors	Details elements of the infrastructure that GPM monitors
How GPM Monitors	Reviews monitoring methodologies used by GPM (API, Agent, Agentless)
Architecture	Overview of GPM server infrastructure
Prerequisites	Requirements for installation of GPM
Protocol, Firewall, & Security	Firewall and communication requirements for GPM
GPM Server	GPM Server installation steps
SQL Configuration	How to install or migrate the GPM database to full SQL
VMware & XenCenter Plugin	GPM Integration into vCenter and XenCenter
Documentation	How to find supporting GPM documentation

GPM102: Configuration

Skillset	Description
XenDesktop configuration	How to configure API integration to XenDesktop
XenApp configuration	How to configure API integration to XenApp
Gold Image/VM Templates	Agent deployment in a Gold/Master Image
VMware configuration	How to configure VMware Integration
XenServer configuration	How to configure XenServer Integration
Hyper-V configuration	How to configure Hyper-V integration
Agent Deployment	How to deploy the agent on Windows/Linux servers
Log Management	EventLog and Syslog Configuration
Default Monitoring	Review out of box monitoring rules
Import Monitoring Rules	Overview of additional monitoring modules for GPM
Inventory Groups	How GPM grouping works & how to create custom groups
Enable eMail Notifications	How to configure SMTP settings & email groups
Dashboards & Reporting	
XenApp Reports	How to schedule & run XenApp specific reports
XenDesktop Reports	How to schedule & run XenDesktop specific reports
Other Reports	How to configure & run custom reports with GPM
XenApp Dashboards	Understanding XenApp dashboards & graphs
XenDesktop Dashboards	Understanding XenDesktop dashboards & graphs
VMware Dashboards	Understanding VMware dashboards & graphs
Other Dashboards	How to configure custom dashboards & charts
Miscellaneous Settings	
Configure User Security	How to implement Active Directory Integration & User Security
Maintenance Mode	How to suppress alerting for known maintenance windows
Database Retention	How to modify the duration of time that data is retained for GPM
Default GPM Page	How configure the default page when users open GPM
Cycle Displays	How to enable Presentation Mode
Licensing Updates	How to update GPM product licensing



GPM200: Monitoring

Skillset	Description
Dashboard / Heat Map	Overview of Dashboard/Heat Map view
Alerts	Overview of the Alert dashboard
CPU/Memory/Storage	Overview of CPU, Memory, & Storage utilization
System Availability	Review system availability tab
Eventlog Events	How to configure and view eventlog monitored events
Syslog Events	Configure syslog event monitoring
Building Custom Rules	Configuring custom rules and alerts
Refining Alert Conditions & Thresholds	Alert modification and optimization
Alert Notification Settings	Defining alert settings and behavior
Remediation Actions	How to configure automated remediation actions
Integration to Enterprise Systems	Configure integration other systems (Splunk, HP OpenView, CA Spectrum, etc.)
Alert Resolution Feature	How to configure the alert resolution feature
XenApp/XenDesktop Session Display	How to utilize the XA/XD session display

GPM201: Troubleshooting

Skillset	Description
Troubleshooting using GPM	How to leverage GPM to troubleshoot
GPM Log Files & Auditing	Review of GPM agent & server log files

Goliath Logon Simulator Product Training

LOS101: Installation

Skillset	Description
What LOS Does	Review the functionality & use cases of LOS
How LOS Works	Overview of how LOS functions
Architecture	Overview of LOS server infrastructure
Prerequisites	Requirements for installation of LOS server and end point
Protocol, Firewall, & Security	Firewall and communication requirements for LOS
Goliath LOS server	Goliath LOS server installation steps
Simulation Endpoint	Endpoint preparation and configuration
SQL Configuration	How to install or migrate to full SQL
Documentation	How to find supporting documentation for LOS

LOS102: Configuration

Skillset	Description
Creating the Simulation	Reviews the process of defining the simulation conditions
Simulation Schedules	Review how the technology works and functions
Alerting	Enabling alerts on failed simulations
Reports	Configuring and scheduling reports
Analysis	Review how to interpret the data from the logon simulator dashboard and reports

LOS200: Troubleshooting

Skillset	Description
Troubleshooting Scenarios	
Citrix Availability	How to use LOS to determine Citrix availability
Logon Failures	How to determine logon failures, and determine root cause



Goliath for NetScaler Product Training

GFN101: Installation

Skillset	Description
How GFN Works	Reviews how GFN monitors Citrix NetScalers
Architecture	Overview of GFN server infrastructure
Prerequisites	Requirements for installation of GFN
Protocol, Firewall, & Security	Firewall and communication requirements for GFN
GFN Deployment	How to deploy the GFN OVA
NetScaler AppFlow Configuration	How to configure NetScaler Appflow data
Documentation	How to find supporting documentation for GFN

GFN102: Configuration, Administration, Reporting, and Analysis

Setting Alert	Description
Configuration & Administration	
Alert Configuration	Defining thresholds for alerts
Updating the Software	Requirements and process for updating GFN
Defining Environmental Settings	Process for setting the time zone and NetScaler Version
Configuring Web Dashboard	Configure traffic tagging for the Web Dashboard
Running Reports	How to use the reports in GFN
Emailing, Live Share, Exporting Reports	Sharing reports and using Live Share, download, and email functionality
Analysis	Understanding and interpreting data output from NetScaler

GFN200: Troubleshooting

Skillset	Description
Troubleshooting Scenarios	
ICA/HDX	How to leverage GFN for ICA/HDX sessions
Load Balancing Performance	How to leverage GFN to troubleshoot load balancing performance
Fault/Error Events	How to use GFN to report on NetScaler fault/error events

