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# TeamWorks® Operations, Administration & Management

## Overview

This course covers the operations, administration and management of TeamWorks. Topics such as installation, configuration, upgrades, systems management, promotions, and root cause analysis will be covered in great detail. During the course participants will have various labs that reinforce topics such as tracing and logging (break/fix), installation, and process promotions across environments.

### Who Should Attend

Typical job titles include:

- System Engineers
- Developers
- Network Operations Specialists
- Software Architects

### Duration

3 days  
9:00 am - 5:00 pm

## Course Objectives

- Perform installations ("green-field" versus upgrading) of TeamWorks on WebLogic 8.1 in a stand-alone configuration
- Describe how security mechanisms work and identify how they apply within their organizations
- Identify various configuration options such as user interface customizations, network level specifics, logging, etc.
- Identify options around user management and role definitions/assignments
- Identify options for monitoring the TeamWorks platform
- Use the capacity planning approach of setting up TeamWorks in a high availability environment (Clustering) and overall sizing metrics.
- Perform Root-Cause Analysis using tools in TeamWorks
- Identify specific tuning areas in TeamWorks for optimization

## Prerequisites

- Knowledge of BEA WebLogic 8.1 and/or IBM's WebSphere 5.1
- Fundamental TCP/IP Networking knowledge
- Understanding of Distributed Environments
- Writing DOS batch files
- IT troubleshooting skills
- Basic J2EE Understanding
- Experience with Windows Server (XP, .NET) Administration
- Basic knowledge of RDBMS (working SQL knowledge would be a plus)
- Understanding of content covered in Teamworks 6: Modeling Processes course (4 day class)