



# Training

---

## eHealth User Introduction

### Course Overview

This course is a lecture-workshop course designed to provide the eHealth users with the knowledge needed to monitor the health of their network, proactively make decisions, troubleshoot and gain added value from their eHealth reports.

### Prerequisites

Students should also have an understanding of IT concepts such as:

- IP networking and network protocols
- Wide area networking protocols such as Frame Relay
- Routers, switches and networked devices

### Key Topics Covered

- eHealth Suite Overview
- OneClick Overview/Managing Groups/Group Lists
- Standard eHealth Reporting, including reviewing of Health Index for Servers
- Live Health (Includes Live Exceptions, Trend and Status)
- Troubleshooting with eHealth

### On completion of this course students will be able to:

- Understand the eHealth Suite components
- Carry out basic management of eHealth using OneClick
- Interpret the eHealth reports
  - Health
  - At-a-glance
  - Trend
  - Service Level
- Understand eHealth Live Health
- Troubleshoot problems using eHealth reports and Live Health

### This course DOES NOT cover:

- eHealth Administration
- eHealth Motif GUI
- Discovery, Scheduling or Report Customisation
- Live Exceptions Configuration
- eHealth Report Center or eHealth Traffic Accountant

### Who Should Attend

eHealth operator users such as:

- Network Managers, operators, designers, planners, analysts, and any person that uses eHealth.
- Students should bring an example report printed in PDF for class discussion if time permits.

**Course Type: Lecture**

**Duration: 1 Day**