



Administrator and User Training for BlackBerry®

Workshops 2008



 **BlackBerry®**

Alliance Member

BlackBerry® Administration Basic V4.x for MS Exchange

Objective

In this course you will get an overview of the BlackBerry system, BlackBerry smartphones and detailed information on the BlackBerry Enterprise Server.

Scenarios for using the BlackBerry system in an existing Microsoft Exchange environment will be thoroughly discussed. You will have the chance to install, configure and test a BlackBerry system in our training environment by yourself.

Target audience

This course applies to BlackBerry Enterprise Server Administrators as well as employees in 1st-/ 2nd-Level-Support.

Contents

- Introduction to BlackBerry technology
- Functionality of the BlackBerry Enterprise Server
- Configuration of the BlackBerry Enterprise Server
- User management
- BlackBerry smartphone

*Dates (open trainings)

07.01. Munster	31.03. Munich	05.06. Munich
21.01. Neumunster	07.04. Munster	26.06. Berlin
28.01. Berlin	14.04. Neumunster	
06.02. Munich	21.04. Berlin	
11.02. Bensheim	05.05. Bensheim	
18.02. Munster	19.05. Munster	
12.03. Hamburg	26.05. Hamburg	

Requirements

MCSE 2000/ 2003; an adequate knowledge of Microsoft Exchange 2000/ 2003

Duration: 1 Day

Starts at: 9.30 am

Variants

Open Training

- See below for dates
- Price: 575,00 € per participant

Closed Training

- Dates by arrangement
- Prices:
 - Customer's site: 1.050,00 € (plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg): 980,00 € (incl. lunch)

All Prices are plus legal VAT per day.

Price
starting at

575,00 €
plus VAT

BlackBerry® Administration Advanced V4.x for MS Exchange

Objective

In this course you will enlarge your skills in the BlackBerry Server technology. You will learn about the internal processes of the BlackBerry Server, create security policies and configurations on a live system and receive hints for analyzing errors from experts with practical experience. Getting to know the advanced configuration possibilities of the BlackBerry Enterprise Server as well as strategies for using the client software will round off the course.

Target audience

This course applies to BlackBerry Enterprise Server Administrators as well as employees in 2nd-/ 3rd-Level-Support.

Contents

- Detailed view on the functions of the BlackBerry Enterprise Server
- Functionality of the message and data transmission
- Collaboration of the specific BlackBerry Enterprise solution components
- BlackBerry management console
- Best practice: IT policies
- Central administration
- Attachment Service and Mobile Data Service
- Desktop Manager and alternatives
- Troubleshooting and analyzing log files
- Service and support concepts

*Termine (offene Seminare)

08.01. Munster	01.04. Munich	06.06. Munich
22.01. Neumunster	08.04. Munster	27.06. Berlin
29.01. Berlin	15.04. Neumunster	
07.02. Munich	22.04. Berlin	
12.02. Bensheim	06.05. Bensheim	
19.02. Munster	20.05. Munster	
13.03. Hamburg	27.05. Hamburg	

Requirements

Course 6400 – BlackBerry Administration Basic V4.x and an adequate knowledge of Microsoft Exchange 2000/ 2003; MCSE 2000/ 2003

Duration: 1 Day

Starts at: 9.30 am

Variants

Open Training

- See below for dates
- Price: 575,00 € per participant

Closed Training

- Dates by arrangement
- Prices:
 - Customer's site: 1.050,00 € (plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg): 980,00 € (incl. lunch)

All Prices are plus legal VAT per day.

Price
starting at

575,00 €
plus VAT

BlackBerry® Administration Expert V4.x for

- MS Exchange
- Lotus Domino
- Novell GroupWise

Objective

In this course advanced BlackBerry administrators will receive all qualifications to set up a BlackBerry Enterprise Server in a complex infrastructure. Additionally strong knowledge of managing, monitoring and supporting the BlackBerry system will be mediated.

Target audience

This course applies to BlackBerry Enterprise Server Administrators as well as employees in 2nd-/ 3rd-Level-Support from the corresponding systems (Exchange/ Domino/ Groupwise).

Contents

- Possibilities of software deployment via BES
- Instant Messaging and Collaboration Services
- High availability of the BlackBerry infrastructure
- Monitoring the BlackBerry infrastructure
- Designing a BlackBerry infrastructure for distributed environments
- Remote installation of the MDS-Server and the Attachment Server
- Disaster Recovery of the BlackBerry Enterprise Server
- Differences between the single BlackBerry smartphones (Connect, BuiltIn)
- Using 3rd-party solutions for BlackBerry management and high availability
- Added Value Solutions for BlackBerry
- Security functions
- BlackBerry IT Policies
- Securing communications/ encryption mechanisms
- Smartphone security/ application security

- Security of the enterprise activation
- Set up data packets
- Scenarios of attacks
- Advanced security using PGP/ S/MIME
- BlackBerry SmartCard-Reader

Requirements:

- At least 1 year of BlackBerry Administration or:
- Course 6401 and an adequate knowledge of Microsoft Exchange 2000/ 2003; MCSE 2000/ 2003
- Or
- Course 6404 and knowledge of LANs as well as Lotus Domino 5.x, 6.x or 7.x
- Or
- Course 6407 and knowledge LANs (Microsoft Windows/ Novell); experience with Novell Groupwise

Duration: 2 Days
Starts at: 9.30 am

Variants

- Open Training
- See below for dates
 - Price: 1.300,00 € per participant
- Closed Training
- Dates by arrangement
 - Prices:
 - Customer's site: 2.400,00 € (plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg): 2.260,00 € (incl. lunch)

All Prices are plus legal VAT per day.

*Dates (open trainings)

14.01. - 15.01. Munich	09.04. - 10.04. Munster
24.01. - 25.01. Hamburg	23.04. - 24.04. Berlin
30.01. - 31.01. Berlin	28.04. - 29.04. Munich
13.02. - 14.02. Bensheim	07.05. - 08.05. Bensheim
20.02. - 21.02. Munster	28.05. - 29.05. Hamburg
28.02. - 29.02. Munich	09.06. - 10.06. Munster
27.03. - 28.03. Hamburg	30.06. - 01.07. Berlin

Price
starting at

1.300,00 €
plus VAT

BlackBerry® Administration Basic V4.x for Lotus Domino

Objective

In this course you will get an overview of the BlackBerry system, BlackBerry smartphones and detailed information on the BlackBerry Enterprise Server. Scenarios for using the BlackBerry system in an existing Lotus Domino environment will be thoroughly discussed. You will have the chance to install, configure and test a BlackBerry system in our training environment by yourself.

Target audience

This course applies to BlackBerry Enterprise Server Administrators as well as employees in 1st-/ 2nd-Level-Support.

Contents

- Introduction to BlackBerry technology
- Functionality of the BlackBerry Enterprise Server
- Configuration of the BlackBerry Enterprise Server
- User management
- BlackBerry smartphone

Requirements

General knowledge of local area networks; an adequate knowledge of Lotus Domino 5.x, 6.x or 7.x

Duration: 1 Day

Starts at: 9.30 am

Variants

Open Training

- See below for dates
- Price: 575,00 € per participant

Closed Training

- Dates by arrangement
- Prices:
 - Customer's site: 1.050,00 € (plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg): 980,00 € (incl. lunch)

All Prices are plus legal VAT per day.

*Dates (open trainings)

09.01. Munster	16.04. Munster
16.01. Berlin	15.05. Hamburg
04.02. Hamburg	02.06. Bensheim
25.02. Munster	11.06. Munster
27.02. Bensheim	23.06. Munich
10.03. Munich	
02.04. Berlin	

Price
starting at

575,00 €
plus VAT

BlackBerry® Administration Advanced V4.x for Lotus Domino

Objective

In this course you will enlarge your skills in the BlackBerry Server technology. You will learn about the internal processes of the BlackBerry Server, create security policies and configurations on a live system and receive hints for analyzing errors from experts with practical experience. Getting to know the advanced configuration possibilities of the BlackBerry Enterprise Server as well as strategies for using the client software will round off the course.

Target audience

This course applies to BlackBerry Enterprise Server Administrators as well as employees in 2nd-/ 3rd-Level-Support.

Contents:

- Detailed view on the functions of the BlackBerry Enterprise Server
- Functionality of the message and data transmission
- Collaboration of the specific BlackBerry Enterprise solution components
- BlackBerry management console
- Best practice: IT policies
- Central administration
- Attachment Service and Mobile Data Service
- Desktop Manager and alternatives
- Troubleshooting and analyzing log files
- Service and support concepts

*Dates (open trainings)

10.01. Munster	17.04. Munster
17.01. Berlin	16.05. Hamburg
05.02. Hamburg	03.06. Bensheim
26.02. Munster	12.06. Munster
28.02. Bensheim	24.06. Munich
11.03. Munich	
03.04. Berlin	

Requirements

Course 6403 – BlackBerry Administration Basic V4.x and an adequate knowledge of local area networks and Lotus Domino 5.x, 6.x or 7.x

Duration: 1 Day

Starts at: 9.30 am

Variants

Open Training

- See below for dates
- Price: 575,00 € per participant

Closed Training

- Dates by arrangement
- Prices:
 - Customer's site: 1.050,00 € (plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg): 980,00 € (incl. lunch)

All Prices are plus legal VAT per day.

Price
starting at

575,00 €
plus VAT

BlackBerry®

Administration Expert V4.x for

- MS Exchange
- Lotus Domino
- Novell GroupWise

Objective

In this course advanced BlackBerry administrators will receive all qualifications to set up a BlackBerry Enterprise Server in a complex infrastructure. Additionally strong knowledge of managing, monitoring and supporting the BlackBerry system will be mediated.

Target audience

This course applies to BlackBerry Enterprise Server Administrators as well as employees in 2nd-/ 3rd-Level-Support from the corresponding systems (Exchange/ Domino/ Groupwise).

Contents

- Possibilities of software deployment via BES
- Instant Messaging and Collaboration Services
- High availability of the BlackBerry infrastructure
- Monitoring the BlackBerry infrastructure
- Designing a BlackBerry infrastructure for distributed environments
- Remote installation of the MDS-Server and the Attachment Server
- Disaster Recovery of the BlackBerry Enterprise Server
- Differences between the single BlackBerry devices (Connect, BuiltIn)
- Using 3rd-party solutions for BlackBerry management and high availability
- Added Value Solutions for BlackBerry
- Security functions
- BlackBerry IT Policies
- Securing communications/ encryption mechanisms
- Smartphone security/ application security

- Security of the enterprise activation
- Set up data packets
- Scenarios of attacks
- Advanced security using PGP/ S/MIME
- BlackBerry SmartCard-Reader

Requirements:

At least 1 year of BlackBerry Administration or:

- Course 6401 and an adequate knowledge of Microsoft Exchange 2000/ 2003; MCSE 2000/ 2003
- Or
- Course 6404 and knowledge of LANs as well as Lotus Domino 5.x, 6.x or 7.x
- Or
- Course 6407 and knowledge LANs (Microsoft Windows/ Novell); experience with Novell Groupwise

Duration: 2 Days
Starts at: 9.30 am

Variants

Open Training

- See below for dates
- Price: 1.300,00 € per participant

Closed Training

- Dates by arrangement
- Prices:
 - Customer's site: 2.400,00 € (plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg): 2.260,00 € (incl. lunch)

All Prices are plus legal VAT per day.

*Dates (open trainings)

14.01. - 15.01. Munich	09.04. - 10.04. Munster
24.01. - 25.01. Hamburg	23.04. - 24.04. Berlin
30.01. - 31.01. Berlin	28.04. - 29.04. Munich
13.02. - 14.02. Bensheim	07.05. - 08.05. Bensheim
20.02. - 21.02. Munster	28.05. - 29.05. Hamburg
28.02. - 29.02. Munich	09.06. - 10.06. Munster
27.03. - 28.03. Hamburg	30.06. - 01.07. Berlin

Price
starting at

1.300,00 €
plus VAT

BlackBerry® Administration Basic V4.x for Novell GroupWise

Objective

In this course you will get an overview of the BlackBerry system, BlackBerry smartphones and detailed information on the BlackBerry Enterprise Server. Scenarios for using the BlackBerry system in an existing Novell environment will be thoroughly discussed. You will have the chance to install, configure and test a BlackBerry system in our training environment by yourself.

Target audience

This course applies to BlackBerry Enterprise Server Administrators as well as employees in 1st-/ 2nd-Level-Support.

Contents

- Introduction to BlackBerry technology
- Functionality of the BlackBerry Enterprise Server
- Configuration of the BlackBerry Enterprise Server
- User management
- BlackBerry smartphone

Requirements

General knowledge of local area networks; an adequate knowledge of Novell GroupWise

Duration: 1 Day
Starts at: 9.30 am

Variants

Open Training

- See below for dates
- Price: 575,00 € per participant

Closed Training

- Dates by arrangement
- Prices:
 - Customer's site: 1.050,00 €
(plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg):
980,00 € (incl. lunch)

All Prices are plus legal VAT per day.

*Dates (open trainings)

30.01. Neumunster
12.03. Munster
25.03. Munich
03.04. Neumunster
20.05. Munich
16.06. Munster

Price
starting at

575,00 €
plus VAT

BlackBerry® Administration Advanced V4.x for Novell GroupWise

6407

Objective

In this course you will enlarge your skills in the BlackBerry Server technology. You will learn about the internal processes of the BlackBerry Server, create security policies and configurations on a live system and receive hints for analyzing errors from experts with practical experience. Getting to know the advanced configuration possibilities of the BlackBerry Enterprise Server as well as strategies for using the client software will round off the course.

Target audience

This course applies to BlackBerry Enterprise Server Administrators as well as employees in 2nd-/ 3rd-Level-Support.

Contents:

- Detailed view on the functions of the BlackBerry Enterprise Server
- Functionality of the message and data transmission
- Collaboration of the specific BlackBerry Enterprise solution components
- BlackBerry management console
- Best practice: IT policies
- Central administration
- Attachment Service and Mobile Data Service
- Desktop Manager and alternatives
- Troubleshooting and analyzing log files
- Service and support concepts

*Dates (open trainings)

31.01. Neumunster
13.03. Munster
26.03. Munich
04.04. Neumunster
21.05. Munich
17.06. Munster

Requirements

Course 6406 – BlackBerry Administration Basic V4.x and an adequate knowledge of local area networks and Novell GroupWise

Duration: 1 Day
Starts at: 9.30 am

Variants

Open Training

- See below for dates
- Price: 575,00 € per participant

Closed Training

- Dates by arrangement
- Prices:
 - Customer's site: 1.050,00 €
(plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg):
980,00 € (incl. lunch)

All Prices are plus legal VAT per day.

Price
starting at

575,00 €
plus VAT

BlackBerry® Administration Expert V4.x for

- MS Exchange
- Lotus Domino
- Novell GroupWise

Objective

In this course advanced BlackBerry administrators will receive all qualifications to set up a BlackBerry Enterprise Server in a complex infrastructure. Additionally strong knowledge of managing, monitoring and supporting the BlackBerry system will be mediated.

Target audience

This course applies to BlackBerry Enterprise Server Administrators as well as employees in 2nd-/ 3rd-Level-Support from the corresponding systems (Exchange/ Domino/ Groupwise).

Contents

- Possibilities of software deployment via BES
- Instant Messaging and Collaboration Services
- High availability of the BlackBerry infrastructure
- Monitoring the BlackBerry infrastructure
- Designing a BlackBerry infrastructure for distributed environments
- Remote installation of the MDS-Server and the Attachment Server
- Disaster Recovery of the BlackBerry Enterprise Server
- Differences between the single BlackBerry devices (Connect, BuiltIn)
- Using 3rd-party solutions for BlackBerry management and high availability
- Added Value Solutions for BlackBerry
- Security functions
- BlackBerry IT Policies
- Securing communications/ encryption mechanisms
- Smartphone security/ application security

- Security of the enterprise activation
- Set up data packets
- Scenarios of attacks
- Advanced security using PGP/ S/MIME
- BlackBerry SmartCard-Reader

Requirements:

At least 1 year of BlackBerry Administration or:

- Course 6401 and an adequate knowledge of Microsoft Exchange 2000/ 2003; MCSE 2000/ 2003
- Or
- Course 6404 and knowledge of LANs as well as Lotus Domino 5.x, 6.x or 7.x
- Or
- Course 6407 and knowledge LANs (Microsoft Windows/ Novell); experience with Novell Groupwise

Duration: 2 Days
Starts at: 9.30 am

Variants

Open Training

- See below for dates
- Price: 1.300,00 € per participant

Closed Training

- Dates by arrangement
- Prices:
 - Customer's site: 2.400,00 € (plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg): 2.260,00 € (incl. lunch)

All Prices are plus legal VAT per day.

*Dates (open trainings)

14.01. - 15.01. Munich	09.04. - 10.04. Munster
24.01. - 25.01. Hamburg	23.04. - 24.04. Berlin
30.01. - 31.01. Berlin	28.04. - 29.04. Munich
13.02. - 14.02. Bensheim	07.05. - 08.05. Bensheim
20.02. - 21.02. Munster	28.05. - 29.05. Hamburg
28.02. - 29.02. Munich	09.06. - 10.06. Munster
27.03. - 28.03. Hamburg	30.06. - 01.07. Berlin

Price
starting at

1.300,00 €
plus VAT

BlackBerry® Security

Objective

In this course you will receive detailed information on all security relevant components of the BlackBerry technology. Also you will be taught how to set up a secure mobile infrastructure.

Target audience

This course applies to BlackBerry Enterprise Server Administrators, corporate Security Administrators and IT managers.

Contents

- Security features
- BlackBerry IT policies
- Communication security and encryption mechanisms
- Device security and application security
- Security during wireless enterprise activation
- Setting up data packets
- Scenarios of attacks
- Advanced security using PGP or S/MIME
- BlackBerry SmartCard reader

Requirements

General knowledge of local area network security (Firewall, Proxy, etc.); complex IT infrastructures; basic knowledge of encryption

Duration: 1 Day

Starts at: 9.30 am

Variants

Open Training

- See below for dates
- Price: 850,00 € per participant

Closed Training

- Dates by arrangement
- Prices:
 - Customer's site: 1.200,00 € (plus travel charges outside Germany)
 - Training center ISEC7 (Hamburg): 1.120,00 € (incl. lunch)

All Prices are plus legal VAT per day.

*Dates (open trainings)

11.01. Munster	30.05. Hamburg
23.01. Neumunster	13.06. Munster
08.02. Munich	25.06. Munich
14.03. Munster	
17.03. Hamburg	
18.04. Neumunster	
30.04. Munich	

Price
starting at

850,00 €
plus VAT

We are pleased to receive your inquiry.

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