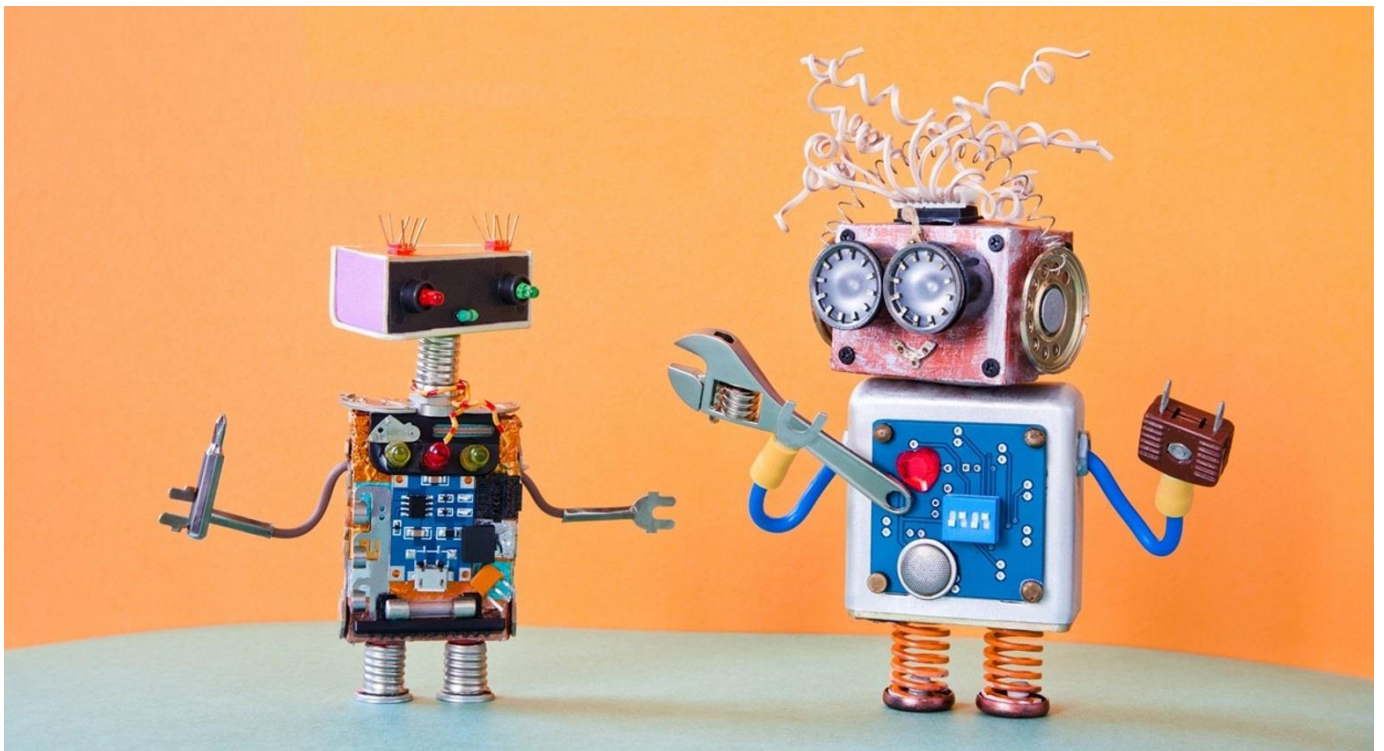


Course Profile: Directory and User Management

Liberty Converse



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1 Training Facilities & Requirements Onsite

Instructor-led training from Netcall is either delivered on customer premises or via Netcall's online GoToTraining platform. The training facilities below detail the requirements to ensure successful training delivery in both instructor-led learning environments. For training to be effective a training suite/room capable of hosting I.T. training is preferred with the following:

- One computer per learner connected to the organisation network.
- One computer for the trainer connected to the organisation network.
- Every computer must have Internet access and able to access Netcall's Liberty training environment here: <https://libertytrain4.netcall.com>.
- A digital projector or SMART board, television or large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- Telephones with DDI access (ideally with speaker phone capability).

If a training suite/room is not attainable the following must be supplied as a minimum in any room used:

- One computer for the trainer connected to the organisation network.
- The one computer must have Internet access and able to access Netcall's Liberty training environment here: <https://libertytrain4.netcall.com>.
- A digital projector or SMART board, television or large screen connected to the trainer machine.
- White board or flip chart.
- A suitable space to sit delegates for an extended period of time.
- Telephones with DDI access (ideally with speaker phone capability).

2 Training Facilities & Requirements for Online using GoToTraining Platform

For training to be effective each learner should have:

- Access to the GoToTraining remote instructor-led training session from their own computer.
- Access to a telephone to dial into the audio or a computer and suitable headset/microphone device to enable audio streaming.
- Have tested their connectivity and computer compatibility by following the computer test link here: <https://support.logmeininc.com/gotomeeting/get-ready>
- Be situated in a suitable space for an extended period of time.

3 Liberty Converse Directory & User Management

Duration: ½ day

Course Overview

The objective of the Liberty Converse Directory & User Management training course is to introduce delegates to the fundamental requirement of creating, managing and maintaining a functioning Liberty Converse Directory. The directory being key to the all platform applications this course is considered essential to any Netcall application administration role.

Target Audience

The course is aimed towards members of staff who have system administration or directory management responsibilities for any Liberty Converse platform application. Delegates typically are staff tasked with the management, administration and/or maintenance of the system.

Course Outcomes

By the end of the session attending delegates will comprehensively understand the Liberty Converse Directory to make key decisions on its creation and ongoing management.

Prerequisites

Preferably attendees should have knowledge of the Liberty Converse application(s) being deployed.

Course Content

Introducing the Liberty Converse Directory

Objective: To understand the purpose of the Liberty Converse Directory, how it is managed effectively and how it is generated

- What is the Directory used for?
- Directory Data Types
- The Directory Key Components

Entities

Objective: To understand what a Directory entity is, the different types of entities available and the reasons to create them

- Persons Entities
- Non-person Entities

Templates

Objective: To understand what role Templates have within the Liberty Converse Directory

- What are Templates?
- Default Templates
- Using Different Templates
- Template Settings

Class of Service

Objective: To understand what role Class of service has within the Liberty Converse Directory and how they impact on user accounts

- What is a class of service
- Why to use differing COS
- Default COS
- COS Settings

Managing and Maintaining the Liberty Converse Directory

Objective: To understand the different methods to Managing the Liberty Converse Directory and to apply knowledge gained to manage the Liberty Converse Directory manually

- Directory Management Methods
- Data Synchronisation
- Manually Managing Entities

User Permissions

Objective: To understand what roles and what part they play within Liberty Converse, the different types of roles available and how they work when assigned to entities

- Understanding Role Based Permissions
- Entity Elevation
- Role Types

Account Administration

Objective: To manage user accounts with regard to account issues such as locked accounts and password resets.

- Account Information
- Editing Account Information
- Password & PIN Resets

User Account Security

Objective: To access and understand the user account security options within Liberty Converse Directory

- Global Account Settings
- Password Settings
- PIN Settings

Each Party shall keep in strict confidence the Software, all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and which have been disclosed by one Party (the “Disclosing Party”) to the other (the “Receiving Party”), its employees, agents and/or sub-contractors and any other confidential information concerning the Disclosing Party’s business, the Hardware, the Software, and/or the Services which the Receiving Party may obtain as a result of such disclosure (“Confidential Information”).