Publication date : 06/12/2024

Course : GLPI and OCS Inventory, mastering IT asset management

Practical course - 3d - 21h00 - Ref. LPM
Price : 1800 € E.T.

Become an expert in GLPI and OCS Inventory! By the end of this course, you'll be able to configure and operate these essential tools. You'll learn how to transform your IT asset management, master authentication modes and optimize technical support for a better organization.

Teaching objectives

At the end of the training, the participant will be able to:

- Install and configure GLPI and OCS Inventory
- Handling and navigating the GLPI interface
- Configure and manage various authentication modes in GLPI
- Manage user entities and profiles in GLPI
- Synchronize and manage inventory between GLPI and OCS Inventory

Intended audience

System administrators, IT managers.

Prerequisites

Windows/Linux system administration.

Course schedule

1 Introduction: installation

- Prerequisites.
- Installation.
- Configuration.
- The update.
- Change of server.

Hands-on work

Install GLPI and OCS Inventory.

PARTICIPANTS

System administrators, IT managers.

PREREQUISITES

Windows/Linux system administration.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

2 Ergonomic elements

- Installing the sample database.
- Home page.
- Menu navigation.
- Main buttons.
- Search zone buttons.
- Display parameter buttons (Lists).
- Display parameter buttons (inventory items).
- Research.

Hands-on work

Get to grips with and explore GLPI's interface.

3 Authentication modes

- Local account database.
- External authentication modes.
- Lightweight Directory Access Protocol (LDAP).
- LDAP connection configuration.
- Data retrieval from an LDAP directory.
- Connecting to a mail server.
- Central Authentication Service (CAS) authentication.

Hands-on work

Set up LDAP authentication for GLPI and test the connection.

4 The entities

- Creation of tree structure.
- Creation of first-level entities.
- Creation of other entity levels.
- Modification of the tree structure.
- Modification of an entity's name.
- Change the location of one or more entities.
- Deleting an entity.
- Details of entity data.

Hands-on work

Create an entity tree.

5 Profiles

- Default profiles.
- Simplified, standard interface.
- General profile data.
- An example of profile creation.
- Assigning rights to users.
- Manual assignment.
- Automatic assignment.
- Description of the Root rule.
- The creation of new rules.
- The behavior of rules in relation to each other.

Hands-on work

Create a personalized profile with specific rights.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

6 Fleet management

- Relationship between GLPI and OCS Inventory.
- A promising project for GLPI: FusionInventory.
- Configuration (OCSNG mode).
- Import/synchronization.
- Import new computers into an existing database.
- Cleaning up GLPI/OCSNG links.
- Import and link rules.
- Automatic actions.
- Rules for assigning computers to entities.
- Managing inventory items.
- Massive modifications.
- Budgets, contacts, contracts and suppliers.
- Parameterization of management data.
- Management of printers, cartridges, software and network elements.
- Dictionaries.

Hands-on work

Create a fictitious inventory from OCS Inventory to GLPI, synchronize data and create assignment rules to sort computers.

7 Le helpdesk

- Feeding the ticket queue.
- The advantages and disadvantages of the three feeding methods.
- Notifications.
- Services Level Agreement (SLA).
- Ticket management.
- Satisfaction surveys.
- Statistics.

Hands-on work

Simulate a ticket creation scenario via GLPI, set up notifications for administrators and follow a ticket through to resolution.

Dates and locations

REMOTE CLASS
2026 : 18 Mar., 17 June, 21 Sep., 7 Dec.

PARIS LA DÉFENSE
2026 : 17 June, 21 Sep., 7 Dec.