



PREDICT · PROTECT · PERFORM

## Neverfail Certified Administrator (NCA) Training Overview

This course is designed for personnel responsible for performing day-to-day Neverfail administrative operations and maintenance within an organization's own IT department.

### Training Options

Neverfail offers training in both Web-based "eLearning" and classroom-based "hands-on" instructional formats. Course format will depend on the learning objectives of the participant as well as the objectives of the participant's organization. Please consult your Neverfail representative to determine which educational format is best suited to fit you and your company's needs.

### Web-based eLearning Courses

Web-based courses may be taken at the convenience of the participant and are approximately four hours in length. All Web-based eLearning courses have an associated examination that the candidate must pass to demonstrate they have achieved a sufficient level of knowledge to obtain the specific certification. These examinations and certifications are linked to the current version of the Neverfail product.

As new product versions are released, corresponding eLearning modules will be updated or new modules will be released. This will require candidates to review the new materials and pass the additional related examinations to maintain the currency of their certification.

At the conclusion of this course, participants will be able to:

- Understand the Neverfail product architecture
- Configure the product
- Perform day-to-day maintenance
- Perform troubleshooting tasks
- Use the Neverfail Extranet to access knowledge bases, support and eLearning materials

### On-site Training

These courses are instructor led and use a combination of presentations and demonstrations to provide attendees with product and best practice information regarding the installation and administration of the Neverfail product set.

With small class sizes, attendees will benefit from a close level of personal attention to ensure that they are well equipped to install, maintain and achieve the maximum value from their Neverfail solution.

## About Neverfail

Neverfail® is a leading global software company providing continuous availability and disaster recovery for critical Windows-based applications in physical, virtual or mixed environments. Continuous availability blends high availability, disaster recovery and data protection software with best practice monitoring and automation. Neverfail's predictive approach protects businesses during both IT outages and planned maintenance. Regardless of the type of problem, from a single component failure to a full site disaster, critical business applications remain constantly available to information workers. With Neverfail, users remain continuously connected to applications such as Microsoft® Exchange, SQL Server, File Server, IIS, SharePoint, Cluster Server, BlackBerry® Enterprise Server, Captaris RightFax and IBM® Lotus® Domino®. More information can be found at [www.neverfailgroup.com](http://www.neverfailgroup.com).



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