ExtraHop

PROFESSIONAL SERVICES

Training
Tailored Training Delivers Knowledge, Expertise, and Confidence

ExtraHop believes in empowering our customers. By developing a training program that supports learners at various levels of expertise and maturity, ExtraHop's Training service offering is a vital component of successful implementation strategy.

ExtraHop offers training delivered by professional trainers that are both product and domain experts – ensuring customers not only learn how to use the product's vast feature set, but also understand how the product can be used to identify security and performance issues using the network.

The Training service will provide multiple levels of instructor-led training for customers and partners tailored to specific roles, responsibilities, and levels of expertise. Training is available individually, or for groups, and is typically delivered remotely although on-site options are possible for large groups.

A Modular Two-Part Curriculum

Fundamentals

Fundamental Training utilizes live customer data. It provides a general overview of what ExtraHop is and how it collects, analyses and visualizes data in a network. It covers the layout and navigation of the ExtraHop UI, viewing and interpreting default network and application protocol metrics from different perspectives (such as a single device, a group of devices or an application container). It explains the workflow from high-level overviews to detailed analysis. It reviews the data exposed in the default dashboards, demonstrates other visualization features and provides hands-on experience with creating, using and sharing dashboards.

Advanced

Advanced Training utilizes live customer data. It provides a deep dive into relevant ExtraHop protocol metrics, including TCP, and covers hands-on creation of multi-tiered application dashboards. It focuses on customizations that extend the platform such as alternative device discovery, trend alerts and multi-criteria triggers (including integrating ExtraHop data with external sources) and demonstrates how to utilize and create solution bundles. Advanced Training includes an overview of best configuration practices, administration and maintenance of the ExtraHop ecosystem.

Use-Case Specific Course Add-Ons

To further tailor your learning experience on the ExtraHop platform, we offer individual add-on courses that adapt your team's individual activities and requiremtents.

Live Data Review	Protocol Deep-Dive	Understanding Alerts	Deep Dive into Devices
Creating Successful Dashboards	Using the Record Visual Query Language	Creating and Using Record Formats	Getting Started with Application Inspection Triggers

Each ExtraHop Training Module utilizes a customer's training credits and have different credit costs. For a complete catalog of available training and credit costs, please contact your ExtraHop representative.

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info@extrahop.com
www.extrahop.com