

WORKING WITH TANIUM: ENDPOINT MANAGEMENT

OEM: Tanium • Code: WORKING_WITH_TANIUM_ENDPOINT_MANAGEMENT

COURSE DESCRIPTION

This course bundle equips IT operations teams with the practical skills to manage, maintain, and secure their endpoints across the entire fleet using Tanium's Endpoint Management solution. It is divided into Enterprise Deployment and Helpdesk Support specializations. Through hands-on labs and real-world scenarios, you'll learn to keep systems patched and compliant, deploy and manage software at scale, provision new machines from bare metal, and monitor and resolve endpoint performance issues before they impact users. You'll also explore the tools that connect IT to the people behind the endpoints — engaging end users directly, sharing screens for remote support, and enabling secure remote access through Jump Gate.

AUDIENCE PROFILE

- This course is intended for experienced Tanium operators who are ready to expand their knowledge of the Tanium core platform, and desire to become more proficient in the operation and primary use cases of Tanium's Endpoint Management solution.

PREREQUISITES

- (Required) Getting Started with Tanium
- (Recommended) Tanium Essentials or 6 months operator experience

COURSE OBJECTIVES

By the end of this course, participants will be able to:

Enterprise Deployment: Patch

- Configure patch scan types for Windows and Linux endpoints
- Build and maintain patch lists and block lists
- Create and manage maintenance windows
- Deploy patches using one-time, ongoing, and self-service deployment types
- Extend patch workflows using Tanium platform integrations
- Report on patch compliance against organizational policies
- Troubleshoot common patch failures at the sensor and endpoints levels

Enterprise Deployment: Deploy

- Understand the core Deploy workflows and key components

- Create and manage manual, self-service, and automated deployments
- Build and manage software packages and bundles
- Configure Deploy to align with organizational policies and change management needs
- Use reports and dashboards to monitor deployment activity and success
- Troubleshoot common deployment, tooling, and server-side issues
- Leverage integrations to extend and streamline deployment workflows

Enterprise Deployment: Provision

- Explain the core concepts, architecture, and purpose of Tanium Provision
- Plan and configure the Provision environment by translating business requirements into endpoint, network, and security configurations
- Create a Provision endpoint
- Create OS bundles by managing OS bundle files and configuring Provision settings
- Execute and monitor device imaging using PXE and USB boot methods to successfully provision endpoints
- Administer and validate device lock, wipe, and retirement actions in alignment with security policies
- Implement and analyze Provision integrations, including automation playbooks and external system handoffs
- Interpret and use Provision reports to monitor deployment performance and outcomes
- Diagnose and resolve Provision issues using logs and structured troubleshooting processes

Helpdesk Support: Performance

- Configure Tanium Performance to reliably detect meaningful performance issues
- Analyze performance events to understand impact, scope, and trends
- Investigate endpoint-level performance issues with confidence
- Translate investigation findings into actionable insights with reporting

Helpdesk Support: Engage

- Explain how Engage supports proactive, targeted user communication
- Use Guide notifications and Engage surveys to collect contextual user feedback
- Interpret survey results to inform actions and improve engagement outcomes
- Explain how Engage works with feature integrations to deliver targeted end-user notifications
- Describe how service and module integrations extend Engage through endpoint management, performance insights, and reporting

Helpdesk Support: Jump Gate

- Explain Zero Trust, Just-in-Time access, and how Tanium Jump Gate secures privileged remote access
- Configure Jump Gate components in the correct dependency model
- Execute the end-to-end Jump User workflow, including submitting requests, managing sessions, and documenting activity
- Evaluate and approve or decline access requests using structured decision criteria and audit-quality rationale
- Analyze audit logs to validate compliance, track user activity, and identify control gaps
- Set up collaboration tools (like Slack and Teams) and understand how Tanium extends access to isolated networks

Helpdesk Support: Screen Sharing

- Successfully plan for a screen sharing implementation in your organization
- Setup and configure your screen sharing implementation
- Launch a screen sharing session from Tanium
- Troubleshoot issues with your screen sharing implementation

Module 1: Enterprise Deployment

Patch

- Overview
 - Tanium Patch overview
 - Patch components
- Configuring Patch for success: Patch scans
 - Patch scans
 - Creating a Windows scan configuration
 - Creating a Linux scan configuration
 - Managing and monitoring scan configurations
- Configuring Patch for success: Patch lists
 - Patch lists and block lists
 - Patch confidence scores
 - Hands-on: Patch lists
- Configuring Patch for success: Maintenance windows and deployment templates
 - Maintenance windows
 - Hands-on: Maintenance windows
 - Deployment templates
 - Hands-on: Deployment templates
- Patching with Tanium
 - Patching with Tanium
 - Sniper patching: One-time deployments
 - Automated patching: Ongoing deployments
 - Self-service patching
 - Patching with Tanium (Linux)
 - Hands-on: Patch deployments
- Automation and Integration
 - Integrations with Patch
- Reporting
 - Patch reporting
 - Hands-on: Patch reporting
- Troubleshooting
 - Troubleshooting Patch
 - General troubleshooting & support

Deploy

- Overview
 - Tanium Deploy overview
 - Features and functions overview
- Managing software using Deploy

- Creating and managing manual deployments
- Understanding deployment automations
- Creating and managing automatic deployments
- Hands-on: Deployment automation
- Managing software packages and bundles
 - Managing the package gallery
 - Creating software packages
 - Creating deploy software bundles
 - Applicability scans and verification criteria
 - Hands-on: Creating packages
- Configuring Deploy for success
 - Setting up content sets and maintenance windows
 - Setting up deployment templates
 - Configuring self-service catalog
 - Hands-on: Configuring the self-service portal
 - Setting up deployment plans
 - Managing ring deployment status
 - Hands-on: Preparing for automation: deployment plans
- Reporting on software management
 - Reporting on software management
 - Hands-on: Reporting on software management
- Integrations
 - Integrations with Deploy
- Troubleshooting
 - Troubleshooting Deploy
 - General troubleshooting & support

Provision

- Overview
 - Tanium Provision benefits
 - Features and functions overview
- Setting up Provision
 - Planning Provision implementation
 - Configure network environment
 - Provision endpoints
 - Hands-on: Create a Provision Endpoint
- Managing OS bundles
 - Planning OS bundles
 - Creating software packages
 - Provision order of operations
 - Create OS bundles
 - Configure Provision settings
 - Manage OS bundle files
 - OS refresh deployments

- Hands-on: Create an OS bundle
- Provisioning an endpoint
 - Bare metal provisioning process
 - PXE deployment
 - USB deployment
 - Hands-on: Provision an endpoint
- Device lock & retirement
 - Device lock, wipe, and retire actions
 - Hands-on: Locking a user's access
- Integrations
 - Advanced customizations
 - Reporting
- Troubleshooting
 - Troubleshooting Provision
 - Best practices
 - General troubleshooting & support

Module 2: Helpdesk Support

Performance

- Overview
 - Tanium Performance benefits
 - Features and functions overview
 - Performance overview page
- Configuring Performance for success
 - Configuring Performance for success
 - Planning your Performance profile architecture
 - Event rules
 - Alerts and monitors
 - Stream configuration
 - Hands-on: Configuring Tanium Performance
- Analyze Performance events
 - Analyzing Performance events
 - Hands-on: Taking action with Tanium Performance
- Investigating endpoints using Performance
 - Investigating endpoints using Performance
 - Hands-on: Direct Connect with Performance
- Performance integrations
 - Performance integrations
- Troubleshooting
 - Troubleshooting Performance
 - General troubleshooting & support

Engage

- Overview
 - Tanium Engage benefits
 - Features and functions overview
- Engage setup and configuration
 - Configuring Engage
 - Understand Performance as feedback and validation
 - Using RBAC to customize roles and responsibilities
 - Hands-on: Configuring Engage for success
- Using Engage to take action
 - What are surveys?
 - Survey end-user experience
 - Proactive communication with notifications
 - Hands-on: Using Engage
 - Taking action on survey results
 - Hands-on: Resolving issues with remediations in Engage
- Integrations
 - Integrating Engage with other modules
 - Using Performance with Engage
 - Using Reporting with Engage
- Troubleshooting
 - Troubleshooting Engage
 - General troubleshooting & support

Jump Gate

- Overview
 - Tanium Jump Gate benefits
 - Features and functions overview
- Configuring Jump Gate
 - Configuring Jump Gate
 - Configuration objects
 - Hands-on: Configure Jump Gate
- Requesting access
 - Submitting a request
 - Hands-on: Jumping to an endpoint
- Approving access
 - The operator as human control
 - Hands-on: Approving a jump request
- Reviewing audit logs
 - What Jump Gate captures
 - Hands-on: Review audit logs
- Integrations
 - Configurations
 - Best practices
 - Hands-on: Jump Gate integrations

- Troubleshooting
 - Troubleshooting Jump Gate
 - General troubleshooting & support

Screen Sharing

- Overview
 - Screen sharing with Tanium benefits
 - Features and functions overview
- Planning for a successful implementation
 - Remote Monitoring and Management (RMM) dashboard
 - Planning and monitoring licenses
 - Planning and tuning permissions with RBAC
 - Preparing network settings for screen sharing
 - Hands-on: Planning your screen sharing implementation
- Set up and configuration
 - Configure L1, L2, and L3 access
 - Accessing and configuring the ScreenMeet console
 - Hands-on: Configuring your screen sharing implementation
- Using Tanium and ScreenMeet
 - Initiating a screen share session
 - Launching a session from an unmanaged endpoint
 - Screen sharing and ServiceNow
 - Hands-on: Putting your screen sharing implementation to use
- Troubleshooting
 - Troubleshooting ScreenMeet
 - General troubleshooting & support