New User Learning Path

**New User / Existing Customer**

- eLearning Courses
  - The following courses are available from the Portal Support menu:
    - MSS Security Intelligence & Analysis
    - MSS Security Incident Response
    - MSS Security Metrics & Reporting
    - MSS Managed SIEM Analysis & Reporting

- Demos & Simulations; Online Best Practices
  - **Education Resources** video assets (Support menu)
    1. Virtual SOC Portal Overview
    2. Virtual SOC Portal Support Menu
    3. Managing Support Roles
    4. Create/Monitor Policy Change Requests
    5. Managing Portal Reports
    6. Exporting Portal Data
    7. Using the Asset Center
    8. Managing Support Roles
  - **MSS Best Practices** (Portal Support menu)

- Live Webcasts & Replays
  - **Portal Tools & Tips** webcast series
    - Follows major Portal releases
    - Covers new features and enhancements
  - **Security Services Education** webcast series
    (Security Services Resources page, Support menu)
    - New users review replays for previous 6 months
    - Replays in Portal Media Library (Support menu)

- Knowledgebase; User & Admin Guides
  - **Knowledgebase** (Support menu; icons)
  - PDFs are available in the Documents area of the Media Library; examples include:
    - New Portal User Quick Reference Guide
    - MSS Best Practices User Guide
    - Portal Reports User Guide
    - Asset Center Quick Reference Guide
    - Various service-related user guides

- Security Videos
  - **Education Resources** page (Support menu)
  - Cover general security services topics and best practices
  - New users should start with four-part series, “Are you maximizing the value from your MSSP relationship?”

**New User / New Customer**

- Service Initiation Training
  - Delivered by Service Initiation Program Manager
    - Live delivery from IBM SmartCloud
    - Discuss specific services, and roles and responsibilities
    - Provide introduction to Portal:
      - Home Dashboard
      - Ticketing
      - Reporting
      - Device management
      - Support & Education assets
    - Focus on key best practices:
      - Device outages
      - No logs received
      - Baseline device policy
      - Device & Service updates
      - Policy tuning and PCRs

**Note:** For a detailed explanation of the MSS New User Learning Path, and an overview of MSS Education resources, view the following video:

**MSS New User Learning Path: Taking Advantage of MSS Education Resources**