

# Quality Center 11

## Administration & Customisation

This course covers all aspects of administering the Quality Center Enterprise Edition implementation, from the Site Admin utility through to project customisation and workflow.

The course covers best practices, how to maintain Quality Center projects and how to resolve typical day-to-day issues and implement user requests.

Throughout the course practical examples are demonstrated, and the delegates get to practice what they have learned in each chapter within Quality Center.

The course is intended for anyone that will be administering Quality Center (QC) or Project Administrators looking to manage QC Projects.

### Course Objectives

- Understand the QC architecture
- Get to know every aspect of the Site Admin utility, QC project management, site configuration, users, licences, implementing company-wide policies
- Gain a full understanding of project customisation, including user group permissions, custom fields, automail and alerts, workflow and the VBScript editor.
- Get to know best practices in implementing and maintaining QC.

### Course Pre-requisites

- Delegates should be familiar with Quality Center

### Key Points

#### The QC Architecture

Understand the architecture of QC, the admin components of QC, and the file structure of the repository

#### Managing Users

How to setup new users, and import users from a global level, resetting passwords, making users administrators, disabling, deleting and removing users, adding users to projects

#### Managing Domains & Projects

How to create domains and projects, importing/exporting projects, activating/deactivating, removing and deleting projects. The project table structure, copying projects, Cleaning the repository.

#### Site Connections & Licences

How to monitor users, disconnect users, import licences, modify licences, licence types

#### Server & Database Connectivity

Setup of logs for QC Servers. Setting up new database connections

#### Server Configuration

Site Parameters, how to implement organisation-wide policies, renaming QC modules at a global and local level

#### User Groups & Permissions

Creating new user groups, setting permissions, changing module-level access, how to use data-hiding filters

#### Customising Projects

Custom fields, custom look-up lists, making fields mandatory, turning on history for fields, defining Requirement types, editing RBQM constants

#### Configuring Automail & Alert Rules

Setting up Automail server side and at a project level. Creating mail conditions. Using alert rules

#### Workflow

Using the defect workflow wizards. How to use the VBScript editor to automate tasks in your QC project

#### Project Report Templates

How to set up Template Project Reports and how to manage them globally in QC

#### Sprinter Configuration

How to configure use of Sprinter at a Project Level

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The comprehensive course covering all aspects of Quality Center administration

Recommended for anyone new to Quality Center admin or for those upgrading from previous versions of TestDirector or Quality Center