Omnissa Workspace ONE® UEM Administration and Operations

Duration: 5 Days **Course Code: OMWS1UEMAO**

Overview:

Confidently manage and secure enterprise devices with advanced Workspace ONE expertise
Delivered by an Omnissa Certified Instructor, the Workspace ONE Administration and Operations course teaches IT professionals how to effectively manage, secure, and optimize enterprise devices using Workspace ONE UEM.

Target Audience:

Intermediate to advanced practitioners that manage and secure enterprise devices

Objectives:

- Explain the core capabilities and value of Workspace ONE UEM in enterprise device management.
- Design and implement secure device enrollment workflows for multiple platforms.
- Integrate directory and identity services to enable authentication and access control.
- Configure and manage conditional access policies to protect corporate resources.
- Deploy and manage applications across diverse device types and operating systems.
- Create and apply advanced device profiles and configuration policies.
- Automate administrative workflows using Freestyle Orchestrator.
- Implement modern management practices for Windows devices.
- Apply best practices for managing Apple and Android devices in enterprise environments.
- Explain and configure common Workspace ONE enterprise integrations.
- Securely deploy configurations to devices managed by Workspace ONE UEM.
- Deploy and manage applications to Workspace ONE UEM managed devices.
- Analyse a Workspace ONE UEM deployment.
- Explain how to enable email access on devices.
- Discuss strategies to maintain environment and device fleet health.
- Troubleshoot and resolve basic issues related to devices, applications, and policies.

Prerequisites:

Recommended:

- A working knowledge of Workspace ONE UEM
- A background in End-User Computing
- OMWS1DM - Omnissa Workspace ONE: Deploy and Manage

Content:

Course introduction

- Introductions and course logistics
- Course objectives

Workspace ONE foundations

- Navigating and customizing the console
- Workspace ONE UEM console foundations
- Workspace ONE Hub Services
- Workspace ONE UEM accounts

Workspace ONE architecture

- Workspace ONE ; modern SaaS architecture
- Workspace ONE UEM architecture
- Additional Workspace ONE components
- Workspace ONE example use cases

Directory services and identity management

- Identity management – Direct integration vs. Omnissa Identity service
- Direct integration Directory services UEM
- Identity management in Omnissa Access
- Identity management with Omnissa Identity service
- Enterprise Federation for Administrator Access in Omnissa Connect
- Integrating Omnissa Access with Workspace ONE UEM for Hub services and secure authentication

Access integration, policies and conditional access

- Omnissa Access overview
- Authentication methods in Access
- Federate resources for SSO
- Access policies and conditional access

Application management

- Applications overview
- Public applications
- Internal applications
- Purchased applications
- Software distribution management
- Workspace ONE SDK

Profiles and policies – basics and beyond

- Describe the benefits of using profiles
- Identify the various profile types
- Identify platform-specific profile payloads
- Explain how to create and deploy profiles in the workspace ONE UEM console

Scripting and automation with Freestyle Orchestrator

- Introduction to Freestyle Orchestrator
- Components of a Freestyle workflow in Workspace ONE UEM
- Workflow creation process in Workspace ONE UEM
- Troubleshooting a workflow in Workspace ONE UEM
- Components of a Freestyle workflow in Omnissa Intelligence

Modern management for Windows – Part 1

- Getting started with Windows management
- Provisioning, enrolling, and onboarding
- Policy configuration

Modern management for Windows – Part 2

- Windows updates
- Windows apps
- Analytics and troubleshooting

Apple Device Management – Part 1

- Apple management in Workspace ONE UEM
- Introduction to Apple services
- Integrating Apple Business Manager with Workspace ONE UEM
- Automated Device Enrollment
- App and content deployment with VPP
- Profiles for Apple Devices
- Declarative Device Management
- Creating a profile in Workspace ONE

Apple Device Management – Part 2

- Scripts and sensors with the Intelligent Hub
- Intelligent Hub hubcli
- Introduction to macOS and iOS updates
- OS update management in Workspace ONE UEM
- Device Updates dashboard
- Software Update Enforcement
- OS updates with Intelligent Hub hubcli

Android Enterprise deep dive

- Android Device Management Modes
- Android Enterprise (Custom DPC ;

Omnissa Intelligence

- What is Omnissa Intelligence and terminology overview
- Easiest point of entry – the Marketplace
- Customizing the environment - Dashboards ; Data Explorer deep dive
- Omnissa Horizon Operations overview – virtual apps and desktops
- Omnissa Intelligence Experience Management deep dive
- Keeping an eye on safety – Workspace Security
- Working with others – Integrations
- Finishing the puzzle – overview recap

Security, Compliance, and Zero Trust

- Introduction to Zero Trust with Omnissa
- Compliance Policies
- Mobile Threat Defense overview
- Tunnel for Secure Access to resources
- Zero Trust Compliance integrations

Workspace ONE UEM API

- Workspace ONE API Overview
- Using the Workspace ONE UEM API
- Using the Omnissa Access API
- Using the Omnissa Intelligence API

Troubleshooting and diagnostics – Part 1

- General troubleshooting guidance
- Core and integration components topology
- Workspace ONE UEM log files
- AirWatch Cloud Connector
- Directory Services integration
- Certificate Authority integration
- Omnissa Access and Hub Services integration

Troubleshooting and diagnostics – Part 2

- Endpoint topology overview
- Tools and resources for troubleshooting
- Workspace ONE Assist
- Troubleshooting common issues

AMAPI)
- Profile and device compliance
- Productivity Application ; Application Management
- Operating System update, Freestyle Orchestrator and troubleshooting

Additional Information:

Technical requirements
- Bring a full-size laptop.
- A secondary device is recommended for reading and lab materials, which are only delivered electronically.
- Please ensure you have the US keyboard mapping added to your devices.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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