Omnissa Workspace ONE® UEM Apple Device Management

Duration: 3 Days Course Code: OMWS1UEMADM

Overview:

Manage Apple devices smarter with Workspace ONE UEM
Delivered by an Omnissa Certified Instructor, this course provides a high-level overview of Workspace ONE UEM as a comprehensive management solution for macOS and iOS devices, including application distribution, integration with Apple services, managing devices with profiles, and more.

Target Audience:

This class is intended for Administrators who manage Apple devices

Objectives:

- After this course participants should be able to:
- Gain a high-level understanding of the core features and functionalities of Workspace ONE UEM, including features that support Apple device management.
- Learn how Workspace ONE utilizes and enhances Apple's MDM framework to support device management for macOS and iOS.
- Discuss basic navigation and user and group administration in the Workspace ONE console.
- Describe how Workspace ONE UEM integrates with Apple's core services in Apple Business Manager.
- Explore the key features of Intelligent Hub, such as unified app catalog, selfservice support options, and end user notification.
- Understand the basic premise of what a profile is and how it relates to Apple devices
- Learn about implementing desired state management for Apple devices using Declarative Device Management.
- Learn about the mechanisms available in Workspace ONE UEM for updating the operating system on Apple devices.
- Gain a high-level understanding of the options available in Workspace ONE UEM for troubleshooting device and application management issues.
- Discuss the various methods for collecting devices logs.
- Describe the features and functionality of Workspace ONE Assist.
- Explore common issues and how to troubleshoot them.

Prerequisites:

Participants should have:

- A base understanding of Workspace ONE UEM.
- A background in End-User Computing.
- Experience with Apple macOS and/or iOS devices.

Testing and Certification

None

Follow-on-Courses:

None

Content:

1- Course introduction:

- Introductions and course logistics
- Course objectives

2- Introduction to Apple device management with workspace ONE:

- Introduction to Workspace ONE UEM
- Apple management in Workspace ONE UEM
- Enhancing Apple management with the Omnissa Platform

3- Workspace ONE UEM Console Administration:

- Navigating and customizing the console
- Workspace ONE UEM Console foundations
- Workspace ONE UEM accounts

4- Integrating Workspace ONE with Apple services:

- Introduction to Apple Services
- Integrating Apple Business Manager with Workspace ONE UEM
- Automated Device Enrollment
- App and content development with VPP

5- Workspace ONE Intelligent Hub and hubcli:

- Introduction to Intelligent Hub
- Configuring Hub Services
- Sensors and scripts with Intelligent Hub
- Intelligent Hub hubcli

6- Using profiles for Apple device management:

- Introduction to Workspace ONE profiles
- Profiles for Apple devices
- Declarative Device Management
- Creating a profile in Workspace ONE

7- Operating System update management for Apple devices:

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

8- Troubleshooting Apple devices in Workspace ONE UEM:

- Introduction to troubleshooting in Workspace ONE UEM
- Troubleshooting in the console
- Device troubleshooting
- Workspace ONE Assist
- Troubleshooting common issues

Additional Information:

Technical requirements:
- Bring a full-size laptop. A secondary device is recommended for reading and lab materials, which are only delivered electronically.
- Bring an Apple device running iOS 17 or later to participate in the device management labs.
- 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 00 20 (0) 2 2269 1982 or 16142

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