Omnissa Workspace ONE® UEM Apple Device Management

Cursusduur: 3 Dagen **Cursuscode: OMWS1UEMADM** **Trainingsmethode: Virtual Learning**

Beschrijving:

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.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Doelgroep:

This class is intended for Administrators who manage Apple devices

Doelstelling:

- 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.

Vereiste kennis en vaardigheden:

Participants should have:

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

Examens en certificering

None

Vervolgcursussen:

None

Cursusinhoud:

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

Extra informatie:

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.

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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www.globalknowledge.com/nl-nl/

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