



**Enterprise Computing Solutions - Education Services**

## **OFERTA FORMATIVA**

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### **Detalles de contacto**

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# Workspace ONE UEM Apple Device Management

**CÓDIGO:**

OMN\_WS1SUEM22

**DURACIÓN:**

24 Hours (3 días)

**Precio:**

A consultar

**Description**

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.

**Objetivos**

- 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.
- Leverage Workspace ONE UEM reporting and analytics for operational insights.
- Implement best practices to streamline UEM operations and enhance user experience.
- Utilize a variety of use cases to assist with building out a security policies for a company production UEM environment

**Público**

- Administrators who manage Apple devices.

**Requisitos Previos**

Recommended:

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

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.

**Programa****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 OmnisiaPlatform

## **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

## **Fechas Programadas**

A petición. Gracias por [contactarnos](#).

## **Información Adicional**

[Esta formación también está disponible en modalidad presencial. Por favor contáctenos para más información.](#)