

# **Arrow ECS Finland Oy - Education Services**

# **TRAINING OFFERING**

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# **OMNISS**Workspace ONE UEM Apple Device Management

CODE: LENGTH: PRICE:

OMN WS1SUEM22 24 Hours (3 days) €4,995.00

# **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.

# **Objectives**

- · 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.

# **Audience**

Administrators who manage Apple devices.

## **Prerequisites**

#### 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.

# **Programme**

- 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 OmnissaPlatform

- 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

#### **Session Dates**

Date	Location	Time Zone	Language	Туре	Guaranteed	PRICE
08 Dec 2025	Virtual Classroom (GMT / UTC)		English	Instructor Led Online		€4,995.00

#### **Additional Information**

This training is also available as onsite training. Please contact us to find out more.