Arrow ECS Finland Oy - Education Services

TRAINING OFFERING

You can reach us at:

Arrow ECS Finland Oy, Lars Sonckin kaari 16, 02600 Espoo, Finland

Email: education.ecs.fi@arrow.com
Phone: 0870 251 1000

Workspace ONE UEM Apple Device Management

CODE:	LENGTH:	PRICE:
OMN_WS1SUEM22	24 Hours (3 days)	€3,700.00

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	Type	Guaranteed	PRICE
07 Dec 2026	Virtual Classroom (GMT / UTC)		English	Instructor Led Online		€3,700.00

Additional Information

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