Enterprise Computing Solutions - Education Services

OFERTA FORMATIVA

Detalles de contacto

Avda Europa 21, 28108 Alcobendas

Email: formacion.ecs.es@arrow.com
Phone: +34 91 761 21 51

VMware Workspace ONE: Unified Endpoint Management Bootcamp [V21.x]

CÓDIGO:	DURACIÓN:	Precio:
VMW_WS1UEMBC21	40 Hours (5 días)	€1,880.00

Description

In this five-day course, you learn how to apply the fundamental techniques for launching and maintaining an intelligence-driven, multi-platform endpoint management solution with Workspace ONE UEM. Through a combination of hands-on labs, simulations, and interactive lectures, you will configure and manage the endpoint lifecycle. You will also learn to investigate, analyze, and determine issues that might occur with all the different components of VMware Workspace ONE® UEM. Understanding how to effectively troubleshoot product issues enables administrators to understand how product services communicate and function, optimizing service and software health management. After the five days, you will have the foundational knowledge for effectively managing and conducting basic troubleshoot for, Workspace ONE UEM.

Objetivos

By the end of the course, you should be able to meet the following objectives:
- Explain the general features and functionality enabled with Workspace ONE UEM
- Summarize essential Workspace ONE administrative functions
- Summarize and implement common Workspace ONE integrations Explain the integration of Workspace ONE UEM with directory services
- Explain and deploy Workspace ONE edge services
- Onboard device endpoints into Workspace ONE UEM
- Securely deploy configurations to UEM managed devices
- Maintain environment and device fleet health
- Deploy applications to UEM managed devices
- Analyze a Workspace ONE UEM deployment
- Summarize the general logic of Workspace ONE UEM issue troubleshooting
- Identify the best practices for resolving Workspace ONE UEM console related problems.
- Discover and resolve common integration mistakes
- Summarize processes for identifying device-side issues
- Outline OS-specific techniques to troubleshoot endpoints
- Explain common email integration issues and general steps to resolve
- Implement techniques to troubleshoot common connection issues with the UAG and Edge Services
- Summarize a methodology to fixing Workspace ONE Intelligence connections and integrations

Público

Workspace ONE administrators, experienced mobility and identity administrators, account managers, solutions architects, solutions engineers, sales engineers, and consultants

Requisitos Previos

This course has no prerequisites.

Programa

1 Course Introduction
- Introductions and course logistics
- Course objectives

2 Platform Architecture
- Summaries the features and functionality of Workspace ONE Unified Endpoint Management (UEM)
- Outline the benefits of leveraging the Workspace ONE UEM
- Recognize the Workspace ONE UEM architecture and infrastructure needs for various integrations

3 Administration
- Explain the features and functions of Workspace ONE Hub Services
- Summarize hierarchical management structure
- Navigate and customize the Workspace ONE UEM Console
- Outline account options and permissions

4 Integrations
- Outline the process and needs to integrate with directory services
- Explain certificate authentication and practical implementation with Workspace ONE
- Explain email integration options and best practices
- Summarize content access enabled with Workspace ONE UEM

5 Onboarding
- Outline autodiscovery staging requirements and methods
- Enroll an endpoint via the Workspace ONE Intelligent Hub app
- Summarize platform onboarding options

6 Managing Endpoints
- Explain the differences between device and user profiles
- Describe policy management options for Windows 10 and macOS
- Summarize the Freestyle Orchestrator feature
- Outline the capabilities enabled by sensors and scripts
- Formulate a use-case for product provisioning

7 Maintenance
- Identify console tools that support maintenance
- Analyze how to implement compliance policies to protect environment security
- Outline features and functions enabled by Workspace ONE Assist

8 Application Access and Security
- Summarize public, internal, & purchased application management
- Differentiate software distribution from traditional application management
- Summarize application management capabilities of Workspace ONE UEM
- Outline the benefits and features enabled by the Workspace ONE SDK

9 Intelligence and Automation
- Outline the functionality enabled by Workspace ONE Intelligence
- Summarize and deploy automation

10 Fundamentals of Troubleshooting UEM
- Outline UEM issue categories and severities
- Explain how knowing the core services process flows can help troubleshoot product issues
- Summarize the log gathering process

11 UEM Console Troubleshooting
- Outline the best practices for UEM console issue troubleshooting
- Summarize common UEM console problems
- Troubleshoot Workspace ONE reporting issues
- Explain how assignment groups are related to the troubleshooting process
- Outline common UEM console system setting issues
- Describe how Self-service Portal help administrators and empower end-users to solve issues by themselves
- Outline common Freestyle Orchestrator issues
- Understand how console events can be used to identity platform errors
- Describe how Workspace ONE UEM console logs can help troubleshoot Workspace ONE UEM console related issues

12 Integration Troubleshooting
- Identify common Workspace ONE UEM enterprise integration issues
- Outline the common troubleshooting techniques for the ACC
- Troubleshoot issues related to Directory Services integration
- Identify directory synch issues
- Troubleshoot issues related to certificate authority integration
- Explain Workspace ONE Access Integration Troubleshooting Technique
- Explain SAML integration checkpoints

13 Endpoint Troubleshooting
- Compare the Endpoint Connection topology in Workspace ONE UEM
- Summarize the best practices for Workspace ONE UEM endpoints troubleshooting
- Explain endpoints troubleshooting techniques

14 Application Troubleshooting
- Understand differently types of applications
- Classify application lifecycle management issues
- Identify common application lifecycle management issues
- Summarize the general troubleshooting logic of resolving Email Management issues
- Describe the general logic of troubleshooting public, internal, and purchased application issues
- Examine common issues with Microsoft Store for Business and validating Azure AD settings
- Summarize common Intelligent Hub issues and resolutions

15 Email Troubleshooting
- Describe the general logic for email-related troubleshooting
- Summarize common errors associated with email profiles and compliance
- Identify and resolve common SEG issues
- Outline PowerShell integration issues and techniques to address them
- Use the email server log to identify errors
- Troubleshoot common ENS issues

16 UAG And Edge Service Troubleshooting
- Use commands to monitor, test, and troubleshoot network connection issues
- Identify and resolve common internal application lifecycle management issues
- Summarize how Edge Service issues can severely impact the health of your deployment

17 Intelligence Troubleshooting
- Troubleshoot common Intelligence problems

Fechas Programadas

A petición. Gracias por contactarnos.

Información Adicional

Esta formación también está disponible en modalidad presencial. Por favor contáctenos para más información.