Fast Lane

Workspace ONE UEM Administration and Operations (WOUAO)

ID WOUAO   **Prix** CHF 3 750,– (Hors Taxe)   **Durée** 5 jours

A qui s'adresse cette formation

Intermediate to advanced practitioners that manage and secure enterprise devices in their environment.

Pré-requis

Recommended:

- A working knowledge of Workspace ONE UEM
- A background in End-User Computing
- Completed Workspace ONE Deploy and Manage (WODAM) course

Objectifs

- Explain the core capabilities and value of Workspace ONE UEM in enterprise device management.
- Design and implement secure device enrollment workflows for multiple platforms.
- Integrate directory and identity services to enable authentication and access control.
- Configure and manage conditional access policies to protect corporate resources.
- Deploy and manage applications across diverse device types and operating systems.
- Create and apply advanced device profiles and configuration policies.
- Automate administrative workflows using Freestyle Orchestrator.
- Implement modern management practices for Windows devices.
- Apply best practices for managing Apple and Android devices in enterprise environments.
- Explain and configure common Workspace ONE enterprise integrations.
- Securely deploy configurations to devices managed by Workspace ONE UEM.
- Deploy and manage applications to Workspace ONE UEM managed devices.
- Analyze a Workspace ONE UEM deployment.
- Explain how to enable email access on devices.
- Discuss strategies to maintain environment and device fleet health.

- Troubleshoot and resolve basic issues related to devices, applications, and policies.

Contenu

1 Course introduction

- Introductions and course logistics
- Course objectives

2 Workspace ONE foundations

- Navigating and customizing the console
- Workspace ONE UEM console foundations
- Workspace ONE Hub Services
- Workspace ONE UEM accounts

3 Workspace ONE architecture

- Workspace ONE & modern SaaS architecture
- Workspace ONE UEM architecture
- Additional Workspace ONE components
- Workspace ONE example use cases

4 Directory services and identity management

- Identity management – Direct integration vs. Omnissa Identity service
- Direct integration Directory services UEM
- Identity management in Omnissa Access
- Identity management with Omnissa Identity service
- Enterprise Federation for Administrator Access in Omnissa Connect
- Integrating Omnissa Access with Workspace ONE UEM for Hub services and secure authentication

5 Access integration, policies and conditional access

- Omnissa Access overview
- Authentication methods in Access
- Federate resources for SSO
- Access policies and conditional access

6 Application management

- Applications overview

Workspace ONE UEM Administration and Operations (WOUAO)

- Public applications
- Internal applications
- Purchased applications
- Software distribution management
- Workspace ONE SDK

7 Profiles and policies – basics and beyond

- Describe the benefits of using profiles
- Identify the various profile types
- Identify platform-specific profile payloads
- Explain how to create and deploy profiles in the workspace ONE UEM console

8 Scripting and automation with Freestyle Orchestrator

- Introduction to Freestyle Orchestrator
- Components of a Freestyle workflow in Workspace ONE UEM
- Workflow creation process in Workspace ONE UEM
- Troubleshooting a workflow in Workspace ONE UEM
- Components of a Freestyle workflow in Omnissa Intelligence

9 Modern management for Windows – Part 1

- Getting started with Windows management
- Provisioning, enrolling, and onboarding
- Policy configuration

10 Modern management for Windows – Part 2

- Windows updates
- Windows apps
- Analytics and troubleshooting

11 Apple Device Management – Part 1

- Apple management in Workspace ONE UEM
- Introduction to Apple services
- Integrating Apple Business Manager with Workspace ONE UEM
- Automated Device Enrollment
- App and content deployment with VPP
- Profiles for Apple Devices
- Declarative Device Management
- Creating a profile in Workspace ONE

12 Apple Device Management – Part 2

- Scripts and sensors with the Intelligent Hub
- Intelligent Hub hubcli
- Introduction to macOS and iOS updates
- OS update management in Workspace ONE UEM

- Device Updates dashboard
- Software Update Enforcement
- OS updates with Intelligent Hub hubcli

13 Android Enterprise deep dive

- Android Device Management Modes
- Android Enterprise (Custom DPC & AMAPI)
- Profile and device compliance
- Productivity Application & Application Management
- Operating System update, Freestyle Orchestrator and troubleshooting

14 Omnissa Intelligence

- What is Omnissa Intelligence and terminology overview
- Easiest point of entry – the Marketplace
- Customizing the environment - Dashboards & Data Explorer deep dive
- Omnissa Horizon Operations overview – virtual apps and desktops
- Omnissa Intelligence Experience Management deep dive
- Keeping an eye on safety – Workspace Security
- Working with others – Integrations
- Finishing the puzzle – overview recap

15 Security, Compliance, and Zero Trust

- Introduction to Zero Trust with Omnissa
- Compliance Policies
- Mobile Threat Defense overview
- Tunnel for Secure Access to resources
- Zero Trust Compliance integrations

16 Workspace ONE UEM API

- Workspace ONE API Overview
- Using the Workspace ONE UEM API
- Using the Omnissa Access API
- Using the Omnissa Intelligence API

17 Troubleshooting and diagnostics – Part 1

- General troubleshooting guidance
- Core and integration components topology
- Workspace ONE UEM log files
- AirWatch Cloud Connector
- Directory Services integration
- Certificate Authority integration
- Omnissa Access and Hub Services integration

18 Troubleshooting and diagnostics – Part 2

- Endpoint topology overview

Workspace ONE UEM Administration and Operations (WOUAO)

- Tools and resources for troubleshooting
- Workspace ONE Assist
- Troubleshooting common issues

Centres de formation dans le monde entier

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