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**By the end of the course, you should be able to meet the following objectives:**

- Identify and describe major components of the Workspace ONE solution
- Identify and describe the enterprise integration and productivity components
- Explain the concept of the Digital Workspace and the Digital Workspace experience
- Identify authentication technologies used in Workspace ONE
- Navigate the VMware Workspace ONE® UEM and the VMware Workspace ONE® Access™ consoles
- Install, configure, and validate integrated components
- Explain the integration of the Workspace ONE solution with directory services
- Create and explain environment group structures
- Demonstrate end-user Workspace ONE portal configuration
- Configure Workspace ONE registration and activation
- Enroll and manage mobile devices and endpoints
- Provision and secure applications
- Enable the unified application catalog
- Apply single sign-on and multifactor authentication
- Integrate with virtual desktop infrastructure (VMware Horizon® virtual desktops and applications)
- Create and implement profiles, authentication policies, and role-based access controls
- Explain and issue device commands
- Manage email configurations
- Integrate with content resources and provision access
- Explain and analyze reporting and auditing
- Leverage VMware Workspace ONE® Intelligence™ for advanced reporting and automation
- Apply general troubleshooting techniques
- Implement unified endpoint management with Workspace ONE



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## Outline:

### 1. Course Introduction

- Introductions and course logistics
- Course objectives

### 2. Introduction to Workspace ONE Unified Endpoint Management

- Outline the basic principles and capabilities of Unified Endpoint Management with the Workspace ONE Platform.
- Summarize basic implementation of Workspace ONE UEM
- Investigate Modern Windows Management with Workspace ONE UEM

### 3. Workspace ONE UEM Console

- Outline features of the Workspace ONE UEM Console
- Navigate the Workspace ONE UEM Console

### 4. Workspace ONE UEM Architecture

- List the common Workspace ONE UEM Integration Components
- Outline the core components of Workspace ONE UEM
- Outline the benefits of implementing Directory Services Integration
- Summarize the benefits of implementing Certificate Authority Integration
- Describe the benefits of implementing Email SMTP Integration
- Describe the benefits of deploying VMware AirWatch® Secure Email Gateway™
- Explain the purposes of deploying VMware Unified Access Gateway™
- Describe the benefits of deploying VMware TunnelTM
- Summarize the functions of Content Gateway



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## 5. Mobile Endpoint Enrollment and Management

- Outline UEM options
- Configure Workspace ONE UEM for Endpoint Management
- Enroll Mobile endpoints
- Describe the functions and benefits of the Apple Device Enrollment Program
- Outline the steps to enroll an Android Endpoint into Workspace ONE UEM with the out-of-box enrollment flow

## 6. Windows 10 Onboarding

- Outline basic principles of Windows 10 Endpoint Onboarding
- Onboard Windows 10 desktop with basic IT-driven and user-driven enrollment methods
- Outline the steps of configuring Cloud Windows 10 Auto Discover Service
- Summarize the steps of configuring Azure AD integration
- Use Office 365 applications for Windows 10 desktop enrollment
- Explain Windows 10 Desktop out-of-box enrollment

## 7. Securing and Configuring Endpoints

- Summarize the comprehensive endpoint and console security features provided by Workspace ONE UEM
- Console
- Assess uses of administrative roles
- Examine the proper use of profiles and resources for endpoint management
- Explain Windows 10 policy management
- Outline product provisioning
- Configure compliance policies
- Manage endpoints with Workspace ONE UEM
- Use the Self-Service Portal to manage an endpoint



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## 8. Application Access and Security

- Describe the functions and benefits of using application management capabilities in Workspace ONE UEM
- Summarize application management capabilities of Workspace ONE UEM
- Plan a public application management strategy
- Design an application security strategy
- Examine the Windows 10 Business Store Portals role in your application management strategy
- Deploy Win32 applications

## 9. Email Configurations

- Describe the benefits of managing email with Workspace ONE UEM
- Deploy managed email settings
- Evaluate email integration models
- Support the implementation of AirWatch Secure Email Gateway
- Integrate PowerShell
- Support Google Sync integration
- Evaluate email compliance policy strategies
- Describe the features and functionality of the Email Notification Service

## 10. Content and Resources Implementation

- Describe the benefits of performing content management with Workspace ONE UEM
- Summarize the functions and benefits of Workspace ONE Content application
- Evaluate the benefits of the Workspace ONE Content application
- Access content and repositories from the Workspace ONE Content application
- Support end-user use of the personal content feature
- Implement a content management strategy that allows for access on endpoints
- Access internal repositories with the Content Gateway



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## 11. Workspace ONE Intelligence and UEM Reporting

- Summarize the features and functionality of Workspace ONE Intelligence
- Evaluate the impact Workspace ONE Intelligence can have on a UEM strategy
- Execute a report strategy
- Outline the steps of integrating Syslog with Workspace ONE UEM
- Weigh the benefits of a telecom management

## 12. Digital Workspace

- Evaluate the impact of integrating the Digital Workspace
- Outline the core components of Digital Workspace
- Evaluate the impact of utilizing virtual desktop infrastructure as part of your UEM strategy

## 13. Workspace ONE Access Console

- Navigate the Workspace ONE Access Console
- Execute directory integration with Workspace ONE Access
- Develop an identity and access management strategy

## 14. Workspace ONE Platform Architecture

- Evaluate Workspace ONE deployment options
- Describe the VMware recommended Workspace ONE Architecture
- Examine High Availability and Disaster Recovery options



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## 15. Digital Workspace Integration

- Integrate Directory Services with Workspace ONE UEM and Workspace ONE Access
- Synchronize users and groups from Directory to Workspace ONE Consoles
- Integrate Certificate Authority with Workspace ONE UEM
- Outline the steps for performing Digital Workspace integration
- Integrate the Digital Workspace
- Stage resources for Workspace ONE registration and management
- Register and manage endpoints with Workspace ONE
- Elevate the management level of an endpoint from Workspace ONE registered to Workspace ONE managed

## 16. Productivity Integration

- Formulate productivity integration needs
- Deploy the Unified Access Gateway
- Install and configure VMware Tunnel
- Install and configure the VMware Content Gateway
- Install and configure AirWatch Secure Email Gateway

## 17. Web and Virtual Application Management

- Formulate a web and virtual application management strategy
- Configure web and virtual applications
- Manage web and virtual applications

## 18. Single Sign-On for Applications

- Describe the single sign-on capability provided by Workspace ONE
- Summarize how single sign-on can be used for native mobile applications
- Outline the authentication methods supported by Workspace ONE
- Evaluate the effectiveness of VMware Workspace ONE® Verify