

OmniSSa Workspace ONE UEM Operations

Course code: VMW_WOUO

The Workspace ONE UEM Operations course is designed to provide IT professionals, system administrators, and mobility operations teams with the knowledge and practical skills needed to efficiently manage, monitor, and optimize VMware Workspace ONE Unified Endpoint Management (UEM). This course focuses on operational workflows, troubleshooting, and best practices for maintaining a robust and efficient UEM environment.

Who is the course for

- Systems Engineers
- Consulting Architects
- Microsoft End-User Computing Specialists

What we teach you

Participants will gain a deep understanding of day-to-day administrative tasks, advanced features, and tools available in Workspace ONE UEM to ensure the smooth management of devices across different platforms.

By the end of this session, attendees should be able to:

- Understand the core components and architecture of Workspace ONE UEM.
- Perform day-to-day administrative tasks and operations.
- Monitor and troubleshoot issues using Workspace ONE UEM tools and logs
- Optimize device management across iOS, Android, Windows, and macOS platforms.
- Manage applications, content, and policies to ensure compliance and security.
- Leverage Workspace ONE UEM reporting and analytics for operational insights.
- Implement best practices to streamline UEM operations and enhance user experience.
- Utilize a variety of use cases to assist with building out a security policies for a company production UEM environment

Required skills

Recommended:

- Completion of Workspace ONE UEM Administration
- Familiarity with general IT concepts, including device management, networking, and security.

Course outline

1. Introduction to Workspace ONE UEM

- Overview of the Workspace ONE Platform and UEM Architecture
- Role of UEM in Modern Endpoint Management

2. Operational Tasks and Workflows

- Device Enrollment and Management
- Application and Content Distribution
- Policy Configuration and Compliance Enforcement

3. Monitoring and Troubleshooting

- Logs, Reports, and Dashboards
- Identifying and Resolving Common Issues
- Leveraging Workspace ONE Intelligence for Insights

4. Advanced UEM Operations

- Managing Multi-Platform Environments (iOS, Android, Windows, macOS)
- Integration with Directory Services and APIs
- Security and Compliance Best Practices

5. Optimization and Best Practices

GOPAS Praha
Kodáňská 1441/46
101 00 Praha 10
Tel.: +420 234 064 900-3
info@gopas.cz

GOPAS Brno
Nové sady 996/25
602 00 Brno
Tel.: +420 542 422 111
info@gopas.cz

GOPAS Bratislava
Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 248 282 701-2
info@gopas.sk



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Omnissa Workspace ONE UEM Operations

- Streamlining Device Lifecycle Management
- Automation and Custom Workflows
- Ensuring User Experience and Operational Efficiency

GOPAS Praha
Kodaňská 1441/46
101 00 Praha 10
Tel.: +420 234 064 900-3
info@gopas.cz

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602 00 Brno
Tel.: +420 542 422 111
info@gopas.cz

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Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 248 282 701-2
info@gopas.sk



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