Workspace ONE: Configure and Manage

Course code: VMWWONEDM

Delivered by an Omnissa Certified Instructor, the Workspace ONE: Configure and manage course equips IT professionals with the skills to deploy, manage, and secure devices, applications, and useraccess using Workspace ONE UEM across multiple platforms. Through a combination of hands-on labs, simulations, and interactive lectures, you will configure and manage the endpoint life cycle.

Who is the course for

Intermediate to advanced practitioners that design, deploy, manage, optimize, troubleshoot, and secure the Digital Workspace.

What we teach you

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

- Understand the course scope, structure, and role-based outcomes for Workspace ONE configuration and management.
- Describe the Workspace ONE platform, architecture, and core services.
- Navigate and configure core settings in the Workspace ONE UEM Console.
- Manage users, groups, and organizational structures in Workspace ONE UEM.
- Integrate Workspace ONE UEM with key enterprise services and systems.
- Configure and manage secure device enrollment methods.
- Create and enforce device compliance and management policies.
- Monitor and manage devices throughout their lifecycle.
- Deploy and manage applications across supported platforms.
- Configure secure mobile email and content access.
- Provide remote support and troubleshooting for managed devices.
- Apply Workspace ONE security features to protect devices and data.
- Configure secure access and authentication using Omnissa Access.
- Automate administrative tasks using Workspace ONE workflows.
- Use analytics and reports to monitor environment health.

Required skills

Recommended:

- Understand fundamental Networking / Storage and Infrastructure concepts
- A working knowledge of Workspace ONE
- A background in End-User Computing

Course outline

1 Course introduction

- Introductions and course logistics
- Course objectives

2 Understanding Workspace ONE

- What is Workspace ONE?
- Workspace ONE components and architecture
- Workspace ONE Intelligent Hub &Hub Services

3 Console navigation and settings

- Navigating the Workspace ONE UEM console
- Configuring system settings and customization

4 User and group management

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- User types and roles
- Organization groups
- Groups

5 Enterprise integrations
- Directory Services and ACC
- Certificate Authorities
- Dynamic Environment Manager
- Additional integrations
- Network considerations

6 Device enrollment
- Device enrollment overview
- Intelligent Hub enrollment
- Windows Desktop and Server enrollment
- Windows Multiuser
- Automated Device Enrollment for Apple devices
- Linux web enrollment
- Enrolling Google Endpoints

7 Policies
- Introduction to profiles and baselines
- Profiles
- Baselines
- Compliance policies

8 Device Management
- Device Details walkthrough
- Critical device actions
- Scripts, sensors, and tags
- Platform updates

9 Applications
- Applications Overview
- Public Applications
- Internal Applications
- Purchased Applications
- App Volume Integrations

10 Mobile email and content management
- Deploying Managed Email Settings
- PowerShell Integration
- Workspace ONE Secure Email Gateway
- Gmail integration
- Email compliance and Email Notification Service
- Content management

11 Remote support
- Workspace ONE Assist
- Workspace ONE ITSM Connector
- Intel vPro® integration
- Remote log collection and troubleshooting

12 Security
- Zero trust

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- Identity and authentication
- Vulnerability Defense
- Mobile Threat Defense
- Workspace ONE Tunnel
- Security integrations

13 Omnissa Access

- Introduction to Omnissa Access
- User management
- App/resource catalog
- Authentication and policies
- Reporting and logs

14 Automating workflows

- Freestyle Orchestrator
- Creating workflows in Workspace ONE UEM
- Creating workflows in Omnissa Intelligence
- Workspace ONE APIs

15 Analytics and reporting

- Dashboards and reporting in UEM
- Omnissa Intelligence
- Experience Management

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