

# WORKSPACE ONE® UEM: APPLE DEVICE MANAGEMENT (OWOADM)

Course Code: 845006

Manage Apple devices smarter with Workspace ONE UEM

This course provides a high-level overview of Workspace ONE UEM as a comprehensive management solution for macOS and iOS devices, including application distribution, integration with Apple services, managing devices with profiles, and more.

## What You'll Learn

After completing this course, you should be able to:

- Gain a high-level understanding of the core features and functionalities of Workspace ONE UEM, including features that support Apple device management.
- Learn how Workspace ONE utilizes and enhances Apple's MDM framework to support device management for macOS and iOS.
- Discuss basic navigation and user and group administration in the Workspace ONE console.
- Describe how Workspace ONE UEM integrates with Apple's core services in Apple Business Manager.
- Explore the key features of Intelligent Hub, such as unified app catalog, self-service support options, and end user notification.
- Understand the basic premise of what a profile is and how it relates to Apple devices
- Learn about implementing desired state management for Apple devices using Declarative Device Management.
- Learn about the mechanisms available in Workspace ONE UEM for updating the operating system on Apple devices.
- Gain a high-level understanding of the options available in Workspace ONE UEM for troubleshooting device and application management issues.
- Discuss the various methods for collecting devices logs.
- Describe the features and functionality of Workspace ONE Assist.
- Explore common issues and how to troubleshoot them.

## Who Needs to Attend

Administrators who manage Apple devices.

## Prerequisites

Recommended:

- A base understanding of Workspace ONE UEM.
- A background in End-User Computing.
- Experience with Apple macOS and/or iOS devices.

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CLASSROOM LIVE

\$3,510 CAD

3 Day

## Classroom Live Outline

### 1. **Course introduction**

- Introductions and course logistics
- Course objectives

### 2. **Introduction to Apple device management with workspace ONE**

- Introduction to Workspace ONE UEM
- Apple management in Workspace ONE UEM
- Enhancing Apple management with the Omnissa Platform

### 3. **Workspace ONE UEM Console Administration**

- Navigating and customizing the console
- Workspace ONE UEM Console foundations
- Workspace ONE UEM accounts

### 4. **Integrating Workspace ONE with Apple services**

- Introduction to Apple Services
- Integrating Apple Business Manager with Workspace ONE UEM
- Automated Device Enrollment
- App and content development with VPP

### 5. **Workspace ONE Intelligent Hub and hubcli**

- Introduction to Intelligent Hub
- Configuring Hub Services
- Sensors and scripts with Intelligent Hub
- Intelligent Hub hubcli

### 6. **Using profiles for Apple device management**

- Introduction to Workspace ONE profiles
- Profiles for Apple devices
- Declarative Device Management
- Creating a profile in Workspace ONE

### 7. **Operating System update management for Apple devices**

- Introduction to macOS and iOS updates
- OS update management in Workspace ONE UEM

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

#### 8. **Troubleshooting Apple devices in Workspace ONE UEM**

- Introduction to troubleshooting in Workspace ONE UEM
- Troubleshooting in the console
- Device troubleshooting
- Workspace ONE Assist
- Troubleshooting common issues

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VIRTUAL CLASSROOM LIVE

\$3,510 CAD

3 Day

## Virtual Classroom Live Outline

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- Introductions and course logistics
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### 3. **Workspace ONE UEM Console Administration**

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Aug 3 - 5, 2026 | 9:00 AM - 5:00 PM EST

Oct 19 - 21, 2026 | 9:00 AM - 5:00 PM EST

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