

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.

WORKSPACE ONE® UEM: APPLE DEVICE MANAGEMENT (OWOADM)

Course Code: 845006

CLASSROOM LIVE

\$2,700 USD

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

WORKSPACE ONE® UEM: APPLE DEVICE MANAGEMENT (OWOADM)

Course Code: 845006

VIRTUAL CLASSROOM LIVE

\$2,700 USD

3 Day

Virtual 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

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

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

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

Date created: 5/26/2026 12:51:28 AM

Copyright © 2026 Global Knowledge Training LLC. All Rights Reserved.