Supporting Apple in the Enterprise Training

Duration: **3 Day**

BILGINÇ IT Academy
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Overview

As Apple devices become more widely adopted across modern organizations, IT teams increasingly need the ability to deploy, secure, manage, and support them effectively.

This three-day course provides a comprehensive introduction to managing macOS and iOS devices in enterprise environments using modern management tools and established best practices.

Participants will explore the Apple ecosystem, Mobile Device Management (MDM), Apple Business Manager, and key security principles. The course also covers practical areas such as networking, application deployment, troubleshooting, software updates, and secure device retirement.

By the end of the program, participants will be better equipped to support Apple devices in business environments while balancing security, compliance, and user productivity.

Prerequisites

Participants are expected to have:

- Familiarity with basic device management and networking concepts
- Experience with Windows or mobile device administration, beneficial but not required

Who Should Attend

This course is designed for:

- IT professionals supporting macOS and iOS devices
- System administrators responsible for multi-platform environments
- Enterprise mobility and MDM specialists
- Service desk engineers and technical support staff

What You Will Learn

By the end of the course, participants should be able to:

- Explain Apple's role and architecture within enterprise environments.
- Configure, secure, and manage Apple devices with MDM and Apple Business Manager.
- Apply enterprise-level security, privacy, and compliance controls.
- Manage applications, software updates, and networking settings efficiently.
- Troubleshoot performance, connectivity, and system issues using Apple diagnostic tools.
- Automate device deployment, monitoring, and retirement processes.

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Outline

1. Introduction to Apple in the Enterprise

Topics

- Apple's expanding role in modern IT environments
- Key differences between Apple and Windows device management
- Overview of the Apple ecosystem: Apple ID, iCloud, iMessage, Continuity, and Keychain
- Apple's privacy-first and security-first design principles

Learners Will Gain

A strategic understanding of how Apple devices fit into enterprise workflows and why Apple's integrated ecosystem is important in business environments.

2. Setting Up macOS and iOS Devices

Topics

- Initial setup workflows for iPhone, iPad, and Mac
- Manual configuration, Apple Configurator, and Automated Device Enrollment (ADE)
- Personal versus Managed Apple IDs
- Supervision mode and enterprise capabilities
- User-Initiated versus Automated enrollment

Learners Will Gain

Practical knowledge of device setup, identity management, and enrollment workflows used in corporate environments.

3. Understanding the Role of MDM

Topics

- What MDM is and why it is important
- Profiles, restrictions, remote actions, and inventory management
- Differences between managing macOS and iOS
- Limitations of traditional MDM and the move toward declarative management

Learners Will Gain

The ability to evaluate, configure, and maintain MDM platforms for secure and scalable Apple device management.

4. How Apple Business Manager Works

Topics

- Overview of Apple Business Manager
- Centralized management of users, devices, and content
- MDM integration for Automated Device Enrollment

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- Assigning devices and applications to users or groups
- Creating Managed Apple IDs and managing Apps & Books

Learners Will Gain

A practical understanding of how ABM integrates with MDM to support zero-touch deployment and enterprise scalability.

5. Security and Privacy on macOS and iOS

Topics

- Passkeys, Keychain, and credential management
- Secure Enclave and Apple Silicon/T2 chip security
- FileVault, per-file encryption, and recovery key management
- Activation Lock and device protection
- Privacy controls for data, location, and application access

Learners Will Gain

A deeper understanding of Apple's layered security model and how it can be managed in enterprise environments.

6. Apple's Integrated Security Model

Topics

- Security from hardware through cloud services
- Encryption and authentication best practices
- MDM integration for privacy and compliance
- How Apple's privacy-first approach supports organizational trust

Learners Will Gain

A holistic view of Apple's unified security ecosystem and how it aligns with enterprise governance requirements.

7. Managing Networking on macOS and iOS

Topics

- Wi-Fi profiles and certificate-based authentication
- VPN options including Always On, per-app, and split tunneling
- Ethernet and cellular configuration
- DNS proxy, content filtering, and managed domains

Learners Will Gain

The ability to configure and troubleshoot network access securely and efficiently across Apple devices.

8. Installing and Managing Applications

Topics

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- App Store, custom, and enterprise applications
- Volume Purchase Program / Apps and Books
- Assigning applications through MDM to users or devices
- Managed App Config and preconfigured deployments
- Managing updates, removals, and compliance

Learners Will Gain

The skills required to deploy, configure, and maintain enterprise applications through ABM and MDM platforms.

9. Software Updates and Content Caching

Topics

- Major, minor, and security updates for macOS and iOS
- Enforcing updates and using deferral options
- Staged rollouts in enterprise environments
- macOS caching server setup and monitoring

Learners Will Gain

An understanding of how to control operating system updates while improving network efficiency through content caching.

10. Using Diagnostic Tools

Topics

- macOS tools: Console, Activity Monitor, and Unified Logs
- iOS tools: Wireless Diagnostics, Apple Configurator, and Sysdiagnose
- Collecting and analyzing logs
- Applying diagnostics during enterprise troubleshooting

Learners Will Gain

Practical troubleshooting experience for diagnosing and resolving common Apple device issues in production environments.

11. Apple Intelligence (AI)

Topics

- Overview of Apple Intelligence and emerging AI capabilities
- On-device language models, Smart Reply, and enhanced Siri
- Private Cloud Compute and Apple's privacy architecture
- MDM controls for managing AI features
- Enterprise use considerations and policy requirements

Learners Will Gain

Awareness of Apple's AI ecosystem, its privacy protections, and the implications of AI capabilities for enterprise use.

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12. Retiring Corporate Devices

Topics

- Secure data erasure and device offboarding
- Removing devices from MDM and Apple Business Manager
- Clearing Activation Lock
- Repurposing versus recycling strategies
- Automating retirement processes with ABM and MDM
- Compliance requirements for device disposal

Learners Will Gain

Best practices for securely and efficiently decommissioning Apple devices in line with enterprise policies.

Delivery Format

The course includes:

- Instructor-led training and demonstrations
- Guided hands-on labs and troubleshooting exercises
- Scenario-based discussions and case studies
- Access to reference materials and practical configuration examples

Course Outcome

After completing the course, participants should be able to:

- Deploy and manage Apple devices using ABM and MDM solutions.
- Secure devices through encryption, supervision, and privacy controls.
- Troubleshoot performance and connectivity issues efficiently.
- Apply automated and compliant device lifecycle management practices.
- Support Apple's evolving enterprise ecosystem, including AI and declarative management.