# Workspace ONE UEM Apple Device Management Training

Duration: **3 Day**

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The Workspace ONE UEM Apple Device Management training provides a comprehensive introduction to managing macOS and iOS devices at scale using Workspace ONE UEM. This course is designed for IT professionals responsible for deploying, configuring, and maintaining Apple devices in enterprise environments.

Participants will learn how Workspace ONE UEM supports device enrolment, configuration, application delivery, and lifecycle management. The course also explores integration with Apple services such as Apple Business Manager, along with key features including Intelligent Hub, device profiles, declarative device management, operating system updates, and troubleshooting tools.

## Prerequisites

Participants should:

- Have a basic understanding of Workspace ONE UEM
- Be familiar with end-user computing environments
- Have hands-on experience with macOS and/or iOS devices

This course is suitable for professionals looking to deepen their knowledge of Apple device management within Workspace ONE UEM.

## Who Should Attend

This course is ideal for:

- IT administrators managing Apple devices
- Endpoint management and mobility specialists
- Technical support teams
- Professionals responsible for macOS and iOS deployment and maintenance

## What You Will Learn

By the end of this course, learners will be able to:

- Describe Workspace ONE UEM capabilities for Apple device management
- Understand integration with Apple's native MDM frameworks
- Manage users, groups, and accounts within the UEM console
- Integrate Apple Business Manager for automated device enrolment
- Configure devices using profiles and declarative device management
- Manage macOS and iOS updates centrally
- Troubleshoot common device and application issues

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## Training Outline

### Introduction to Workspace ONE UEM

- Course structure and objectives
- Overview of the platform
- Apple device management within the ecosystem

### Apple Device Management Fundamentals

- Core concepts
- Managing macOS and iOS devices
- Enhanced capabilities with Omnissa

### Console Administration

- Console navigation
- Customisation
- User and group management

### Apple Services Integration

- Apple Business Manager
- Automated Device Enrolment (ADE)
- Application and content distribution

### Intelligent Hub and Tools

- Intelligent Hub overview
- Hub Services configuration
- Sensors and scripts
- hubcli usage

### Profiles and Configuration

- Device profiles
- Platform-specific configurations
- Declarative device management
- Profile deployment

### Update Management

- macOS and iOS update processes
- Update dashboards
- Policy enforcement
- Intelligent Hub support

### Troubleshooting

- Troubleshooting concepts
- Console-based analysis
- Device-level diagnostics

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- Workspace ONE Assist
- Resolving common issues