



# MFE-IT

Reference: BS/EN/WSO

## Workspace ONE Training Course

The Fundamentals of Unified Device Management (UEM)

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*Duration: 2 Days | Hours: 14 h*

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*Remote · Sessions guaranteed from 1 registrant · 60% hands-on practice*

## DESCRIPTION

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In a context where employees access company resources from any device, unified endpoint management (UEM) is essential for security, compliance and operational efficiency. Workspace ONE — VMware's UEM solution, now marketed as Omnisia Workspace ONE following Broadcom's divestment in 2024 — enables you to remotely enrol, configure, secure and manage all types of devices (Windows, Android, iOS, macOS) from a single console.

This Workspace ONE training course introduces you to the key concepts and first steps for getting started with the platform, ensuring successful deployment, initial configuration and security policies. The training is designed for complete beginners and combines hands-on workshops with concrete configurations of an Omnisia Workspace ONE tenant.

## LEARNING OBJECTIVES

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

- Understand the principles of UEM with Workspace ONE
- Discover the architecture and key components: UEM Console, Hub, AirWatch
- Enrol different types of devices (Windows, iOS, Android, macOS)
- Create and apply configuration and security profiles
- Manage applications, updates and content delivery
- Implement basic compliance policies

## PREREQUISITES

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- Basic knowledge of mobile device management concepts
- Familiarity with Windows, iOS or Android administration
- Understanding of identity and authentication concepts (Active Directory, SAML)

*Because each participant is unique, a personalised interview is systematically organised in advance with our expert to design a training programme perfectly aligned with their objectives, level and professional challenges.*

## TARGET AUDIENCE

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System administrators, IT technicians, mobility engineers and individuals retraining in fleet management tools.

## DETAILED PROGRAMME

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The training alternates between theoretical input and hands-on practice (approximately 60% of the time). Modules are built around practical exercises based on real-world business use cases.

### Module 1 – Introduction to Modern Device Management

- Key UEM concepts and Workspace ONE architecture
- Positioning in the VMware / Omnisia ecosystem
- Comparison with Microsoft Intune and other UEM solutions

### Module 2 – Administration Console and Dashboard

- Interface overview and navigation
- Organisation creation and tenant initial configuration
- Role-based administration and admin accounts

### Module 3 – Device Enrolment

- Enrolment methods: QR code, email, self-enrolment
- Windows, Android and iOS profile setup
- BYOD vs corporate device patterns

### Module 4 – Policy and Restriction Configuration

- Security settings and compliance baselines
- VPN and Wi-Fi configuration
- Mandatory apps, encryption and device locking

### Module 5 – Application and Content Management

- Internal and public app deployment
- Application updates and lifecycle
- Corporate content delivery and protection

### Module 6 – Reporting and Compliance

- Workspace ONE reports and dashboards
- Logs and diagnostic tools
- Workspace ONE Intelligence and remediation

## TEACHING METHODS

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### Format and Delivery

The training is delivered remotely via an interactive virtual classroom. It can also be delivered on-site, with content customised to match the needs of your professional project. The theory/practice split is approximately 40%/60%.

### MFE-IT Ultra-Personalised Format

Each session accommodates between 1 and 3 participants, ensuring highly individualised support. A preliminary interview allows us to tailor the content to each participant's profile. Inter-company sessions are guaranteed from just 1 registrant (except in cases of force majeure).

### Skills Assessment

Throughout the training, the trainer assesses participant progress through multiple-choice questions, role-playing exercises and hands-on work. At the end, a certificate of achievement is issued to each participant.

### Post-Training Support

For one month following the training, each participant can contact MFE-IT trainers with questions about implementing acquired knowledge. A response is provided by email or telephone within 48 working hours.

### Accessibility

MFE-IT is committed to welcoming people with disabilities. Contact: [contact@mfe-it.com](mailto:contact@mfe-it.com).

## PRACTICAL INFORMATION

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### Trainer Resources

- Structured demonstrations aligned with the detailed programme
- Exercise briefs and solutions throughout the training
- A ready-to-use technical environment for practical workshops
- Trainer validation of acquired knowledge at the end of each workshop
- Digital reference documents

### Certification and Validation

At the end of the training, a certificate is sent by email specifying the objectives, nature, duration and assessment results. A completion certificate can also be provided on request.

### **Benefits for Participants**

- Train from your workplace or home, with no travel required
- Benefit from an expert trainer-consultant on the subject
- Enjoy an ultra-personalised format (1 to 3 participants)
- Continue training even in the event of unforeseen circumstances

### **Benefits for the Organisation**

- Optimise the training budget by reducing travel and accommodation costs
- Offer quality training to all employees, regardless of location
- Reduce absence time linked to travel
- Support team upskilling in all contexts