

Manage Citrix Endpoint Management

Course Code CEM205

Duration 3 days

Overview

Students will explore how to manage Citrix Endpoint Management in this three-day course. Venture into the cloud as students learn to manage devices, apps, and users. Students will learn how the architecture, management, and communication flow function with Citrix Endpoint Management Service and how they can fit their organization's needs. You will learn how to administer their Citrix Endpoint Management environment and how to support your end users, as well as working with applications and securing a variety of endpoints.

Audience

Built for IT Professionals interested in learning how to manage Citrix Endpoint Management on-premises or cloud environments using leading practices. Potential students include Administrators and Implementers.

Learning Objectives

By actively participating in this course, you will learn about the following:

- ▶ How to manage a Citrix Endpoint Management implementation in a On-premises or cloud environment.
 - ▶ How to perform common enterprise mobility management tasks and mobile application management.
 - ▶ Understand the device enrolment process.
 - ▶ How to perform monitoring, troubleshooting, and reporting on a Citrix Endpoint Management Enterprise solution.
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Pre-Requisites

Attendees should meet the following prerequisites and have knowledge of the following:

- ▶ Microsoft Windows Server 2012 R2 or Windows Server 2008 R2, and Microsoft Windows 8.1 or Windows 7.
- ▶ Mobile device operating systems, such as iOS and Android.
- ▶ Network architecture and terminology.



Course Contents

Module 1: Introduction to Citrix Endpoint Management

- ▶ Citrix Endpoint Management Features
- ▶ Citrix Cloud and Citrix Endpoint Management
- ▶ Citrix Endpoint Management User Experience and Security
- ▶ Citrix Endpoint Management Entitlements

Module 2: Citrix Endpoint Management Architecture

- ▶ Citrix Endpoint Management Prerequisites
- ▶ Citrix Endpoint Management Server
- ▶ Citrix Endpoint Management and Microsoft Intune
- ▶ Apple APNs and Google Firebase Cloud Messaging
- ▶ MDX Architecture and Features

Module 3: Cloud Components

- ▶ Cloud Component Overview
- ▶ Onboarding and Access
- ▶ Cloud Connector and Cloud Resource Locations
- ▶ Cloud Migration
- ▶ Cloud Updates and Features

Module 4: Common Device Management Tasks

- ▶ Administrative Console Overview
- ▶ Delivery Groups
- ▶ Device Policies

Module 5: Device Enrolment

- ▶ Enrolment Methods
- ▶ iOS Device Enrolment
- ▶ Android Device Enrolment
- ▶ Windows 10 Enrolment
- ▶ Other Devices

Module 6: Managing Device Security

- ▶ Security Policies
- ▶ Automated Actions
- ▶ Android for Work
- ▶ ActiveSync Filtering
- ▶ Shared Devices

Module 7: Working with Apps

- ▶ Application Integration
- ▶ Citrix Endpoint Management Productivity Apps
- ▶ Application Security with MDX
- ▶ 3rd Part Applications

Module 8: Integrating Citrix Content Collaboration

- ▶ Citrix Content Collaboration Overview
- ▶ Integrating Citrix Endpoint Management with Content Collaboration
- ▶ Content Collaboration Workflows



Module 9: Maintaining and Troubleshooting

- ▶ Maintaining Citrix Endpoint Management
- ▶ Maintaining Certificates
- ▶ Troubleshooting Citrix Gateway (formerly NetScaler Gateway)
- ▶ Troubleshooting Tools for Citrix Productivity Apps
- ▶ Firewall Issues

Module 10: Monitoring and Reporting

- ▶ Monitoring and Reporting of Devices
- ▶ Monitoring and Reporting of Citrix Content Collaboration

Exam Details

This course is recommended as preparation for the following assessment:

- ▶ Citrix Endpoint Management Certified (CC-CEM-4070500)

Further Information

For more information or to book this course, please contact our Course Enquiries Team on **01752 227330** (Option 2) or email us at enquiries@skilltec.co.uk.