

Course ID: ILT-UWM-1701

# User Workspace Manager 10 Administration



## Course Overview

The Ivanti User Workspace Manager course is a comprehensive administrator and basic troubleshooting course providing the necessary foundation to administer and maintain the Ivanti User Workspace Manager.

## Course Objectives

By combining classroom training with scenario based hands-on exercises, students are empowered with the practical knowledge and skills needed to successfully perform DesktopNow administrative tasks, such as:

- Manage user experience across multiple sites and platforms with policy and personalization
- Manage user privileges for corporate applications and network access control
- Manage entitlement of system resources based on user, group and application
- Perform basic troubleshooting

## Course Duration

5 days

## Course Pricing

Contact your Ivanti representative.

## Delivery Method

This class is offered in an instructor-led format. Students will apply concepts learned through the use of a virtual lab environment.

## Required Prerequisites

Before beginning this course, students should be familiar with Windows profiles and possess moderate to advanced Microsoft Windows administrative skills.

## Audience

This course is intended for the following audiences:

- System Administrators
- Technical Teams with little or no experience of Ivanti User Workspace Manager
- Channel Partners and System Integrators with little or no experience with Ivanti User Workspace Manager



## Registration Information

You may register online at <http://training.ivanti.com>. Contact us at [education@ivanti.com](mailto:education@ivanti.com) for more information.

## Certification

The *Administrator* and *Professional* Certification Exams measure your level of knowledge and skill to install, configure, administer, troubleshoot and maintain DesktopNow. In order to pass the exams, candidates should be proficient with all User Workspace Manager: Environment Manager, Application Control, Performance Manager and the Management Center.

### Preparation

In preparing for the exams, candidates should attend the Professional 10 course. 90% of the exam questions can be answered from the User Workspace Manager Course Guide and Exercise Guide (80% respective product – EM, AC, or PM and 10% the Management Center) the final 10% will come from the practical hands-on experience with the User Workspace Manager product. Successful candidates will have:

- Participated in the course's lectures and discussions
- Performed and practiced the hands-on exercises
- Reviewed and studied the Student Guide and Exercise Guide

### Benefits of Becoming Certified

Ivanti is the leading provider of user virtualization technology to enterprise organizations. Our pioneering desktop solutions are validated by leading vendors, such as Microsoft, Citrix, Cisco and VMware. Becoming an Ivanti Certified Professional validates you have the knowledge and skill to administer, manage and maintain a DesktopNow solution to ensure a secure, tailored user experience across all platforms, improving your organization's user productivity and security while reducing operational and capital costs.

By meeting the standards of an Ivanti technical certification program, you demonstrate that you are prepared to take on Ivanti projects. Ivanti values our growing community of certified IT professionals and offers exclusive benefits, such as access to participate in application beta programs, and beta training courses and exams.

### Current Exams

- Certified Application Control 10 Administrator
- User Workspace Manager 10 Professional

Visit Ivanti's [Certification and Exam Center](#) for more information.

## Private Training Options

### Private Classes

This course may also be purchased as a private class for those who have a team to train and are looking for the most cost-effective way to gain the desired skills and knowledge.

Private courses can follow the same agenda as our public courses or may be tailored to meet your organization's specific needs.

### **Private Training Benefits**

- Cost-effective approach over public training if training 4 or more individuals
- Tailored agenda allows you to custom design the course to meet your specific needs
- Significant savings on travel costs – We come to you (On-premise option)
- Keep valuable resources where they are needed most - onsite
- Flexible schedule – We schedule the training for a time that is convenient for your team
- Learn alongside your colleagues and share relevant discussions
- Virtual lab access for detailed hands-on lab exercises
- Can be facilitated in-person or virtually by our Certified Ivanti Instructor

### **Getting Started with Private Training**

Before hosting a private training at your facility, a certified Ivanti Instructor will hold a brief call with stakeholders from your team to discuss your learning objectives and to gather information about your team, discuss possible training dates, and talk about any other necessary logistics.

### **Customer Responsibilities**

To make your private training a success, we will need you to provide the following:

- Facility capable of comfortably hosting up to 12 attendees (*On-premise option only*)
- Computer hardware for each student (CPU, Monitor, Keyboard, Mouse)
- Internet access (necessary to access Ivanti's virtual training environment)
- Projection system (*On-premise option only*)
- Whiteboard (*On-premise option only*)

### **Ivanti Responsibilities**

- Live Certified Instructor
- Training documentation (provided in PDF format)
- All associated travel expenses (On-premise option)
- Access to Ivanti's virtual training environment

### **Additional Information**

- Class can be for up to 12 students

- On-premise private classes can also support remote attendees
- For more information, contact your Ivanti Account Manager or email us at [education@ivanti.com](mailto:education@ivanti.com)

## Private Course Pricing

Type	US	UK	Germany	Australia
On-premise (travel expense included)	\$14,995 USD	£11,000 GBP	€13,000 EUR	\$14,995 AUD
Remote Delivery	\$11,995 USD	£10,000 GBP	€13,000 EUR	\$11,995 AUD

## Course Outline

### Module 1: Introducing the User Workspace Manager Suite

- Identify and define the User Workspace Manager components and their roles.
- Perform and verify an Enterprise Installation

### Module 2: User Workspace Manager Components and Installation

- Management Center Infrastructure
- Installing the Deployment Agent
- Installing Application Agents & Configurations
- Advanced Package Management
- Managing the Management Center
- Enterprise Reporting
- Package Management
- Failover Servers

### Module 3: Package Deployment

- Policy Overview
- Policy Elements
- Building a config
- Policy Conditions
- Policy Actions
- Lockdown & Self Heal
- Registry Hiving
- Advanced Functions

### Module 4: Environment Manager Policy

- Personalization Overview
- Personalization Components
- Enabling Personalization
- How Personalization Works
- Configuring Personalization
- Personalizing Applications with Collection
- Verifying Personalization
- EM Troubleshooting & Logging
- Personalization Operations Web Console

### Module 5: Environment Manager Personalization

- Personalization Overview
- Personalization Components
- Enabling Personalization
- How Personalization Works
- Configuring Personalization
- Personalizing Applications with Collection
- Verifying Personalization
- EM Troubleshooting & Logging
- Personalization Operations Web Console

### Module 6: Application Control - Application Access Control & Application Network Access Control

- Overview
- AC Components
- Application Access Control
- How Rules are Assigned
- Building the Configuration
- ANAC
- Default Config & Global Settings
- Advanced Settings & Features

### Module 7: Application Control - User Privilege Management & Discovery

- Privilege Management
- Components
- The UserPrivilege Rule Element
- Privilege Discovery Mode

### Module 8: Performance Manager

- Overview
- PM Components
- Using the PM Console
- Using Resource Planning to Create a Config
- Global Settings

### Module 9: Enterprise Administration

- High Availability
- NLB
- SQL Considerations
- Adding Management Servers
- Troubleshooting Tips

