

Professional VMware Workspace ONE 20.x

Exam Details (Last Updated: 5/1/2020)

The Professional Workspace ONE 20.x exam (2V0-61.20) which leads to VMware Certified Professional – Digital Workspace 2020 certification is a 70-item exam, with a passing score of 300 using a scaled method. Candidates are given an appointment time of 100 minutes, which includes adequate time to complete the exam for non-native English speakers.

Exam Delivery

This is a proctored exam delivered through Pearson VUE. For more information, visit the [Pearson VUE website](#).

Certification Information

For details and a complete list of requirements and recommendations for attainment, please reference the [VMware Education Services – Certification website](#).

Minimally Qualified Candidate

The Minimally Qualified Candidate has a working knowledge of the VMware Workspace ONE platform. The MQC installs, configures, manages, maintains, and performs basic troubleshooting of **VMware Workspace ONE 20.x** and related solutions using publicly available documents. The MQC is knowledgeable of software, infrastructure design, and implementation. The MQC is familiar with standard operating systems across devices, productivity applications, and technologies related to Workspace ONE configuration. The MQC has a minimum of 6 months of general IT experience and typically 6 months of VMware experience installing and configuring the Workspace ONE platform. The MQC must have all the knowledge contained in the VCP-Digital Workspace exam blueprint.

Exam Sections

VMware exam blueprint sections are now standardized to the seven sections below, some of which may NOT be included in the final exam blueprint depending on the exam objectives.

Section 1 – Architecture and Technologies

Section 2 – Products and Solutions

Section 3 – Planning and Designing

Section 4 – Installing, Configuring, and Setup

Section 5 – Performance-tuning, Optimization, and Upgrades

Section 6 – Troubleshooting and Repairing

Section 7 – Administrative and Operational Tasks

If a section is missing from the list below, please note it is because the exam has no testable objectives for that section. The objective numbering may be referenced in your score report at the end of your testing event for further preparation should a retake of the exam be necessary.

Sections Included in this Exam

Section 1 - Architectures and Technologies

- Objective 1.1 - Differentiate and illustrate the differences between physical architecture and logical architecture
- Objective 1.2 - Differentiate between cloud computing and on-prem EMM + Identity Access Management solutions
- Objective 1.3 - Differentiate among OEM Providers
- Objective 1.4 - Describe disaster recovery and high availability
- Objective 1.5 - Describe and define Identity and Access Management Concepts
- Objective 1.6 - Differentiate between traditional management and modern management (Windows 10)
- Objective 1.7 - Explain authentication methods (2 factor authentication, Kerberos, Identity Bridging, SAML, SAML Transformation, Mobile SSO, etc.)

Section 2 - Products and Solutions

- Objective 2.1 - Identify UEM + IDM components and sub-components (Enterprise System Connector, Secure Email Gateway, ENS, etc.)
- Objective 2.2 - Differentiate and match use case with VMware products based on best practices
- Objective 2.3 - Identify and describe VMware Disaster Recovery, HA, Scalability (UEM, IDM, Enterprise System Connector, Secure Email Gateway, etc.)
- Objective 2.4 - Explain Workspace ONE intelligence, AirWatch SDK

Section 3 - Planning and Designing - There are no testable objectives for this section.

Section 4 - Installing, Configuring, and Setup

- Objective 4.1 - Identify infrastructure requirements (minimums, maximums, and recommended sizing requirements, OS version support, database versions, email infrastructure, directory services, etc.)
- Objective 4.2 - Install and configure UEM components (ESC, ACC, IDM-C, UAG, SEG)
- Objective 4.3 - Configure Edge Services (Tunnel and Content Gateway)
- Objective 4.4 - Preliminary configuration of UEM environment
- Objective 4.5 - Install and configure IDM components (native connectors, configure directories and IDPs)
- Objective 4.6 - Configure Directory Services (users and groups)
- Objective 4.7 - Configure APIs
- Objective 4.8 - Configure Certificate Authority Integration
- Objective 4.9 - Configure Mobile Email Management (PowerShell integration, SEG, G-Suite, Office 365, Microsoft Exchange)

Section 5 - Performance-tuning, Optimization, Upgrades - There are no testable objectives for this section.

Section 6 - Troubleshooting and Repairing

Objective 6.1 - Match logs to use cases

Objective 6.2 - Detect networking configuration issues (DNS, NTP, etc.)

Objective 6.3 - Identify Endpoint enrollment and management issues (connectivity)

Objective 6.4 - Identify End-user App Authentication issues

Objective 6.5 - Identify console administration issues

Section 7 - Administrative and Operational Tasks

Objective 7.1 - Configure and manage device profiles for mobile and desktop endpoint OS (iOS, Android, Windows 10)

Objective 7.2 - Configure and manage certificate authority and certificate templates

Objective 7.3 - Manage Assignment Groups and Organization Groups

Objective 7.4 - Add and Manage Users and Admin groups (Basic, Directory)

Objective 7.5 - Add, assign, and manage applications

Objective 7.6 - Add, assign, and manage content

Objective 7.7 - Configure and manage email policies

Objective 7.8 - Configure and manage compliance policies for mobile and desktop endpoints

Objective 7.9 - Perform device management on device endpoints

Objective 7.10 - Add and Manage SaaS, Web Applications on VMware IDM

Objective 7.11 - Create reporting (UEM reporting, IDM reporting, Workspace ONE Intelligence)

Objective 7.12 - Manage user and Admin access on vIDM Console

Objective 7.13 - Add and manage conditional access, access policy in vIDM

Objective 7.14 - Manage authentication methods in vIDM (built-in IDP)

Objective 7.15 - Configure privacy and security controls

Objective 7.16 - Create automation (Workspace ONE Intelligence)

Objective 7.17 - Create reports and dashboards using Workspace ONE Intelligence

Recommended Courses

[VMware Workspace ONE: Deploy and Manage \[V20.x\]](#)

[VMware Workspace ONE: Integrating the Digital Workspace \[V20.x\]](#)

[VMware Workspace ONE: Skills for Unified Endpoint Management \[V20.x\]](#)

References*

In addition to the recommended course, item writers use the following references for information when writing exam questions. It is recommended that you study the reference content as you prepare to take the exam, in addition to any recommended training.

<http://kb.vmware.com> - [Workspace ONE]

<http://www.vmware.com> - [Products – Digital Workspace – Workspace ONE]

<https://blogs.vmware.com> - [Workspace ONE]

<https://docs.vmware.com> - [Workspace ONE]

<https://www.vmware.com/support/pubs/> - [Workspace ONE]

<https://www.vmware.com/techpapers.html> - [Workspace ONE]

<https://resources.air-watch.com> – [Workspace ONE]

<http://pubs.vmware.com> – [Workspace ONE]

<https://support.air-watch.com> – [Workspace ONE]

Exam Content Contributors

Andrew McCarter
Matt Williams
Benjamin Jacoby
Bhupi Shukla
Ethan Walker
Higor Olivieri
Jason Huang
Joel West
Renan Medina
Rick Watson
Roy McCord
Mark Miller
Ashley Frame
Ryan Costello



VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 www.vmware.com
© 2019 VMware, Inc. All rights reserved. The product or workshop materials is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at <http://www.vmware.com/download/patents.html>. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

VMware warrants that it will perform these workshop services in a reasonable manner using generally accepted industry standards and practices. THE EXPRESS WARRANTY SET FORTH IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICES AND DELIVERABLES PROVIDED BY VMWARE, OR AS TO THE RESULTS WHICH MAY BE OBTAINED THEREFROM. VMWARE WILL NOT BE LIABLE FOR ANY THIRD-PARTY SERVICES OR PRODUCTS IDENTIFIED OR REFERRED TO CUSTOMER. All materials provided in this workshop are copyrighted by VMware ("Workshop Materials"). VMware grants the customer of this workshop a license to use and make reasonable copies of any Workshop Materials strictly for the purpose of facilitating such company's internal understanding, utilization and operation of its licensed VMware product(s). Except as set forth expressly in the sentence above, there is no transfer of any intellectual property rights or any other license granted under the terms of this workshop. If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside of the United States, the VMware contracting entity will be VMware International Limited.