

Professional VMware Workspace ONE 21.X

Exam Details (Last Updated: 5/21/2021)

The Professional VMware Workspace ONE 21.X exam (2V0-62.21) which leads to VMware Certified Professional - Digital Workspace 2022 certification is a 60-item exam, with a passing score of 300 using a scaled method. Candidates are given an appointment time of 130 minutes, which includes five-minute seating time and adequate time to complete the exam for non-native English speakers. Actual exam time is 125 minutes.

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 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 does not have testable objectives in this version of the exam, it will be noted below, accordingly. 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 unified endpoint management

Objective 1.3 - Differentiate between endpoint operating systems as well as various manufacturer differences

Objective 1.4 - Describe and define identity and access management concepts

Objective 1.5 - Differentiate between traditional management and modern management

Objective 1.6 - Explain authentication methods (2 factor authentication, Kerberos, Identity Chain, SAML, SAML Transformation, Mobile SSO, etc.)

Objective 1.7 - Describe security concepts in relation to endpoint management (DMZ, Zero Trust, authentication, authorization, etc.)

Section 2 – VMware Products and Solutions

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Objective 2.1 - Describe UEM + Access components and sub-components (AirWatch Cloud Connector, Workspace ONE Access Connector, Workspace ONE Assist, UAG, ENS, AWCM, LTE Connector, VMverify, Intelligent Hub, Drop-ship (Factory) Provisioning, etc.)

Objective 2.1.1 - Describe AirWatch Cloud Connector features and functions

Objective 2.1.2 - Describe Workspace ONE Access Connector features and functions

Objective 2.1.3 - Describe Workspace ONE Assist features and functions

Objective 2.1.4 - Describe UAG features and functions

Objective 2.1.5 - Describe ENS features and functions

Objective 2.1.6 - Describe AWCM features and functions

Objective 2.1.7 - Describe LTE Connector features and functions

Objective 2.1.8 - Describe VMverify features and functions

Objective 2.1.9 - Describe Intelligent Hub features and functions

Objective 2.1.10 - Describe Drop-ship (Factory) Provisioning features and functions

Objective 2.2 - Differentiate and match use case for VMware products

Objective 2.3 - Explain VMware best practices when using VMware products

Objective 2.4 - Identify and describe Workspace ONE relevant Disaster Recovery, HA, Scalability (UEM, Access, AirWatch Cloud Connector, Workspace ONE Access Connector, UAG, etc.)

Objective 2.5 - Explain Workspace ONE Intelligence, dashboard, custom reports, sensors, etc.

Objective 2.6 - Explain Unified Access Gateway Workspace ONE Edge Services

Objective 2.7 - Explain use cases for Workspace ONE SDK

Objective 2.8 - Explain the use case for Windows 10 Modern Management transformation and migration (Workspace ONE Airlift)

Objective 2.9 - Describe desktop management use cases other than Windows

Section 3 – There are no testable objectives for this section

Section 4 – Installation, Configuration, 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 Workspace ONE components

Objective 4.2.1 - Install and configure UEM components

Objective 4.2.1.1 - Configure Android Enterprise

Objective 4.2.1.2 - Configure Apple device enrollment and purchased content management

Objective 4.2.1.3 - Configure Certificate Authority Integration

Objective 4.2.1.4 - Configure Mobile Email Management (PowerShell integration, SEG, G-Suite, Office 365, Microsoft eXchange)

Objective 4.2.1.5 - Install and configure ACC

Objective 4.2.2 - Install and configure Access components (connectors, UAG)

Objective 4.2.3 - Configure UAG Edge Services (Tunnel, SEG and Content Gateway)

Objective 4.2.4 - Configure Directory Services (users and groups)

Objective 4.2.4.1 - Configure and test Active Directory connection

Objective 4.2.4.2 - Import Active Directory users and groups

Objective 4.3 - Configure branding for administrative consoles

Objective 4.4 - Configure Hub services

Objective 4.4.1 – Configure branding

Objective 4.4.2 – Configure catalog

Objective 4.4.3 – Configure people search

Objective 4.4.4 – Configure notifications

Objective 4.4.5 – Configure custom tab (homepage)

Objective 4.4.6 – Configure support tab

Objective 4.4.7 – Configure templates

Objective 4.4.8 – Configure new hire welcome

Section 5 - There are no testable objectives for this section

Section 6 – Troubleshooting and Repairing

Objective 6.1 - Understand the various logs and their purpose

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

Objective 6.3 - Identify endpoint enrollment and management non-connectivity

Objective 6.4 - Identify end-user authentication failures

Objective 6.5 - Use console to resolve device misconfigurations

Section 7 – Administrative and Operational Tasks

Objective 7.1 - Configure and manage device profiles for mobile and desktop endpoint OS

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 Accounts (users, admins, groups)

Objective 7.5 - Add, assign, and manage Resources

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 Workspace ONE Access

Objective 7.11 - Configure and manage connectors

Objective 7.12 - Manage UEM reporting

Objective 7.13 - Manage user and admin access on Workspace ONE Access Console

Objective 7.14 - Add and manage conditional access, access policy in Workspace ONE Access Console

Objective 7.15 - Manage authentication methods in Workspace ONE Access

Objective 7.16 - Configure privacy and security controls

Objective 7.17 - Create custom reports (Workspace ONE Intelligence)

Objective 7.18 - Configure and manage API settings

Objective 7.19 - Configure and manage automation, dashboard, and widget

Recommended Courses

VMware Workspace ONE: Deploy and Manage [V21.x] - ILT

VMware Workspace ONE: Deploy and Manage [V21.x] - On Demand

VMware Workspace ONE: Skills for UEM [V21.x] - ILT

VMware Workspace ONE: Skills for UEM [V21.x] – On Demand

VMware Workspace ONE: Integrating Access with UEM [V21.x] - ILT

VMware Workspace ONE: Integrating Access with UEM [V21.x] - On Demand

References*

In addition to the recommended courses, 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]

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

*Workspace ONE content in this exam based on v21.X. Review all v21.X and [U1] release notes and material for features and function.

Certification Requirements

VCP-DW 2022

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