5V0-63.21
VMware Workspace ONE
for macOS Skills

Exam Details

The VMware Workspace ONE for macOS Skills exam (5V0-63.21) which leads to VMware Workspace ONE for macOS 2022 badge is a 65-item exam, with a passing score of 300 using a scaled method. Exam time is 125 minutes.

Exam Delivery

This is a proctored exam delivered through Pearson VUE. For more information, visit the Pearson VUE website.

Badge 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 (MQC) has general experience with Workspace ONE and at least six months of experience with macOS(general use) as well as strong IT experience. Candidates should have completed all recommended training courses for this credential. The successful candidate will likely hold additional industry-recognized IT certifications or accreditations. The MQC should have all the knowledge contained in the exam sections listed below.

Exam Sections

This exam contains the sections listed below. If a section is not tested in the exam you will see a note indicating there are no testable objectives for that section.

Section 1 - Extending the Digital Workspace Experience

      Objective 1.1: Identify the components that are included in a SaaS environment and which components have to be provided.

      Objective 1.2: Identify the capabilities supported with macOS management through Workspace ONE.

Section 2 - Implementing Apple Business Manager

      Objective 2.1: Identify the capabilities supported with macOS management with Apple Business Manager.

      Objective 2.2: Identify macOS management features that require integration with Apple Business Manager.

Section 3 - Determining Onboarding Options

Objective 3.1: Given a scenario about enrolling macOS devices, identify the enrollment option that should be used.

Section 4 - Configuring Apple Device Management for Onboarding

Objective 4.1: Identify the steps of configuring DEP in the Workspace ONE UEM console.

Objective 4.2: Given a user and an Apple Device Management device, identify the options that should be configured for the DEP profile.

Objective 4.3: Identify how to assign a new DEP profile to Apple Device Management devices.

Objective 4.4: Identify assignment methods that can be used to assign a DEP profile to a device.

Section 5 - Staging Enrollment

Objective 5.1: Identify the difference between single user staging and multi-user staging.

Objective 5.2: Given a scenario about staging, identify the type of staging user that should be used.

Objective 5.3: Identify the types of macOS user accounts can be supported for multi-user staging.

Section 6 - Onboarding Non-Apple Device Management Enrollment Methods

Objective 6.1: Identify the pre-requisites needed to enroll a macOS device in Workspace ONE.

Objective 6.2: Identify the information a user can provide to start Intelligent Hub enrollment.

Section 7 - Configuring Device Security

Objective 7.1: Identify the situation when a user profile or a device profile should be used.

Section 8 - Deploying Certificates

Objective 8.1: Given a certificate scenario, identify how the certificate should be deployed out to devices.

Section 9 - Deploying Apple Business Manager Content

Objective 9.1: Identify what is required from the Apple Business Manager portal to synch purchased content into Workspace ONE UEM for licensed distribution.

Objective 9.2: Identify the requirements to support multiple instances of Apple Business Manager in Workspace ONE UEM.

Objective 9.3: Given a scenario about a customer distributing app, identify the distribution method that should be used.

Section 10 - Managing Apple Business Manager Content Licenses

Objective 10.1: Given a scenario about licenses from Apple Business Manager not being available in Workspace ONE UEM, identify how to troubleshoot the problem.

Objective 10.2: Given a scenario about purchased applications not being able to be distributed, identify how to troubleshoot the problem.

Objective 10.3: Identify the revocation methods available for Workspace ONE UEM console.

Section 11 - Distributing Non-App Store Software

Objective 11.1: Identify the extensions that can be uploaded to be used as internal applications.

Objective 11.2: Given a scenario with a need to deploy a package immediately after enrollment, identify the type of software distribution that should be used.

Objective 11.3: Given a scenario with a need of package that has a complex installation requirements, identify the type of software distribution that should be used.

Objective 11.4: Identify the method to generate all files needed to distribute internal applications.

Section 12 - Managing Non-App Store Software

Objective 12.1: Given a scenario about updating to a new version of an automated version, identify the expected behavior on assigned devices.

Objective 12.2: Given a scenario about updating to a new version of an on-demand version, identify the expected behavior on assigned devices.

Objective 12.3: Given a scenario about retiring an old version of the software, identify the expected behavior on assigned devices.

Section 13 - Deploying Virtual Desktops and Applications

Objective 13.1: Given a scenario about a Windows application that needs to be accessed remotely, identify the method that should be used.

Objective 13.2: Identify the methods of connecting to a VMware Horizon desktops and applications.

Section 14 - Deploying Product Provisioning (No testable objectives for this section)

Section 15 - Implementing HubCLI (No testable objectives for this section)

Objective 15.1: Identify the HubCLI commands that are supported.

Section 16 - Managing Minor OS Updates

Objective 16.1: Given a scenario where a macOS update needs to be delayed, identify the method that should be used.

Section 17 - Managing Major OS Updates

Objective 17.1: Identify the software update payload options that help to enforce macOS updates.

Objective 17.2: Identify the method(s) that should be used to deploy macOS updated through Workspace ONE.

Section 18 - Leveraging Digital Workspace Experience

Objective 18.1: Identify the types of services that can be accessed through the Workspace ONE Intelligent Hub.

Objective 18.2: Identify the types of applications that can be displayed in the Workspace ONE Intelligent Hub application catalog.

Section 19 - Integrating Workspace ONE Assist

Objective 19.1: Identify the Workspace ONE Assist features that are supported on macOS.

Objective 19.2: Identify the prerequisites that are required to deploy Workspace ONE Assist.

Objective 19.3: Identify the steps a user needs to take to approve a remote session on Workspace ONE Assist.

Section 20 - Integrating Workspace ONE Intelligence

Objective 20.1: Identify the features that are accessible through the Workspace ONE Intelligence console.

Objective 20.2: Given a customer troubleshooting scenario, identify the Workspace ONE component that is required.

Section 21 - Monitoring with Workspace ONE Intelligence

Objective 21.1: Given a customer troubleshooting scenario that involves tracking data over time, identify the Workspace ONE Intelligence component that should be used.

Section 22 - Setting Up API Integrations in Workspace ONE Intelligence

Objective 22.1: Given a customer troubleshooting scenario that involves integrating with ticketing software, identify the Workspace ONE Intelligence component that should be used.

Section 23 - Setting Up Automation in Workspace ONE Intelligence

Objective 23.1: Given a customer troubleshooting scenario that involves executing automating tasks, identify the Workspace ONE Intelligence component that should be used.

Section 24 - Integrating Workspace ONE UEM with Workspace ONE Access

Objective 24.1: Identify the features that require integrating Workspace ONE UEM with Workspace ONE Access.

Objective 24.2: Identify the requirements to integrate Workspace ONE UEM with Workspace ONE Access.

Section 25 - Leveraging Conditional Access with Workspace ONE Access

Objective 25.1: Given a scenario about an HR application, identify how to block access to the application on nonmanaged devices.

Objective25.2: Identify the conditions to designate different access policies.

Section 26 - Configure Privacy Settings for macOS Devices

Objective 26.1: Identify the macOS feature used to control where applications can be downloaded from.

Objective 26.2: Identify the required information for a privacy preferences profiles.

Section 27 - Configuring Extensions

Objective 27.1: Identify the type of MDM profile payload required to bypass user approval for security, networking or monitoring tools.

Objective 27.2: Identify the information that could be used to approve kernel/system extension.

Objective 27.3: Identify the MDM profile payload that should be used to issue Kerberos tickets to devices not joined to a domain.

Section 28 - Configuring Directory Payload

Objective 28.1: Identify situations that would benefit from directory binding.

Section 29 - Performing Disk Encryption with File Vault

Objective 29.1: Identify the benefits of using Intelligent Hub for encryption enforcement.

Objective 29.2: Identify the differences between different types of recovery keys.

Objective 29.3: Identify the security mechanisms available when using a Personal Recovery key.

Objective 29.4: Identify where recovery keys are stored.

Recommended Courses

(Required) VMware Workspace ONE for macOS

References

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https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/products/workspace-one/vmware-workspace-

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