

# Associate VMware End-User Computing

## Exam Details (Last Updated: 10/1/2021)

Associate VMware End-User Computing exam (1V0-61.21) which leads to VMware Certified Technical Associate - End-User Computing 2023 (VCTA-EUC 2023) certification is a 55-item exam, with a passing score of 300 using a scaled scoring method. Candidates are given 120 minutes to complete the exam, 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 Learning Services - Certification website](#).

## Minimally Qualified Candidate

The minimally qualified candidate can explain the concepts of end-user computing and endpoint management. They are able to describe at a high level VMware's End User Computing products and solutions, and their benefits. These include, Horizon, Access, UEM, App Volumes, DEM, UAG, vSphere, Intelligence, and Assist. The MQC can perform basic operations in VMware's End User Computing products and identify applicable UI and dashboards for products such as Horizon, Access, UEM, APP Volumes, DEM UAG, and vSphere. They can run standard and custom reports. They can read and understand a network diagram. The MQC should have all the knowledge contained in the exam sections below.

## Exam Sections

VMware exam blueprint sections are now standardized to the five 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

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 – Describe VDI and its benefits

Objective 1.2 – Describe the components of a unified endpoint management solution

Objective 1.2.1 – Explain device management

Objective 1.2.2 – Explain email management

Objective 1.2.3 – Explain content management

Objective 1.2.4 – Explain application management

Objective 1.3 – Describe SaaS solutions and their benefits

Objective 1.3.1 – Differentiate between on-premises vs. cloud deployments

Objective 1.4 – Describe identity and access management concepts

Objective 1.5 – Explain basic virtualization terminology (HA, DRS, etc.)

Objective 1.6 – Explain high availability and disaster recovery solution concepts

Objective 1.7 – Understand basic networking concepts (switches, routers, firewalls, DMZ, SSL, Load balancing, etc.)

Objective 1.8 – Describe the client types used in a VDI solution (zero client, thin client, fat client)

Objective 1.8.1 – Describe what a zero client is

Objective 1.8.2 – Describe what thin client is

Objective 1.8.3 – Describe what a fat client is

Objective 1.9 – Describe a content delivery network solution and its purpose

Objective 1.10 – Understand the third party dependencies of Horizon

Objective 1.10.1 – Identify and describe server technologies used with VMware's Digital Workspace solutions

Objective 1.10.2 – Explain Windows Server capabilities

Objective 1.10.3 – Explain Active Directory

Objective 1.10.4 – Explain DNS

Objective 1.10.5 – Explain DHCP

Objective 1.10.6 – Explain SQL Server

Objective 1.11 – Understand the third party dependencies of Workspace ONE

## Section 2 - VMware Products and Solutions

### Objective 2.1 – Identify and describe VMware Unified Endpoint Management

Objective 2.1.1 – Explain Workspace ONE Intelligence features and functions

Objective 2.1.2 – Explain Workspace ONE Assist features and functions

Objective 2.1.3 – Explain (AirWatch) Cloud Connector features and functions

Objective 2.1.4 – Explain (AirWatch) Email Notification Service features and functions

Objective 2.1.5 – Explain VMware Unified Access Gateway Service under VMware Unified Endpoint Management

### Objective 2.2 – Identify and describe VMware Horizon

Objective 2.2.1 – Explain VMware App Volumes features and functions

Objective 2.2.2 – Explain VMware Unified Access Gateway Service under VMware Horizon

Objective 2.2.3 – Explain VMware vSphere features and functions

Objective 2.2.4 – Explain Dynamic Environment Manager features and functions

Objective 2.2.5 – Identify the different types of Horizon Cloud environments (Cloud, AWS, Azure, etc.)

### Objective 2.3 – Identify and describe Workspace ONE Access features and functions

Objective 2.3.1 – Explain Workspace ONE Access Connector purpose

### Objective 2.4 – Identify VMware Productivity Apps

Objective 2.4.1 – Explain VMware Workspace ONE Intelligent Hub features and functions

Objective 2.4.2 – Explain VMware Horizon Client features and functions

Objective 2.4.3 – Explain Workspace ONE Boxer features and functions

Objective 2.4.4 – Explain VMware Workspace ONE Tunnel features and functions

## Section 3 – Planning and Designing

NOT APPLICABLE

## Section 4 – Installing, Configuring, and Setup

NOT APPLICABLE

## Section 5 – Performance-tuning, Optimization, Upgrades

NOT APPLICABLE

## Section 6 – Troubleshooting and Repairing

Objective 6.1 – Describe the VMware resources available to assist with troubleshooting (KB, Pubs, Docs, TechZone, etc.)

Objective 6.2 – Explain how to gather Horizon Agent, Horizon Client, App Volumes Agent logs, etc.

Objective 6.3 – Explain how to gather Intelligent Hub, Boxer, Web, Workspace ONE Content, etc.

## Section 7 – Administrative and Operational Tasks

Objective 7.1 – Perform administrative tasks in VMware Horizon

Objective 7.1.1 – Use Horizon to entitle desktop pools

Objective 7.1.2 – Use the Horizon dashboard and helpdesk tool for monitoring

Objective 7.1.3 – Install and use the Horizon Client

Objective 7.1.4 – Navigate through Horizon Administrator and identify its elements

Objective 7.2 – Perform administrative tasks in VMware App Volumes

Objective 7.2.1 – Assign an entity to an App Volumes application package and /or writeable volume

Objective 7.2.2 – Navigate through App Volumes Manager and identify elements

Objective 7.3 – Perform administrative tasks in Dynamic Environment Manager

Objective 7.3.1 – Verify user settings with VMware Dynamic Environment Manager helpdesk tool

Objective 7.3.2 – Navigate through Dynamic Environment Manager Console and identify elements

Objective 7.4 – Perform administrative tasks in Horizon Cloud

Objective 7.4.1 – Access and navigate the Horizon Cloud Control Plane

Objective 7.5 – Perform administrative tasks in Unified Endpoint Management for device management

Objective 7.5.1 – Enroll a single device through MDM enrollment methods using Intelligent Hub

Objective 7.5.2 – Run device inventory reporting

Objective 7.5.3 – Conduct device inventory maintenance (deleting device, etc.)

Objective 7.5.4 – Verify profile assignment and installation

Objective 7.5.5 – Review device status from the devices dashboard (Devices > dashboard)

Objective 7.5.6 – Verify compliance policy assignments and status in the Unified Endpoint Management dashboard

Objective 7.5.7 – Verify user and assignment group

Objective 7.6 – Perform administrative tasks in Unified Endpoint Management email management

Objective 7.6.1 – Understand and navigate the Mail Dashboard and identify its elements

Objective 7.7 – Perform administrative tasks in Unified Endpoint Management for content management

Objective 7.7.1 – Understand and navigate the Content Dashboard and identify its elements

Objective 7.8 – Perform administrative tasks in Unified Endpoint Management for application management

Objective 7.8.1 – Install productivity applications on mobile devices

Objective 7.8.2 – Assist end-users with WS1 Intelligent Hub

Objective 7.8.3 – Verify app assignment and installation

Objective 7.8.4 – Identify Resources (Internal, Public, and Purchased resources)

Objective 7.9 – Perform administrative tasks in Workspace ONE Intelligence

Objective 7.9.1 – Generate reports

Objective 7.9.2 – View device and application data with Dashboard and Widget

Objective 7.10 – Perform administrative tasks in Workspace ONE Access

Objective 7.10.1 – Navigate the Access console and identify its elements

Objective 7.10.2 – Verify application assignment

## Recommended Course

VMware Digital Workspace: Core Technical Skills

## Certification Requirements

VCTA-EUC2023

## Exam Contributors

Andrew McCarter

Ashley Frame

Bhupi Shukla

Cameron Megaw

Erick Marshall

Higor Olivieri

Jason Huang

Mark Miller

Rick Watson

Roy McCord

Ryan Costello

Tulika Srivastava



**VMware, Inc.** 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 [www.vmware.com](http://www.vmware.com) © 2023 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.