

# 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 2021 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]

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