

VCTA-EUC - End-User Computing Track



Online Course

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Course Modules

1. Architectures and Technologies

- Describe VDI and its benefits
- Describe the components of a unified endpoint management solution
 - Explain device management
 - Explain email management
 - Explain content management
 - Explain application management
- Describe SaaS solutions and their benefits
 - Differentiate between on-premises vs. cloud deployments
- Describe identity and access management concepts
- Explain basic virtualization terminology (HA, DRS, etc.)
- Explain high availability and disaster recovery solution concepts
- Understand basic networking concepts (switches, routers, etc.,)
- Describe the client types used in a VDI solution
 - Describe what a zero client is
 - Describe what thin client is
 - Describe what a fat client is



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- Describe a content delivery network solution and its purpose
- Understand the third-party dependencies of Horizon
 - Identify server technologies used with VMware's Digital Workspace
 - Explain Windows Server capabilities
 - Explain Active Directory
 - Explain DNS
 - Explain DHCP
 - Explain SQL Server
- Understand the third-party dependencies of Workspace ONE

2. VMware Products and Solutions

- Identify and describe VMware Unified Endpoint Management
 - Explain Workspace ONE Intelligence features and functions
 - Explain Workspace ONE Assist features and functions
 - Explain (AirWatch) Cloud Connector features and functions
 - Explain (AirWatch) Email Notification Service features and functions
 - VMware Unified Access Gateway Svc under VMware Unified Endpoint
- Identify and describe VMware Horizon
 - Explain VMware App Volumes features and functions
 - VMware Unified Access Gateway Service under VMware Horizon
 - Explain VMware vSphere features and functions
 - Explain Dynamic Environment Manager features and functions
 - Identify the different types of Horizon Cloud environments



- Identify and describe Workspace ONE Access features and functions
 - Explain Workspace ONE Access Connector purpose
- Identify VMware Productivity Apps
 - Explain VMware Workspace ONE Intelligent Hub features & functions
 - Explain VMware Horizon Client features and functions
 - Explain Workspace ONE Boxer features and functions
 - Explain VMware Workspace ONE Tunnel features and functions

3. Troubleshooting and Repairing

- VMware resources available to assist with troubleshooting
- Explain how to gather Horizon Agent, Horizon Client, App Volumes
- How to gather Intelligent Hub, Boxer, Web, Workspace ONE Content
- Administrative and Operational Tasks
 - Perform administrative tasks in VMware Horizon
 - Use Horizon to entitle desktop pools
 - Use the Horizon dashboard and helpdesk tool for monitoring
 - Install and use the Horizon Client
 - Navigate through Horizon Administrator and identify its elements
- Perform administrative tasks in VMware App Volumes
 - Assign an entity to an App Volumes application package and
 - Navigate through App Volumes Manager and identify elements



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- Perform administrative tasks in Dynamic Environment Manager
 - Verify user settings with VMware Dynamic Environment Manager
 - Navigate through Dynamic Environment Manager Console
- Perform administrative tasks in Horizon Cloud
 - Access and navigate the Horizon Cloud Control Plane
- Perform administrative tasks in Unified Endpoint Management
 - Enroll a single device through MDM enrollment methods
 - Run device inventory reporting
 - Conduct device inventory maintenance (deleting device, etc.)
 - Verify profile assignment and installation
 - Review devc status frm the device's dashboard (Devices > dshbrd)
 - Verify compliance policy asmt and status in the Unified Endpoint
 - Verify user and assignment group
- Perform administrtrv tasks in Unified Endpoint mgmt email mngmt
 - Understand the Mail Dashboard and identify its elements
- Perform administrative tasks in Unified Endpoint Management
 - Understand and navigate the Content Dshboard & identify its elmt
- Perform administrative tasks in Unified Endpoint Management
 - Install productivity applications on mobile devices
 - Assist end-users with WS1 Intelligent Hub
 - Verify app assignment and installation
 - Identify Resources (Internal, Public, and Purchased resources)



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- Perform administrative tasks in Workspace ONE Intelligence
 - Generate reports
 - View device and application data with Dashboard and Widget
- Perform administrative tasks in Workspace ONE Access
 - Navigate the Access console and identify its elements
 - Verify application assignment



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