

# COURSE OVERVIEW

**Course Name:**  
(CEM-205) Manage  
Citrix Endpoint  
Management

**COURSE DURATION: 3 Days**

**Gauteng:**

3rd Floor, 34 Whitely Road  
Melrose Arch  
Johannesburg  
2196

**Gauteng:**

192 on Bram  
192 Bram Fischer Drive  
Ferndale, Randburg  
Johannesburg  
2160

**Cape Town:**

3rd Floor, Thomas Pattullo Building  
19 Jan Smuts St  
Cape Town  
8000

**Durban:**

9 Mountview Close  
Broadlands  
Mount Edgecombe  
Durban  
4302



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## INTRODUCTION

Students will explore how to manage Citrix Endpoint Management in this three-day course. Venture into the cloud as students learn to manage devices, apps, and users. Students will learn how the architecture, management, and communication flow function with Citrix Endpoint Management Service and how they can fit their organization's needs. You will learn how to administer their Citrix Endpoint Management environment and how to support your end users, as well as working with applications and securing a variety of endpoints.

## DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
  - Johannesburg, Durban, Cape Town
- Virtual instructor-led training
- Nationally: on-site at the client



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## INTENDED AUDIENCE

Built for IT Professionals interested in learning how to manage Citrix Endpoint Management on-premises or cloud environments using leading practices. Potential students include Administrators and Implementers.

## PREREQUISITES

- Microsoft Windows Server 2012 R2 or Windows Server 2008 R2, and Microsoft Windows 8.1 or Windows 7.
- Mobile device operating systems, such as iOS and Android.
- Network architecture and terminology.

## LEARNING OBJECTIVES

- How to manage a Citrix Endpoint Management implementation in a On-premises or cloud environment.
- How to perform common enterprise mobility management tasks and mobile application management.
- Understand the device enrolment process.
- How to perform monitoring, troubleshooting, and reporting on a Citrix Endpoint Management Enterprise solution.

## COURSE CONTENT

### Module 1: Introduction to Citrix Endpoint Management

- Citrix Endpoint Management Features
- Citrix Cloud and Citrix Endpoint Management
- Citrix Endpoint Management User Experience and Security
- Citrix Endpoint Management Entitlements

### Module 2: Citrix Endpoint Management Architecture

- Citrix Endpoint Management Prerequisites
- Citrix Endpoint Management Server
- Citrix Endpoint Management and Microsoft Intune
- Apple APNs and Google Firebase Cloud Messaging
- MDX Architecture and Features

### Module 3: Cloud Components

- Cloud Component Overview
- Onboarding and Access
- Cloud Connector and Cloud Resource Locations
- Cloud Migration
- Cloud Updates and Features

### Module 4: Common Device Management Tasks

- Administrative Console Overview
- Delivery Groups
- Device Policies

## **Module 5: Device Enrolment**

- Enrolment Methods
- iOS Device Enrolment
- Android Device Enrolment
- Windows 10 Enrolment
- Other Devices

## **Module 6: Managing Device Security**

- Security Policies
- Automated Actions
- Android for Work
- ActiveSync Filtering
- Shared Devices

## **Module 7: Working with Apps**

- Application Integration
- Citrix Endpoint Management Productivity Apps
- Application Security with MDX
- 3rd Part Applications

## **Module 8: Integrating Citrix Content Collaboration**

- Citrix Content Collaboration Overview
- Integrating Citrix Endpoint Management with Content Collaboration
- Content Collaboration Workflows

## **Module 9: Maintaining and Troubleshooting**

- Maintaining Citrix Endpoint Management
- Maintaining Certificates
- Troubleshooting Citrix Gateway (formerly NetScaler Gateway)
- Troubleshooting Tools for Citrix Productivity Apps
- Firewall Issues

## **Module 10: Monitoring and Reporting**

- Monitoring and Reporting of Devices
- Monitoring and Reporting of Citrix Content Collaboration