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**Management**

**Deployment and**

**Apple**

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Support

To prepare for the exam, follow this approach:

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Apple Deployment and Management

• Practice with the sample questions in this guide.

reinforce your knowledge.

perform the exercises, and use the Check Your Understanding questions in each article or tutorial to

• Complete the Apple Deployment and Management course. Study its content and linked resources,

• Read the learning objectives in this guide and identify the resources you need to study.

• Gain practical experience in deploying and managing Apple devices in an organization.

• Become familiar with supporting iPhone, iPad, and Mac users in an organization.

the exam.

and experience deploying and managing Apple devices, you may need 30 to 60 hours to prepare for

experience deploying and managing Apple devices. Depending on your background, technical expertise,

and Management course. To pass the exam, you must study multiple Apple resources and gain direct

The exam covers the learning objectives listed in this guide, not only the topics in the Apple Deployment

Preparing for the Exam

This exam is based on iOS 17, iPadOS 17, and macOS Sonoma.

Apple Training.

pass the exam, you earn the Apple Certified IT Professional digital badge. For more information, visit

practices you need to deploy, secure, and manage Apple devices at scale in large organizations. When you

The Apple Deployment and Management exam tests your understanding of the tools, services, and best

About the Exam

purchase sources.

•

Manage device suppliers in Apple School Manager

•

Manage device suppliers in Apple Business Manager

•

Managing Device Assignments

Compare and contrast the features and functions related to managed devices between Apple Configurator

Given a scenario, develop a deployment strategy for different ownership models and device

•

Automated Device Enrollment and MDM

•

Device Enrollment and MDM

•

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Apple Deployment and Management

•

Update or restore iPhone, iPad, or Apple TV devices

Understanding Device Enrollment

•

Revive and restore Apple devices

•

Preparing Devices for a Return to Service

•

Exploring Apple Configurator Features

and MDM.

How Apple separates user data from organization data

•

Evaluating Authentication and User Services

(formerly Azure AD), to manage secure access to your organization’s resources on Apple devices.

Evaluate identity management and authentication services, such as single sign-on (SSO) and Entra ID

•

How users enroll their personal devices

•

•

Managing Organization Apps and Data

•

Enrolling User-Owned Devices

Explain how device ownership models affect an organization’s deployment strategy.

Deployment

Learning Objectives

•

Managing Enrollment and Setup Assistant

deployment scenarios.

Identify key considerations that relate to deploying Apple devices in organization-owned

•

Account-driven Device Enrollment

Compare the requirements of account-driven Device Enrollment to profile-based Device Enrollment.

•

Network Usage Rules MDM payload settings for Apple devices

•

Managing Network Traffic

Evaluate an organization’s network infrastructure with respect to profiles and payloads for Apple devices.

•

Platform Single Sign-on for macOS

•

•

Adding an MDM Server

Link Apple Business Manager or Apple School Manager to your organization’s third-party MDM solution.

Apple Business Manager and Apple School Manager

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About Apple device supervision

•

Automated Device Enrollment and MDM

Device Enrollment and MDM

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Intro to Apple device enrollment types

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Designing a Security Strategy

•

Planning Device Ownership and Enrollment

Using Apple Business Manager or Apple School Manager

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Apple Deployment and Management

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Use federated authentication with Google Workspace in Apple Business Manager

•

Explain the ownership and enrollment options for each enrollment type.

•

Evaluating Authentication and User Services

Explain the Directory Sync requirements for Apple Business Manager or Apple School Manager.

•

Link to a third-party MDM server in Apple School Manager

•

Link to a third-party MDM server in Apple Business Manager

•

Declarations

•

Intro to declarative device management and Apple devices

•

Querying Devices

•

Exploring Apple's MDM Framework

•

Understanding How MDM Works

Explain declarative device management.

•

Firewall MDM payload settings for Apple devices

•

Setup Assistant pane options

Explain how mobile device management impacts a user’s ability to configure settings on Apple devices.

Intro to mobile device management profiles

•

Erase Apple devices

•

Use MDM to deploy software updates to Apple devices

•

About software updates for Apple devices

•

•

Managing Software Updates

•

Designing a Security Strategy

•

Exploring Apple's MDM Framework

Recognize the key purpose and function of Apple’s management framework.

Choosing a Distribution Method

•

Manually Adding Devices to Your Organization

Add devices from Apple Configurator to Apple Business Manager or Apple School Manager.

•

Intro to content distribution for Apple devices

•

Managing Organization Apps and Data

•

•

Buying Content Through Apps and Books

Explain who owns volume purchased app and book licenses after distribution.

•

Intro to roles and privileges in Apple School Manager

•

Using Apple Business Manager or Apple School Manager

Manage content tokens in Apple Business Manager

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Apple Deployment and Management

•

Manage content tokens in Apple School Manager

•

Identify the purpose of roles and locations in Apple Business Manager or Apple School Manager.

•

Buying Content Through Apps and Books

Buy content in volume in Apple Business Manager or Apple School Manager.

•

Add devices from Apple Configurator to Apple School Manager

•

Add devices from Apple Configurator to Apple Business Manager

•

Inspect a user account in Apple School Manager

•

Managing Organization Apps and Data

•

Choosing a Distribution Method

•

Using Apple Business Manager or Apple School Manager

•

Planning Device Ownership and Enrollment

Explain why an organization uses Apple Business Manager or Apple School Manager.

•

Learn which Student Information Systems (SIS) that Apple School Manager supports

•

Using Apple Business Manager or Apple School Manager

Manager or Apple School Manager.

Identify the integration standards for public or in-house identity providers to integrate with Apple Business

Migrate content tokens to Apple Business Manager

•

Automated Device Enrollment and MDM

•

Intro to Apple device enrollment types

•

Intro to content distribution for Apple devices

•

•

Migrate content tokens to Apple School Manager

•

Migrate from redemption codes to managed distribution

•

Integrate Apple School Manager with your Student Information System (SIS)

•

•

Joining Wi-Fi Networks

•

Preparing Your Network

Recognize key considerations that relate to joining managed Apple devices to Wi-Fi networks.

•

How content caching works

How iOS, iPadOS, and macOS decide which wireless network to auto-join

Understanding Content Caching

Recognize how content caching across subnets works.

•

Plan for and set up content caching

•

Understanding Content Caching

Explain how content caching in macOS caches and optimizes downloaded Apple content on your network.

Secure access to wireless networks

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Exam Preparation Guide

Apple Deployment and Management

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How Apple devices join Wi-Fi networks

•

•

•

WEP, WPA, WPA2, WPA2/WPA3 MDM settings for Apple devices

•

Joining Wi-Fi Networks

network.

Configure wireless authentication methods your organization will use to connect Apple devices to your

•

Transfer licenses to another location in Apple Business Manager or Apple School Manager.

Configure your organization’s network infrastructure — Wi-Fi coverage and capacity, proxies, firewalls, VPN,

Networking

•

Transfer licenses to another location in Apple School Manager

•

Transfer licenses to another location in Apple Business Manager

•

Buying Content Through Apps and Books

and Bonjour — for use by Apple devices.

•

Manage content tokens in Apple School Manager

•

Manage content tokens in Apple Business Manager

•

Buying Content Through Apps and Books

Manage content tokens in Apple Business Manager or Apple School Manager.

•

Use Apple products on enterprise networks

•

Preparing Your Network

existing network.

Summarize requirements and technical considerations for integrating Apple devices into an

•

Infrastructure requirements

TCP and UDP ports used by Apple software products

•

Use Apple products on enterprise networks

•

Get proper Wi-Fi capacity

•

Preparing Your Network

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•

Use network relays on Apple devices

•

Relay MDM payload settings for Apple devices

Recognize relays can be applied to managed apps, domains, or the entire device.

•

Configure devices to work with APNs

Network relays

Preparing Your Network

Identify key ports and protocols that MDM uses to communicate with APNs.

•

DNS Proxy MDM payload settings for Apple devices

•

Global HTTP Proxy MDM payload settings for Apple devices

•

Managing Network Traffic

How iOS, iPadOS, and macOS decide which wireless network to auto-join

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Apple Deployment and Management

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Wi-Fi roaming support in Apple devices

•

Configure global HTTP Proxy payload settings for Apple devices.

•

macOS wireless roaming for enterprise customers

access to Apple-specific services.

Evaluate and recommend strategies for your organization to optimize its network configuration for device

•

Network relays in iOS, iPadOS, macOS, and tvOS

•

Identify key payloads and settings that MDM uses to configure a managed Apple device to connect

•

Using VPN on Apple Devices

Configure devices to automatically use Always On VPN using MDM.

•

Extensible Authentication Protocol (EAP) MDM settings for Apple devices

•

Joining Wi-Fi Networks

automatically to a supported Wi-Fi network using a supported authentication protocol.

VPN overview for Apple device deployment

•

Connect Apple devices to 802.1X networks

•

Joining Wi-Fi Networks

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Preparing Your Network

Configure Apple devices to connect to 802.1X wireless networks.

Joining Wi-Fi Networks

•

Cisco Fastlane MDM settings for Apple devices

•

Configuring App Priorities

•

Managing Network Traffic

•

Configure network priorities for Wi-Fi and cellular networks for Apple devices.

•

Relay MDM payload settings for Apple devices

•

Managing Organization Apps and Data

Configure a relay network extension for managed apps, domains, or the entire device in an MDM solution.

•

•

•

Organization-linked Activation Lock for iPhone and iPad

•

Activation Lock on Apple devices

•

recoveryOS Password

Describe different types of biometric capabilities on Apple devices.

Managing Activation Lock

Define the key purpose and function of Activation Lock as it relates to managed Apple devices.

•

Lock and locate Apple devices

•

Locate lost or stolen supervised devices

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Apple Deployment and Management

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Set up Face ID on iPhone

Managing Lost Devices

Use Touch ID on Mac

•

Uses for Face ID and Touch ID

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About Touch ID advanced security technology

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Touch ID security

•

•

About Apple device supervision

•

Using Restrictions Payloads

Recognize key restrictions that apply to supervised Apple devices.

•

Passcode MDM payload settings for Apple devices

Using Passcode Payloads

Identify passcode configuration options for Apple devices.

Security

•

Infrastructure requirements

•

TCP and UDP ports used by Apple software products

Configure network to support screen monitoring for Classroom and Apple Remote Desktop.

Describe what’s encrypted in macOS, iOS, and iPadOS, including where keys can be stored for FileVault.

•

Using MDM to Manage Lost Mode

Recognize the key purpose and function of Lost Mode as it relates to managed Apple devices.

•

Institutional versus personal recovery keys

•

Protecting Data with FileVault

•

Review MDM restrictions for Apple devices

•

Using Restrictions Payloads

Recognize key restrictions that apply to unsupervised Apple devices.

•

MDM restrictions for supervised Apple devices

•

•

Set up content caching on Mac

•

Intro to content caching

Set up tethered caching.

•

Intro to certificate management for Apple devices

Device network information MDM queries for Apple devices

Managing Certificates

Discern and classify the key components of a digital certificate.

•

Share log messages, activities, or reports in Console on Mac

•

Console User Guide for Mac

Explain what Console is and how it’s used to triage or troubleshoot user issues.

•

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Apple Deployment and Management

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Test Wi-Fi networks with Apple Network Responsiveness

•

Terminal User Guide for Mac

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Console User Guide for Mac

Explain what Terminal is and how it’s used to triage or troubleshoot user issues.

•

How Content Caching > Share Internet connection works with MDM

•

Hardware security overview

•

Managing Organization Apps and Data

on a managed Apple device that run securely without compromising platform integrity.

Apply organization security policies to MDM settings that allow an organization to install and manage apps

•

Apple Platform Security

•

Distribute apps to devices

•

Face ID and Touch ID security

•

Secure Enclave

•

Understanding Device Enrollment

Describe key components of Apple’s security model.

Change Passwords settings on Mac

Start up from macOS Recovery

•

Apps available in macOS Recovery on a Mac with Apple silicon

•

Mac startup key combinations

Describe macOS Recovery and what a user can do with it.

•

•

Keychain data protection

Define what a keychain is, and explain what a user can do with Keychain Access in macOS.

Support

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Distribute Managed Apps to Apple devices

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Change Content Caching settings on Mac

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Set up content caching on Mac

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Optimizing Content Caching

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Configuring Content Caching Advanced Settings

Change content caching Clients options on Mac

Enabling Content Caching

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Understanding Content Caching

Configure content caching on Mac.

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FileVault MDM payload settings for Apple devices

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Institutional versus personal recovery keys

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Apple Deployment and Management

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Device network information MDM queries for Apple devices

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Set up content caching on Mac

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Intro to content caching

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Change content caching Storage options on Mac

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Change content caching Peers options on Mac

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Change content caching Parents options on Mac

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Protect data on your Mac with FileVault

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How does FileVault work on a Mac?

•

Use macOS Recovery on an Intel-based Mac

•

Use macOS Recovery on a Mac with Apple silicon

Volume encryption with FileVault in macOS

Intro to macOS Recovery

•

Protecting Data with FileVault

Describe the changes FileVault makes to the macOS boot process.

•

Content types supported by content caching in macOS

•

Understanding Content Caching

Identify content types supported by the caching service.

How does FileVault work on a Mac?

Start up from macOS Recovery

•

Apps available in macOS Recovery on a Mac with Apple silicon

•

Mac startup key combinations

•

Protect data on your Mac with FileVault

•

•

Protecting Data with FileVault

State the importance of recovery keys, personal recovery keys, and MDM escrow.

•

Manage FileVault with mobile device management

•

Use secure token, bootstrap token, and volume ownership in deployments

•

•

Managing Devices and Corporate Data

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Lock and locate Apple devices

•

MDM commands for Apple devices

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Auto Advance and Automated Device Enrollment (macOS)

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Using MDM to Manage Lost Mode

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Using VPN on Apple Devices

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Enrolling User-Owned Devices

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Managing Enrollment and Setup Assistant

User Enrollment and per-app networking

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Apple Deployment and Management

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MDM commands for User Enrollment

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VPN settings overview for Apple devices

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Per App VPN

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MDM commands for Apple devices

Enrollment profiles

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Reenroll devices in MDM

•

Configure your new MDM solution

•

Intro to planning your MDM migration

Plan your MDM migration.

•

•

Understanding Device Enrollment

Describe what MDM is and how it works.

Mobile Device Management (MDM)

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Content types supported by content caching in macOS

•

How Content Caching > Share Internet connection works with MDM

User Enrollment and Managed Apple IDs

Designing a Security Strategy

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Understanding How MDM Works

organization-owned Apple device.

Compare and contrast the actions that an MDM administrator can take on a managed user-owned and

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About Lockdown Mode

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User Enrollment and MDM

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Enrolling User-Owned Devices

•

Understanding Device Enrollment

Manually enroll user-owned devices into an MDM solution.

•

Distribute Managed Apps to Apple devices

•

Notifications MDM payload settings for Apple devices

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MDM restrictions for iPhone and iPad devices

•

Review MDM restrictions for Apple devices

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Preventing App Removal or Installation

•

Managing Organization Apps and Data

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Designing a Security Strategy

Prevent users from installing or removing apps.

•

Managing Organization Apps and Data

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Apple Deployment and Management

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Managed App restrictions and capabilities

•

Review MDM restrictions for Apple devices

Configure Managed Open In restrictions on a managed iPhone or iPad.

•

Rapid Security Responses and MDM

•

Using Restrictions Payloads

•

Managing Software Updates

Manage Rapid Security Response on Apple devices.

Identify which Setup Assistant options you can configure on Apple devices.

Account-driven Device Enrollment

•

Managing Organization Apps and Data

Use account-driven Device Enrollment on iPhone, iPad, and Mac to enroll in an MDM solution.

•

Manage Setup Assistant for Apple devices

•

Setup Assistant MDM payload settings for Apple devices

•

•

Exploring Apple Configurator Features

Use Apple Configurator to enroll iPhone, iPad, or Apple TV devices into an MDM solution.

•

Home Screen Layout MDM payload settings for Apple devices

•

Automated Device Enrollment MDM payload list

Create and assign an enrollment profile in an MDM solution.

Using Restrictions Payloads

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MDM restrictions for iPhone and iPad devices

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About Apple device supervision

•

MDM restrictions for supervised Apple devices

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Designing a Security Strategy

Identify restrictions that apply only to supervised Apple devices.

•

Device Enrollment and MDM

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How Apple separates user data from organization data

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Managing Software Updates

Defer software updates on managed iPhone and Apple TV devices.

•

Security MDM queries for Apple devices

•

Querying Devices

Identify the types of queries that are supported on a managed Apple device from MDM.

Deferring software updates and upgrades

Erase Apple devices

•

Managing Lost Devices

Demonstrate how to use an MDM solution to wipe devices safely.

•

Locate lost or stolen supervised devices

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Organization-linked Activation Lock for iPhone and iPad

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MDM restrictions for iPhone and iPad devices

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About Apple device supervision

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MDM restrictions for supervised Apple devices

•

Using Restrictions Payloads

•

Designing a Security Strategy

List what can be managed and actions that can be taken on a device in MDM.

•

•

Using Passcode Payloads

Use an MDM solution to configure passcode requirements for Apple devices.

•

Automated Device Enrollment MDM payload list

•

Auto Advance and Automated Device Enrollment (macOS)

•

Setup Assistant pane options

•

Passcode MDM payload settings for Apple devices

•

Using Passcode Payloads

•

Managing Enrollment and Setup Assistant

•

Designing a Security Strategy

Enforce the use of passcodes during enrollment.

Apply Lost Mode and Activation Lock on managed devices.

•

Managing Lost Devices

•

Managing Activation Lock

•

Using MDM to Manage Lost Mode

•

Designing a Security Strategy

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Bootstrap token

•

Protecting Data with FileVault

Use an MDM solution to require FileVault on managed Mac computers.

•

Passcode MDM payload settings for Apple devices

Understanding Content Caching

MDM restrictions for iPhone and iPad devices

•

MDM restrictions for supervised Apple devices

•

Set up your content cache

•

Using Restrictions Payloads

•

•

•

Designing a Security Strategy

Identify the purpose or function of using restrictions to manage Apple devices.

•

Security MDM queries for Apple devices

•

Installed app MDM queries for Apple devices

Deploy devices with cellular connectivity.

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Apple Deployment and Management

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About the eSIM modification restriction

•

Use MDM to deploy devices with cellular connections

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MDM management of host pairing

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Managing Thunderbolt and USB Pairing

Manage accessory restrictions for iPhone, iPad, and Mac.

•

Review MDM restrictions for Apple devices

•

•

Erase Apple devices

•

Return to Service for iPhone and iPad

•

Preparing Devices for a Return to Service

MDM solution.

Use the EraseDevice command for iPhone and iPad to quickly reset devices for Return to Service in an

Device Erase Command Details

Use the Apple Configurator 2 command-line tool

•

Exploring Apple Configurator Features

Use cfgutil scripting to automate repetitive tasks not present in Apple Configurator.

•

MDM commands for Apple devices

•

Review MDM restrictions for Apple devices

•

Operating system MDM queries for Apple devices

•

Device network information MDM queries for Apple devices

•

Device information MDM queries for Apple devices

•

MDM queries for User Enrollment

Querying Devices

Use MDM to display detailed information about a managed Apple device.

•

Setup Assistant pane options

•

Managing Enrollment and Setup Assistant

Configure Setup Assistant for organization-owned Apple devices in an MDM solution.

•

A.

users. Users tell you that large files stored in iCloud take longer to download than before.

How can you speed up downloads of iCloud user data?

A.

Increase the cache size.

B.

Use the MDM command PurgeCache to empty the cache.

C.

Do nothing. Content caching doesn't store iCloud user data.

D.

Delete the /Library/Application Support/Apple/AssetCache folder.

**Question 4**

Which security MDM query should you use to check whether Mac computers have access to websites

while preventing unauthorized access to user files?

Content caching is configured with a 300GB cache size on a managed Mac mini to support Shared iPad

Firewall settings

B.

Find My enabled

C.

Passcode present

D.

Hardware encryption type

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D.

Sample Questions

To practice for the exam, try to answer each of these sample questions. Then use the answer key to check

your answers. These sample questions aren’t on the actual exam but represent the types of

questions included.

**Question 1**

Who retains the license of a managed app in Apple Business Manager or Apple School Manager when the

app is revoked?

A.

The device user

B.

The organization

C.

The Managed Apple ID user

The personal Apple ID owner

**Question 2**

Which security MDM query can you use to check whether the startup volume is protected on a Mac?

A.

Find My enabled

B.

Passcode present

C.

Secure boot status

D.

Hardware encryption type

**Question 3**

A.

A.

Open Activity Monitor, click View, and select Run System Diagnostics.

B.

In Terminal, type tail -f /Applications/BetterBag.app/Contents/MacOS/BetterBag.

C.

Open Console, click Log Reports from the sidebar, search for BetterBag, select the log, and click the

Share button.

D.

Open Console, click Diagnostic Reports from the sidebar, search for BetterBag, select the log, and press

the Share button.

**Question 8**

Which two certificate components can you use to securely identify a client or server and encrypt the

communication between them?

How do you locate and send the correct log?

Public key and private key

B.

Trust key and trust certificate

C.

Intermediate certificate and trust key

D.

Trust certificate and intermediate certificate

Apple Deployment and Management

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BetterBag IT wants to verify that Mac users can't start up from any volume other than the designated

**Question 5**

The BetterBag Information Security team wants to prevent users from manually installing configuration

profiles in System Settings on their device-enrolled Mac computers.

What is required on the managed Mac computers to implement this strategy?

A.

They must be supervised.

B.

They must be using macOS 13 or later.

C.

They must be assigned in Apple Business Manager.

D.

They must be enrolled with Automated Device Enrollment.

**Question 6**

startup volume.

Which security MDM query can you use?

A.

Find My enabled

B.

Passcode present

C.

Firmware password status

D.

Hardware encryption type

**Question 7**

A BetterBag custom app quits unexpectedly. The app developer asks you for the log report.

Uninstall Managed Apps

A.

Apple Maps

B.

Find My

C.

Location Services

D.

Managed Lost Mode

**Question 12**

BetterBag uses Automated Device Enrollment for all of its managed Apple devices. You must remove all

data from a previous user's Mac before you can deploy it to the next user.

Which MDM command can you use to reprovision devices?

A.

Which MDM setting do you enable to locate a stolen iPhone?

B.

Erase Provisioning Profile

C.

Install Provisioning Profile

D.

Erase All Content and Settings

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**Question 10**

**Question 9**

Leticia needs to verify that a group of new employees have set up their managed iPad devices to prevent

unauthorized users from accessing their orientation files.

Which security MDM query can she use?

A.

Passcode present

B.

Secure boot status

C.

Firmware password status

D.

Can Activation Lock be managed

BetterBag requires that FileVault encryption protects all managed Mac computers.

What must BetterBag's MDM solution escrow to grant a secure token to mobile accounts?

A.

A content token

B.

A bootstrap token

C.

A personal recovery key

D.

An institutional recovery key

**Question 11**

BetterBag's security team wants to recover managed iPhone devices that were stolen.

Find My enabled

A.

ActivationLockRequest

B.

DeviceLock

C.

EraseDevice

D.

SetAutoAdminPassword

**Question 16**

The BetterBag security team wants to verify that employees have met requirements to secure their iPad

devices from loss and theft.

Which security MDM query should they use?

A.

iPhone or iPad?

B.

Secure boot status

C.

Firmware password status

D.

Can Activation Lock be managed

Apple Deployment and Management

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**Question 14**

**Question 13**

The BetterBag accounting department wants to ensure that the financial data contained on its iPad devices

is secure.

Which security MDM query can you use to confirm that sensitive data is secure?

A.

Secure boot status

B.

Hardware encryption type

C.

Firmware password status

D.

Can Activation Lock be managed

BetterBag wants to verify that customers can't log in to retail kiosk iPad devices.

Which security MDM query can you use?

A.

Secure boot status

B.

Firmware password status

C.

Can Activation Lock be managed

D.

Passcode compliant with profiles

**Question 15**

Which MDM command helps prevent an unauthorized person from accessing data on a lost or stolen

are secured?

You manually added donated Mac computers to Apple School Manager and enrolled them in your

MDM solution.

What is the management status of the Mac computers after you've manually added and enrolled them in

your MDM solution?

A.

They're supervised, and a user can unenroll them at any time.

B.

They're unsupervised, and a user can unenroll them at any time.

C.

A user can release them from device management for up to 30 days.

D.

A user can release them from device management for up to 60 days.

**Question 20**

Which security MDM query should you use to check whether a Mac computer's critical file locations

**Question 19**

A.

Find My enabled

B.

Passcode present

C.

Hardware encryption type

D.

System Integrity Protection enabled

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Activation Lock will be automatically disabled.

**Question 17**

A former employee's managed iPhone needs to be returned to service. Your MDM solution can't remove

Activation Lock.

How can you disable organization-linked Activation Lock?

A.

Enter the personal Apple ID credentials in iCloud settings at the Activation Lock screen.

B.

Enter the Managed Apple ID credentials that created the device enrollment token at the Activation

Lock screen.

C.

In Apple Business Manager or Apple School Manager, find the device and send the clear

Activation Lock command.

D.

Use your MDM solution to send the clear passcode command to the device. The device-based

**Question 18**

BetterBag IT wants to configure its executives' iPad devices to access the organization Wi-Fi network with

the most secure encryption available. IT needs BetterBag's Wi-Fi network to also maintain compatibility

with other devices that may not support the latest standard.

Which authentication method is most likely to meet these requirements?

A.

WPA2 Personal

B.

WPA3 Enterprise

C.

Wi-Fi Protected Access

D.

Wired Equivalent Privacy

**Question 25**

C.

The AllowESIMModification restriction is enabled.

D.

The AllowESIMModification restriction is disabled.

**Question 24**

Which MDM command can initiate an iPhone to download an eSIM profile from a carrier's

(SM-DP+) server?

A.

InstallESIM

B.

CarrierActivation

C.

Provision Cellular Plan

D.

Refresh Cellular Plans

The iPhone can't reach the Apple Lookup Service.

Which setting configures Automatic Proxy Setup in the Global HTTP Proxy MDM payload?

A.

Authentication type

B.

Password

C.

Proxy PAC URL

D.

Security type

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Apple ID

**Question 21**

Which Terminal command should you use if you want to write shell scripts and automate certain processes

with Apple Configurator for Mac?

A.

automator

B.

cfgenrollment

C.

cfgutil

D.

startosinstall

**Question 22**

Which Setup Assistant screen can you not configure to be skipped on a supervised iPhone that's enrolled

in Apple Business Manager?

A.

B.

Language

C.

Location Services

D.

Terms and Conditions

**Question 23**

A BetterBag user receives a "Cellular Plan is Ready to be Installed" notification in Settings on their

managed iPhone. A cellular plan can't be installed on their managed iPhone even though the user can

make calls.

What is the most likely reason that a cellular plan can't be installed?

A.

The eSIM was already used.

B.

computers can access content caching.

D.

90 days

**Question 29**

Which declaration type is used to convey overall management state to the device and describes details

about the organization and capabilities of the MDM solution?

A.

Devices

B.

Enrollments

C.

Management

D.

Security

**Question 30**

Nisha is preparing to deploy a fleet of Mac computers. She wants to ensure that only approved Mac

21 days

In which payload should she configure this setting?

A.

Content Caching

B.

Privacy and Security

C.

Restrictions

D.

System Settings

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90 days

**Question 26**

Which role in Apple Business Manager or Apple School Manager has default permissions to add, assign,

unassign, and release devices?

A.

Administrator

B.

Content Manager

C.

Manager

D.

Staff

**Question 27**

BetterBag requires a maximum passcode age on all iPhone and iPad devices.

What is the maximum passcode age you can set with an MDM solution?

A.

B.

180 days

C.

365 days

D.

730 days

**Question 28**

What is the maximum number of days an MDM solution can retrieve the Activation Lock bypass codes from

newly supervised iPad devices?

A.

7 days

B.

15 days

C.

Question 28: B

Question 19: C

Question 20: D

Question 21: C

Question 22: B

Question 23: D

Question 24: D

Question 25: C

Question 26: A

Question 27: D

Question 18: A

Question 29: C

Question 30: C

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Question 9: A

Answer Key

Question 1: B

Question 2: C

Question 3: A

Question 4: A

Question 5: B

Question 6: C

Question 7: C

Question 8: A

Question 10: B

Question 11: D

Question 12: D

Question 13: B

Question 14: D

Question 15: C

Question 16: A

Question 17: B

and password.

Update the Contact Details for the Testing and Certification section. Answer the additional information

questions. If you’re requesting any special accommodations to take the exam, compete the relevant

fields. Then click the Submit button.

4.

On the notifications page, look for this text: “You may continue to the exam process for Deployment

and Management Exam.” Click Continue at Pearson VUE.

5.

Follow the instructions to schedule and pay for your exam.

On the day of your scheduled exam, complete these steps:

1.

30 minutes before your scheduled exam time, sign in to ACRS using your Apple ID

3.

2.

Click the Apple Deployment and Management Exam on the home page.

3.

Click Begin Exam, then follow the instructions.

After you complete the exam, Pearson emails you your score. If you don’t pass the exam on the first try, you

can purchase another exam and retake it after 14 days. You’re allowed four attempts to pass the exam.

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Taking the Exam

Exam Details

The exam name is Apple Deployment and Management Exam (DEP-2024-ENU).

•

The exam contains approximately 90 scored technical questions, and you have 120 minutes to

•

complete them.

The minimum passing score is 84 percent. Scores aren’t rounded.

•

The exam uses multiple-choice single-select and multiple-choice multiple-select questions.

•

You may not access any resources or references during the exam.

•

You take the Apple Deployment and Management exam online through the Pearson OnVUE system.

Schedule your exam session in advance, and plan to complete the exam in one sitting. You need a private

space and a current, government-issued identification card to take the exam.

To learn more about the Pearson OnVUE online proctoring experience, watch this brief video.

To schedule and take the exam, complete these steps:

1.

Sign in to ACRS (Apple Certification Records System) using your Apple ID and password.

2.

Click Credentials. Then click Apple Deployment and Management Exam to start the exam

registration process.

About the Certification

The Apple Certified IT Professional digital badge differentiates you as a skilled professional, gives you a

competitive edge in an evolving job market, and associates you with the power of the Apple brand.

When you pass the exam, Credly emails you the instructions to claim your digital badge.

Digital badges are valid for two years from the date earned, but specific expiration dates vary. You keep

your badge current by taking the recertification exam when it’s released and before the badge expiration

date. Visit Apple Training and sign in to ACRS periodically to ensure that you’re aware as soon as a

recertification exam is available.

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