

Course Outline

Apple Deployment and Management – Apple Certified IT Professional (ACITP) Exam Prep Course ACITP-ExamPrep: 2 days Instructor Led

About this course

This exclusive instructor-led, two-day course is the definitive option for anybody who deploys and manages Apple devices or wishes to take the 2023 Apple Certified IT Professional exam. Enjoy an immersive, interactive two days with a veteran Apple Certified Trainer as they take you through all the key points you need to understand in order to effectively deploy and manage Mac, iPhone, and iPad devices... and be ready to take the brand new ACITP exam!

Format

Lectures, demonstrations, discussions, and interactive exercises - delivered virtually or on-site.

Audience

Anybody who deploys and manages Mac, iPhone, and iPad devices, or anybody wishing to sit the 2023 ACITP (Apple Certified IT Professional) exam.

Required Prerequisites

ACSP Certification is an absolute requirement.

Recommended Prerequisites

Mac User Essentials (for macOS Ventura) iPhone User
Essentials (for iOS 16) iPad User Essentials (for iPadOS
16) Apple Support - ACSP Exam Preparation

Related Courses

Apple Support - ACSP Exam Preparation macOS Support Essentials 2023
(for macOS Ventura) iOS Support Essentials 2023 (for iOS 16 and
iPadOS 16)

Associated Documents

1. Course Description (this document)
2. Apple Deployment Tutorials (online at apple.com)
3. Exam Preparation Guide (Apple)
4. Key Facts (PDF)
5. Student Guide (PDF)
6. Instructor Guide (PDF)
7. Presentation (Keynote)

Main Sections

MDM Planning
MDM Preparation
Device Enrolment
Device Management
Device Redeployment and Recycling
Exam Preparation

Course Outline

Course Outline

DAY ONE

- Welcome
- Understanding MDM (3 topics)
- Planning for Implementation (5 topics)
- Setting Up Your Organisation (4 topics)
- Preparing for Content Distribution (5 topics)
- Enabling Automated Device Enrolment (4 topics)
- Understanding Device and User Enrolment (4 topics)

DAY TWO

- Recap
- Managing Device Network Configurations (3 topics)
- Managing Content (2 topics)
- Managing Data (3 topics)
- Managing Device Security (6 topics)
- Managing Traffic (2 topics)
- Managing Lost Devices (3 topics)
- Redeploying and Recycling Devices (3 topics)
- Planning for the Exam

Topics in Detail

MDM PLANNING

1. Understanding MDM (3 topics)
 - Understanding How MDM Works
 - Exploring Apple's MDM Framework
 - Planning Device Ownership and Enrolment
2. Planning for Implementation (5 topics)
 - Evaluating MDM Solutions
 - Preparing Your Network
 - Evaluating Authentication and User Services
 - Designing a Security Strategy
 - Understanding Digital Certificates

MDM PREPARATION

1. Setting Up Your Organization (4 topics)
 - Using Apple Business Manager or Apple School Manager
 - Adding Locations and Users
 - Adding an MDM Server
 - Manually Adding Devices to Your Organization
2. Preparing for Content Distribution (5 topics)

Course Outline

- Buying Content Through Apps and Books
- Understanding Content Caching
- Enabling Content Caching
- Configuring Content Caching Advanced Settings
- Optimizing Content Caching

DEVICE ENROLMENT

1. Enabling Automated Device Enrollment (7 topics)
 - Managing Device Assignments
 - Exploring Apple Configurator Features
 - Automating Bulk Deployments
 - Creating Custom Configuration Profiles
 - Managing Enrollment and Setup Assistant
 - Configuring Enrollment and Setup Assistant
 - Choosing Personalization Options
2. Understanding Device and User Enrollment (2 topics)
 - Understanding Device Enrollment
 - Enrolling User-Owned Devices
 - Supporting Shared iPad
 - Distributing Devices

DEVICE MANAGEMENT

1. Managing Device Network Configurations (3 topics)
 - Joining Wi-Fi Networks
 - Configuring Network Settings
 - Using VPN on Apple Devices
2. Managing Content (2 topics)
 - Choosing a Distribution Method
 - Managing Apps
3. Managing Data (3 topics)
 - Managing Organization Apps and Data
 - Preventing App Removal or Installation
 - Protecting Data with FileVault
4. Managing Device Security (6 topics)
 - Managing Software Updates
 - Using Passcode Payloads
 - Using Restrictions Payloads
 - Managing Thunderbolt and USB Pairing
 - Managing Certificates
 - Querying Devices
5. Managing Traffic (2 topics)
 - Managing Network Traffic
 - Configuring App Priorities
6. Managing Lost Devices (3 topics)
 - Using MDM to Manage Lost Mode
 - Managing Lost Devices

Course Outline

- Managing Activation Lock

DEVICE REDEPLOYMENT AND RECYCLING

1. Redeploying and Recycling Devices (3 topics)

- Preparing Devices for a Return to Service
- Giving Devices a Second Life
- Continuing Your Learning

EXAM PREPARATION

1. Planning for the Exam

- Preparing for the Exam
- Reviewing the Learning Objectives
- Practicing with Sample Questions