vmware° EDUCATION SERVICES

2V0-61.20
Professional Workspace ONE Exam

Exam Preparation Guide
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Exam Details

The Professional Workspace ONE exam (2V0-61.20) which leads to VMware Certified Professional – Digital Workspace 2020 certification is a 70-item exam, with a passing score of 300 using a scaled method. Candidates are given an appointment time of 105 minutes, which includes five-minute seating time and adequate time to complete the exam for non-native English speakers. Actual exam time is 100 minutes.

Exam Delivery

This is a proctored exam delivered at Pearson VUE testing centers, world-wide. For more information, visit the **Pearson VUE website**.

Certification Information

For details and a complete list of requirements and recommendations for certification 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 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.

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 intentional and the reason for the non-sequential numbering. The objective numbering will correspond directly with the information reported in your score report for your convenience and future reference.

Sections Included in the Exam

1 - Architectures and Technologies
   1.1 - Differentiate and illustrate the differences between physical architecture and logical architecture
   1.2 - Describe the auxiliary components to enable VMware's Workspace ONE Solution
   1.3 - Differentiate among OS Platforms
   1.4 - Describe disaster recovery and high availability
   1.5 - Describe and define Identity and Access Management Concepts
   1.6 - Describe modern management (Windows 10)
   1.7 - Explain authentication methods (MFA, Kerberos, Identity Bridging, SAML, SAML Transformation, Mobile SSO, etc.)
   1.8 - Identify general networking requirements
2 - VMware Products and Solutions
   2.1 - Identify Workspace ONE components and auxiliary components (AirWatch Cloud Connector, Unified Access Gateway, ENS, etc.)
   2.2 - Differentiate and match use case with VMware products based on best practices
   2.3 - Identify and describe VMware Disaster Recovery, HA, Scalability (AirWatch Cloud Connector, Unified Access Gateway, ENS, etc.)
   2.4 - Explain Workspace ONE intelligence, AirWatch SDK
3 - Planning and Designing
   NOT APPLICABLE

4 - Installing, Configuring, and Setup
 4.1 - Identify infrastructure requirements (recommended sizing requirements, OS version support, email infrastructure, directory services, etc.)
 4.2 - Install and configure Workspace ONE platform auxiliary components (AirWatch Cloud Connector, Access Connector, Unified Access Gateway, ENS, etc.)
 4.3 - Configure Edge Services (VMware Tunnel, Content Gateway, Secure Email Gateway, etc.)
 4.4 - Preliminary configuration of Workspace ONE environment
 4.5 - Configure Identity Providers
 4.6 - Configure Directory Services (users and groups)
 4.7 - Configure APIs
 4.8 - Configure Certificate Authority Integration
 4.9 - Configure Mobile Email Management (PowerShell integration, SEG v2, G-Suite, Office 365, Microsoft Exchange)

5 - Performance-tuning, Optimization, Upgrades
 NOT APPLICABLE

6 - Troubleshooting and Repairing
 6.1 - Understand how to obtain logs and their use (productivity apps, auxiliary components)
 6.2 - Detect networking configuration issues (DNS, NTP, etc.)
 6.3 - Identify Endpoint enrollment and management issues (connectivity)
 6.4 - Identify End-user App Authentication issues
 6.5 - Identify console administration issues

7 - Administrative and Operational Tasks
 7.1 - Configure and manage device profiles for mobile and desktop endpoint OS (iOS, Android, Chrome OS, Windows 10, macOS)
 7.2 - Manage certificate authority and certificate templates
 7.3 - Manage Assignment Groups and Organization Groups
 7.4 - Add and Manage Users and Admin groups (Basic, Directory)
 7.5 - Add, assign, and manage applications
 7.6 - Add, assign, and manage content
 7.7 - Configure and manage email policies
 7.8 - Configure and manage compliance policies for mobile and desktop endpoints
 7.9 - Perform device management on device endpoints
 7.10- Add and Manage SaaS, Web Applications on Workspace ONE Access
 7.11 - Export Workspace ONE UEM reports and analytics
 7.12 - Manage user and Admin access on Workspace ONE platform
 7.13 - Add and manage conditional access, access policy Workspace ONE
 7.14 - Manage authentication methods in Workspace ONE platform
 7.15 - Configure privacy and security controls
 7.16 - Create automation (Workspace ONE Intelligence)
 7.17 - Create reports and dashboards using Workspace ONE Intelligence

Recommended Courses

VMware Workspace ONE: Deploy and Manage [V20.x]- ILT
VMware Workspace ONE: Deploy and Manage [V20.x]- On Demand
VMware Workspace ONE: Integrating the Digital Workspace [V20.x]- ILT
VMware Workspace ONE: Integrating the Digital Workspace [V20.x] – On Demand
VMware Workspace ONE: Skills for Unified Endpoint Management [V20.x]- ILT

References

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]

http://pubs.vmware.com – [Workspace ONE]

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