BMC Client Management 12.x: Advanced Administering

COURSE ABSTRACT

COURSE CODE
» SPPT-BCM3-1250

APPLICABLE VERSIONS
» BMC Client Management 12.5

DELIVERY METHOD 🌐
» Instructor-led Training (ILT)

COURSE DURATION 🌐
» 2 Days

PREREQUISITES
» *BMC Client Management 12.x: Fundamentals for Administrators – Part 1*
» *BMC Client Management 12.x: Fundamentals for Administrators – Part 2*

Course Overview

This 2-day instructor led course provides the knowledge and critical skills necessary to administer BMC Client Management, with major focus placed upon software and operating system deployment and mobile device deployment.

This course is designed for advanced BMC Client Management administrators who want to learn how to create software, operating system packages for deployment, creating and deploying capture projects and mobile device management. Students will learn in a fast-paced environment created to transfer the maximum amount of Client Management expertise in a minimum amount of time.

Target Audience

» Administrators

Learner Objectives

» Learn about software deployment, including the creation of packages
» Learn about operating system deployment, including the creation of packages and deployment of drivers
» Learn how capture and deploy a project
» Learn about other types of deployment project types
» Learn about the key features of Mobile Device Management
» Learn how to configure devices using the Mobile Device Manager
» Understand how to enroll a mobile device
» Learn how to collect and view information for a mobile device
» Learn how to perform remote operations on mobile devices

For more information about BMC Education Services, visit **www.bmc.com/education**.

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COURSE ACTIVITIES

- » Classroom Presentations
- » Hands-on Lab Exercises
- » Quizzes

BMC <PRODUCT NAME> LEARNING PATH

- » **https://www.bmc.com/education/courses/client-management-training.html**

ACCREDITATION AND CERTIFICATION PATHS 🌐

- » This course is not part of a BMC Certification Path

DISCOUNT OPTIONS 🌐

- » Have multiple students? Contact us to discuss hosting a private class for your organization
- » **Contact us for additional information** 🌐

Course Modules

Module 1: What is Software Deployment?
- » What is a Package?
- » Package Types
- » Gathering Software Installation Requirements
- » MSI Package Creation
- » Custom Package Creation
- » Package Deployment Methods
- » Snapshot Packages
- » MyApps: Software Installs on Demand

Module 2: What is Operating System Deployment?
- » OS Deployment Architecture
- » OSD Manager
- » Image Repository
- » Network Boot Listener
- » Storage Device (optional)
- » The Phases of OSD
- » Setting up the OSD Manager
- » Adding Network Boot Listeners and Image Repositories

Module 3: Driver Collection and Management
- » Deployment Drivers vs. OS Drivers
- » Importing Drivers
- » Using Drivers By Model

Module 4: Creating Your First Capture Project
- » Deploying Your First Image
- » Other Deployment Project Types
- » Multicast Options
- » Putting Projects on USB Devices

Module 5: What is Mobile Device Management (MDM)?
- » Key Features of Mobile Device Management
- » Including Mobile Devices in BMC Client Management
- » MDM License Usage

Module 6: Getting Started with MDM
- » Prerequisites to Configure MDM
- » Choosing and Configuring the Mobile Device Manager
- » Preparing and Installing the Apple Push Certificate
- » Adding an Authorized Email Domain
- » Creating a Terms and Conditions Document
- » Adding Authorized Users and User Groups
- » Adding a Custom Log to the Enrollment Page
- » Inviting Users to Enroll Their Devices

Module 7: Enrolling a Mobile Device
- » Enrolling a Mobile Device When Viewing the Invitation on the Device
- » Enrolling a Mobile Device When Viewing the Invitation on a Different Device
- » Withdrawing a Device from Mobile Device Management

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Module 8: Collecting and Viewing Information about Managed Mobile Devices
» Collecting Inventory from a Managed Mobile Device
» Viewing and Managing a Managed Mobile Device's Assigned Objects
» Managed Mobile Devices and Financial Asset Management

Module 9: Preparing your Mobile Devices for Remote Configuration
» Supervised Mode in iOS
» Enrolling in the Apple Volume Purchase Program (VPP)
» Profiles: Remotely Configuring Your Managed Mobile Devices
» Installing and Managing Mobile Applications

Module 10: Managing Applications Purchased through the Apple Volume Purchase Program (VPP)
» Creating a VPP Account with Apple
» Entering the VPP Credentials and Token in Client Management
» Synchronizing VPP Accounts in BMC Client Management
» Configuring VPP Parameters in BMC Client Management
» Viewing the Purchase VPP Assets in BMC Client Management
» Associating VPP Licenses with Users or iOS Devices
» Installing VPP Applications
» Understanding the Installation Status of Applications

Module 11: Performing Remote Operations on Managed Mobile Devices
» Creating and Assigning a Mobile Command
» Viewing the Status of a Mobile Command
» Assigning Security Commands to Target Devices
» Collecting Inventories from Target Devices
» Installing an Application that is not Listed in the Mobile Applications List
» Removing an Application with a Command
» Remote Command Examples

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