



## Overview

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This 2-day training course offers in depth knowledge about Addigy's cloud-based platform, ecosystem tools and terminology used to manage Apple devices: specifically, for macOS, iOS, iPadOS, and tvOS. On the final day of training, students will be given a 2-hour comprehensive exam to test their knowledge. The exam is multiple choice and can be retaken. The certification expires 2 years after the exam is passed.

### Who Should Attend

- IT professionals who deploy and manage Apple devices (MSPs, ACNs, IT Administrators)
- Technical professionals who help customers choose Apple devices.

### What You'll Learn

- Addigy platform navigation
- Device and user enrollment methods and tools.
- Device management workflows, configurations and best practices.
- Apple ecosystem terminology and programs.
- Automation, basic scripting and remediation strategies.
- Working with the Apple and Addigy community.

### Recommended Knowledge and Requirements (No Prerequisites)

- iOS and macOS familiarity.
- Basic iOS device and Mac computer navigation skills.
- Bring your own Mac to use if attending in the USA, devices are provided in a lab setting via Influential Software training facilities.



## Course outline

### **Introduction to Addigy and Addigy Device Management at a Glance**

Explore Addigy company overview, platform navigation and instructions on how to create users and update account settings. Leveraging and contributing to the Addigy Community. Apple, Addigy and ecosystem terminology and acronyms.

### **Enrolling Apple Devices in Addigy**

Understand the Addigy device enrollment process and Apple enrollment methods - including Apple User Approved MDM requirements, Apple Automated Device Enrollment (previously DEP) through Apple Business Manager/Apple School Manager, Apple Supervised Mode, implications of Device Supervision and related Apple and Addigy workflows allowed via Addigy's agent and MDM. (LAB)

### **Building Scalable Policies & Assessing Device States**

Define device states, create policies, policy inheritance, policy catalog, and best practices of policy layouts. Enforcement of MDM configuration profiles. (LAB)

### **GoLive and Devices at a Glance**

Understand how to quickly find information for individual devices. Create views and use filters for better insight into managed Apple devices. Explore how to use the Scripts section on the Devices page. Understand the tools available in GoLive and Remote Control integrations

### **Defining Device States, Software Deployment and Patching**

Configure installs of custom software packages and public software from the Addigy policy catalog. (LAB)



## **Deploying App Store content with Apps & Books (previously VPP)**

Explore how to configure Apple Apps & Books integration with Addigy, how to deploy App Store apps via Addigy policies, and viewing Apple Apps & Books assets in Addigy.

## **Defining Device States with MDM Configuration**

Learn about Addigy's Apple MDM configurations, custom MDM profiles, Apple privacy controls, requirements and limitations.

## **Monitoring Device Compliance with Alerts and Remediation**

Review Addigy Facts and Alerts, creating & customizing Monitoring items, resolving & remediating Alerts, and optional ticketing integration with alerts.

## **Advanced Software Deployment, Custom Facts, and Scripts**

Understand best practices and a deeper discussion on condition scripting in Custom Software, removal scripting in Custom Software, building Custom Facts, and remediation scripting within Addigy Alerts.

## **Resources**

- ACE Training Guide
- Addigy Getting Started Guide

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## **Contact us**

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