

# Enterprise Mobile Device Management with Microsoft Intune



## WorkshopPLUS

*The WorkshopPLUS addresses the specific needs within the customer environment in terms of Enterprise Mobile Device Management (MDM), organizational constraints and processes/operational infrastructure architectures and business solutions.*

### **Target Audience:**

*All cloud solution providers and participants of this WorkshopPLUS should have a basic understanding of mobile device platforms, such as iOS, Android and Windows devices. They should also have some background in Windows administration and networking.*

## Overview

With the proliferation of mobile devices in the workplace, employees can, and do, work from just about anywhere. To stay productive, this mobile workforce demands consistent access to corporate resources and data from any location from any device. This trend has introduced significant challenges for IT administrators who want to enable enterprise mobility while ensuring that corporate resources are protected from unauthorized access.

By using Microsoft Intune, you can manage applications and devices from the cloud.

Microsoft Intune is included as part of the Microsoft Enterprise Mobility Suite, a cost-effective way to use the Microsoft Enterprise Mobility cloud services for all of your employees.

## Key Features and Benefits

- Guidance about the Microsoft MDM solution – standalone implementation and architectural concepts
- Provisioning of all managed platforms (iOS, Android and Windows)
- Hands-on training on configuring a Microsoft Intune tenant, enrolling devices into Microsoft Intune, deploying apps/software and updates (Microsoft and non-Microsoft), enforcing policies, and distributing various profiles to the devices
- Troubleshooting covers tips and tricks, best practices, and tools for administering Microsoft Intune

*Best-Practice Guidance:*  
*Central management of mobile devices in an enterprise provides challenges to IT administrators. Microsoft Intune is designed to address these challenges and provides a central management solution.*

## Technical Highlights

The participants will gain valuable insights from industry experts on Microsoft technologies on the challenges faced by IT mobile device management teams who always have a need to stay updated on the new devices in the marketplace. This WorkshopPLUS will cover many best practices related to MDM.

The lab environment and exercises used in the WorkshopPLUS will help students understand how these technologies work.

## Prerequisites

This WorkshopPLUS will **not** use virtual machines (Emulators) for Android devices. Recorded videos will be also used to demonstrate the functionality for iOS devices. If you want, you can bring a physical iPhone/iPad (iOS 11 or later), or an Android phone/tablet (Android 6.0 or later). You are also required to create an Apple ID, and a Google Account for this WorkshopPLUS upfront.

- Create and start using an Apple ID:  
<http://support.apple.com/en-us/HT203993>
- Create a Google Account:  
<https://support.google.com/accounts/answer/27441?hl=en>

# Syllabus

## Hardware

### Requirements:

*This WorkshopPLUS requires computers running Windows Server 2012 R2 (or Windows 10 1511 x64) that support Microsoft Hyper-V. These computers should have at least 16 GB of RAM.*

This Enterprise Mobile Device Management with Microsoft Intune WorkshopPLUS is designed to give IT administrators the technical ability to set up and maintain a mobile device infrastructure. Furthermore, we provide guidance in strengthening and securing their environment from the threats that employees and guests bring when they are allowed to use their own devices in a corporate IT environment.

### **Module 1: Enterprise Mobile Device Management - Introduction**

This module provides an overview of MDM and discusses the need for an MDM solution and the unique challenges introduced by MDM. It covers Microsoft Intune services and capabilities. It also provides an overview of the architecture for implementing Enterprise MDM with the Intune standalone solution.

### **Module 2: Microsoft Intune Configuration**

This module covers how MDM integrates with Microsoft Azure Active Directory, Microsoft Intune, and Microsoft Office 365 portals and Multi-Factor Authentication. It also covers the basics of signing up for the Microsoft Intune subscription service and usage of the directory synchronization service.

### **Module 3: Conditional Access (CA) and Device Enrollment**

This module covers the basics of enrolling different type of mobile devices (Windows, iOS, and Android) and Conditional Access for Office 365 services.

### **Module 4: App Deployment**

This module explains how to deploy apps to mobile devices. It covers deep-link app deployment and sideloaded apps on mobile devices.

### **Module 5: Mobile Application Management (MAM) Policies**

This module covers MAM policy enforcement scenarios in Microsoft Intune. The lab activity in this module includes deploying MAM policies and managed apps to Android and iOS devices.

### **Module 6: Microsoft Store for Business and Windows Autopilot**

This module covers how to configure the Store for Business to distribute Universal Applications and how to use Autopilot to set up and pre-configure new Windows 10 devices, getting them ready for productive use. In addition, it explains how you can use Windows AutoPilot to reset, repurpose and recover devices.

### **Module 7: Security and Certificate Management**

This module provides in-depth knowledge on certificate deployment and distribution by using a Network Device Enrollment Service (NDES) infrastructure. It also covers profiles management, such as Simple Certificate Enrollment Protocol (SCEP) and Virtual Private Network (VPN) profiles.

### **Module 8: Windows Defender and Updates**

This module covers deploying Microsoft security updates to Windows 10 devices and enforcing Windows Defender policies and definition updates on Windows devices.

### **Module 9: Manage Devices**

This module covers how to perform full/selective wipe, reset a passcode, lock a device remotely, and enable reporting in Microsoft Intune. This module also explains the components and workflows involved in implementing Microsoft Intune, and provides guidance on how to troubleshoot issues.

### **Module 10: MAM and CA without enrollment**

This module covers how to use MAM and CA on a device without enrolling it in Intune.