Training

Apple Deployment and Management

Exam Preparation Guide

Contents

About the Exam 3

Preparing for the Exam 3

Taking the Practice Exam 4

Signing Up for the Practice Exam 4

Learning Objectives 5

Plan a Deployment 5

Prepare Your Environment 5

Device Enrollment 6

Apple Business Manager and Apple School Manager 6

Apple Configurator 7

Device Setup 7

Device Configuration 8

Identity Services 8

Managing Content and Data Flow 8

Device Security 9

Network Integration 9

Software Updates 10

Device Support 10

Apple Deployment and Management Exam Details 11

Taking the Exam 11

Scheduling the Exam 11

About the Certification 12

About the Exam

The Apple Deployment and Management Exam is for technical professionals who deploy and manage Apple devices in their organization. The exam verifies your knowledge and understanding of the subject matter outlined in the learning objectives listed in this guide. When you pass the exam, you earn the Apple Certified IT Professional digital badge. For more information, visit the Apple Training website.

The exam is based on iOS 18, iPadOS 18, and macOS Sequoia.

Preparing for the Exam

The Apple Deployment and Management Exam covers all the learning objectives listed in this guide, not only the topics in the Apple Deployment and Management course. To pass the exam, you must study multiple Apple resources and gain direct experience deploying and managing Apple devices. Depending on your background, technical expertise, and experience deploying and managing Apple devices, you may need 30 to 60 hours to prepare for the exam.

To prepare for the Apple Deployment and Management Exam, follow this approach:

- Gain practical experience in deploying and managing Apple devices in an organization.
- Read the learning objectives in this guide, and carefully study the linked resources for each objective.
- Complete the Apple Deployment and Management course. Study its content and linked resources, and perform the exercises. The Check Your Understanding questions in each article or tutorial help reinforce your knowledge.
- Take the Apple Deployment and Management Practice Exam. The practice exam helps you understand whether you're ready to take the Apple Deployment and Management Exam or which knowledge areas require further study.

Taking the Practice Exam

- You complete the practice exam online through the Pearson VUE system.
- The practice exam name is Apple Deployment and Management Practice Exam.
- Plan to complete the practice exam in one sitting. You have 120 minutes to complete it.
- The practice exam contains approximately 80 scored technical questions.
- The minimum passing score is 75 percent. Scores aren't rounded.
- The practice exam includes multiple-choice single-select and multiple-choice multiple-select questions.
- Answer each question without referring to the course or other resources. Doing so helps you identify whether you're ready to take the Apple Deployment and Management Exam.

Signing Up for the Practice Exam

To sign up for the Apple Deployment and Management Practice Exam, complete these steps:

1. Sign in to your Apple Account on ACRS (Apple Certification Records System).
2. Click Practice Exams, then click the Apple Deployment and Management Practice Exam.
3. Update the required sections on the exam application page, then click the Submit button.
4. On the Notifications page, locate and click the link in the following message: "You may continue to the exam process for Apple Deployment and Management Practice Exam. Continue at Pearson VUE."
5. On the Pearson VUE page, follow the instructions and pay for the practice exam.

After you pay for the practice exam, you can start it immediately. To start the practice exam later, complete these steps:

1. Sign in to your Apple Account on ACRS, then click the Apple Deployment and Management Practice Exam on the Notifications page.
2. Click Begin Exam, then follow the instructions and continue on Pearson VUE.

If you don't pass the practice exam on the first try, you can buy another practice exam and retake it after 7 days. You have unlimited attempts to pass the Apple Deployment and Management Practice Exam.

Learning Objectives

Plan a Deployment

Recognize the key purpose and function of Apple's built-in MDM framework.

- Exploring Apple's MDM Framework

Recognize key terms and concepts associated with deploying and managing Apple devices.

- Understanding Device Enrollment
- Protecting Data with FileVault
- Querying Devices
- Intro to mobile device management profiles
- Use secure token, bootstrap token, and volume ownership in deployments

Distinguish between available MDM features, commands, actions, and data access on user- and organization-owned Apple devices.

- Designing a Security Strategy
- Enrollment methods for Apple devices
- Lock and locate Apple devices
- Mobile device management security overview

Distinguish between backup and restore methods for using an MDM solution to migrate users and their data to new managed Apple devices.

- Back up and restore managed devices

Prepare Your Environment

Identify key considerations for evaluating an MDM solution for Apple device deployment.

- Evaluating MDM Solutions

Identify key considerations and tasks related to migrating from one MDM solution to another.

- Configure your new MDM solution

Describe how to configure your organization's network infrastructure, including Wi-Fi, coverage and capacity, proxies, firewalls, VPN, and Bonjour, for use of Apple devices.

- Preparing Your Network
- Hardware and multicast

Explain how content caching across subnets works.

- Understanding Content Caching
- Intro to content caching

Explain what tethered caching is and how it works.

- Intro to content caching

Device Enrollment

Identify the key concepts and properties of the three main enrollment types for Apple devices.

- Planning Device Ownership and Enrollment
- Managing Organization Apps and Data — Data Separation
- Automated Device Enrollment and MDM
- Device Enrollment and MDM
- Enrollment methods for Apple devices
- How user data is separated from organization data with account-driven enrollment methods
- User Enrollment and MDM

Explain ownership and enrollment options for each enrollment type.

- Manage Setup Assistant for Apple devices
- Setup Assistant MDM payload settings for Apple devices

Distinguish the device management methods and options for each enrollment type and ownership model.

- Planning Device Ownership and Enrollment
- Enrolling User-Owned Devices
- Supporting Shared iPad
- Managing Devices and Corporate Data (PDF)
- Prepare Shared iPad
- User Enrollment MDM information

Distinguish the requirements, capabilities, constraints, and process between the three main enrollment types for Apple devices.

- Manually Adding Devices to Your Organization

Distinguish between account-driven enrollment methods for both User Enrollment and Device Enrollment, and their results.

- Enrolling User-Owned Devices
- Device Enrollment and MDM
- User Enrollment and MDM

Apple Business Manager and Apple School Manager

Manage connections to Apple Authorized Resellers or carriers in Apple Business Manager and Apple School Manager.

- Using Apple Business Manager or Apple School Manager
- Manage device suppliers in Apple Business Manager

Distinguish the purpose of roles, locations, and user groups in Apple Business Manager or Apple School Manager.

- Using Apple Business Manager or Apple School Manager
- Adding Locations and Users

- Intro to roles and privileges in Apple Business Manager

Describe how to link Apple Business Manager or Apple School Manager to a third-party MDM solution using tokens to enable Automated Device Enrollment or Buy Apps and Books or both.

- Adding an MDM Server
- Link to a third-party MDM server in Apple Business Manager
- Manage content tokens in Apple Business Manager

Manage device assignments to an MDM server in Apple Business Manager or Apple School Manager.

- Managing Device Assignments
- Review device assignments in Apple Business Manager

Buy content in Apple Business Manager or Apple School Manager.

- Designing a Security Strategy
- Buying Content Through Apps and Books
- Learn about Custom Apps in Apple Business Manager
- Select and buy content in Apple Business Manager

Transfer licenses to another location in Apple Business Manager or Apple School Manager.

- Buying Content Through Apps and Books
- Transfer licenses to another location in Apple Business Manager

Apple Configurator

Explain what Apple Configurator is and how you can use it for enrollment, supervision, and deployment.

- Exploring Apple Configurator Features
- Intro to Apple Configurator
- Intro to preparing devices in Apple Configurator

Add devices to Apple Business Manager or Apple School Manager using Apple Configurator.

- Manually Adding Devices to Your Organization
- Add devices from Apple Configurator to Apple Business Manager

Device Setup

Identify common strategies and use cases for managing Setup Assistant on Apple devices with an MDM solution.

- Managing Enrollment and Setup Assistant
- Setup Assistant pane options

Distinguish the strategies and methods for resetting Setup Assistant on a managed Apple device.

- Managing Network Traffic
- Preparing Devices for a Return to Service
- Managing Lost Devices

- Using MDM to deploy devices with cellular connections

Recognize the behavior of Setup Assistant when using an MDM solution to create local macOS accounts.

- Set up local macOS accounts
- Erase Apple devices

Device Configuration

Describe the properties that distinguish between declarative configurations for Apple devices as they relate to enrollment types.

- Use declarative device management to manage Apple devices

Identity Services

Distinguish the identity services that managed Apple devices support to help you manage passwords and user names securely.

- Evaluating Authentication and User Services — Platform SSO
- Evaluating Authentication and User Services — Single Sign-On
- Understanding Device Enrollment — Account-Driven Device Enrollment
- Managing Organization Apps and Data — Account-Driven Device Enrollment

Identify the requirements to use federated authentication with identity providers in Apple Business Manager or Apple School Manager.

- Platform Single Sign-on for macOS

Managing Content and Data Flow

Explain how distribution of managed apps, custom apps, unlisted apps, and proprietary in-house apps to devices or users works.

- Using Apple Business Manager or Apple School Manager
- Buying Content Through Apps and Books
- Choosing a Distribution Method
- Distribute Unlisted Apps to Apple devices
- Intro to content distribution for Apple devices
- Manage content tokens in Apple Business Manager

Distinguish the common methods and strategies for managing the separation of personal data and organization data on a managed Apple device.

- User Enrollment and MDM

Distinguish the types of content that MDM can manage on managed Apple devices.

- Intro to content distribution for Apple devices

Device Security

Describe what's encrypted on iOS, iPadOS, and macOS, including where you can store keys for FileVault.

- Hardware security overview

State the importance of recovery keys, personal recovery keys, and MDM escrow.

- Protecting Data with FileVault
- How does FileVault work on a Mac?
- Protect data on your Mac with FileVault

Describe how to use an MDM solution to quickly reset devices for a return to service.

- Return to Service for iPhone and iPad

Identify the key methods and strategies for protecting Apple devices in the event of theft or loss.

- Designing a Security Strategy
- Using MDM to Manage Lost Mode
- Managed Device Attestation for Apple devices

Distinguish the options available for managing Activation Lock, including user- and organization-linked Activation Lock and bypass codes using MDM.

- Activation Lock on Apple devices
- recoveryOS password

Distinguish the options available for managing the locking and locating of devices.

- Lock devices

Distinguish the options and requirements for using Managed Lost Mode.

- Using MDM to Manage Lost Mode
- Managing Lost Devices

Configure MDM settings that store an organization's data securely on a managed Apple device.

- Distribute Managed Apps to Apple devices

Network Integration

Describe how to assess network responsiveness and quality.

- networkQuality man page

Recognize key considerations that relate to joining managed Apple devices to Wi-Fi networks.

- Get proper Wi-Fi coverage
- How iOS, iPadOS, and macOS decide which wireless network to auto-join
- Optimize your Wi-Fi networks for Apple devices
- Wi-Fi roaming support in Apple devices

Describe the MDM payloads needed to configure managed Apple devices to connect to 802.1X wireless networks.

- Joining Wi-Fi Networks
- 802.1X configurations for Mac

Describe how to manage the priority of wireless application traffic using the Apple MDM framework.

- Cisco Fastlane MDM settings for Apple devices
- Global HTTP Proxy MDM payload settings for Apple devices
- Set up your content cache

Software Updates

Distinguish the common methods and strategies for managing device software updates on Apple devices using an MDM solution.

- Managing Software Updates

Recognize device notification behavior when a managed software update deadline is missed.

- Managing Software Updates
- Use MDM to deploy software updates to Apple devices

Describe how to use MDM to manage access to beta releases of Apple operating systems.

- Managing Software Updates
- Use MDM to deploy software updates to Apple devices

Recognize device notification behavior 24 hours before a managed software update deadline.

- Managing Software Updates
- Use MDM to deploy software updates to Apple devices

Device Support

Resolve system startup, restore, and recovery issues on a Mac with Apple silicon using macOS Recovery.

- If you can't reset your Mac login password
- If you can't start up from macOS Recovery
- If your Mac starts up to Options with a gear icon

Configure content caching on Mac.

- Content Caching MDM payload settings for Apple devices

Apple Deployment and Management Exam Details

- The exam name is Apple Deployment and Management Exam.
- The exam contains approximately 80 scored technical questions. You have 120 minutes to complete them.
- The minimum passing score is 75 percent. Scores aren't rounded.
- The exam uses multiple-choice single-select and multiple-choice multiple-select questions.
- You may not access any resources or references during the exam.

Taking the Exam

Apple exams are delivered primarily through Pearson OnVUE — a live, online proctoring solution. In-person testing options are available at select Pearson test center locations. To view availability in your country, visit Pearson VUE — Find a test center.

Schedule your exam session in advance, and plan to complete the exam in one sitting. You need a current, government-issued identification card to take the exam. To take an exam on Pearson OnVUE, you need a quiet and private space.

Scheduling the Exam

To schedule the Apple Deployment and Management Exam, complete these steps:

1. Sign in to your Apple Account on ACRS.
2. Click Available Exams. Then click Apple Deployment and Management Exam to start the registration process.
3. Update the required sections on the exam application page, then click the Submit button.
4. On the Notifications page, locate and click the link in the following message: "You may continue to the exam process for Apple Deployment and Management Exam. Continue at Pearson VUE."
5. On the Pearson VUE page, follow the instructions to schedule and pay for the exam. If you have a voucher or promo code, select Add Voucher or Promo Code, and add the code during the checkout process.

On the day of your scheduled exam, follow the instructions in the confirmation email you receive from Pearson VUE. For candidates taking the exam on Pearson OnVUE, perform a system check in advance of your exam session on the computer and network you'll use during the exam.

After you complete the exam, Pearson emails you your score. If you don't pass the exam on the first try, you can buy another exam and retake it after 7 days. You're allowed four attempts to pass the Apple Deployment and Management Exam.

About the Certification

The Apple Certified IT Professional digital badge differentiates you as a skilled professional, gives you a competitive edge in an evolving job market, and associates you with the power of the Apple brand.

When you pass the exam, Credly emails you the instructions to claim your digital badge.

Digital badges are valid for two years from the date earned, but specific expiration dates vary. You keep your badge up to date by taking the then current exam before the badge expiration date. Visit the Apple Training website and sign in to your Apple Account on ACRS periodically to ensure that you're aware as soon as an updated exam is available.