

Introduction to Mobile Device Management

How MDM Works

Determine if a Device is Managed

MDM Payload Details

Installing & Removing Configuration Profiles

How MDM Manages Devices

Lecture

Mobile Device Management

- ❖ Mobile Device Management (MDM) solutions are available from a variety of vendors including...
 - ❖ Mosyle
 - ❖ JAMF
 - ❖ Kandji
 - ❖ Microsoft
 - ❖ & many more...

Mobile Device Management

- ❖ Key Features of MDM Solutions...
 - ❖ Deploy and Manage devices over-the-air.
 - ❖ Zero-touch configuration.
 - ❖ Configure settings, restrictions, install certificates, etc.
 - ❖ Install and update applications or apps.
 - ❖ Remote wipe, lock, or erase lost/stolen devices.

MDM in this Course

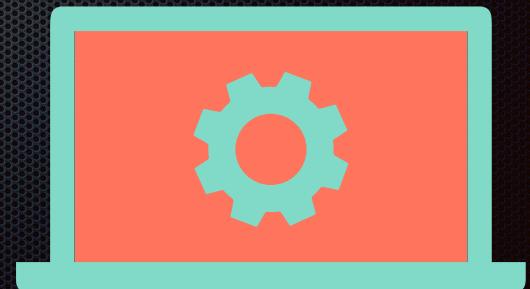
- ❖ Using Mobile Device Management in this Course...
 - ❖ Important to understand MDM capabilities when troubleshooting devices.
 - ❖ Basic understanding of managed device behavior is critical.
 - ❖ Managed devices may not work as expected if specific payloads are present or Automated Device Enrollment enables Supervision.
 - ❖ Apple Management & Deployment Course - Totally devoted to Mobile Device Management (Apple Certified IT Professional).

Managing Devices

- All MDM solutions follow a common framework...
 - Enrollment
 - Configuration Profiles
 - Payloads
 - Remote Commands

Enrolling Devices

- User Enrollment
- Automated Device Enrollment
- Supervised Devices



Configuration Profiles

- Profiles provide specific settings for one or more configuration.
- Profiles contain one or more *payloads*.
- The MDM will always install at least one Profile even if it's not managing any other aspect of the device.



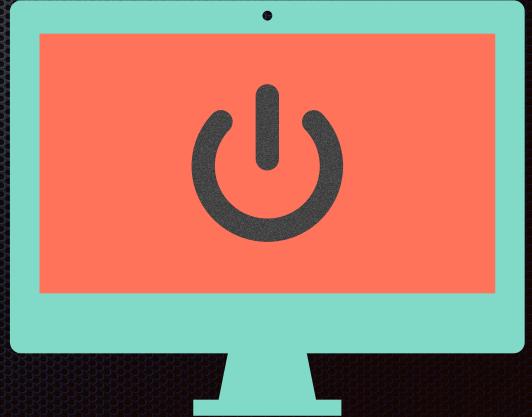
Payloads

- Payloads are the actual configuration settings that a Profile applies to the device.
- Payloads automate the configuration of settings, accounts, restrictions, and more.



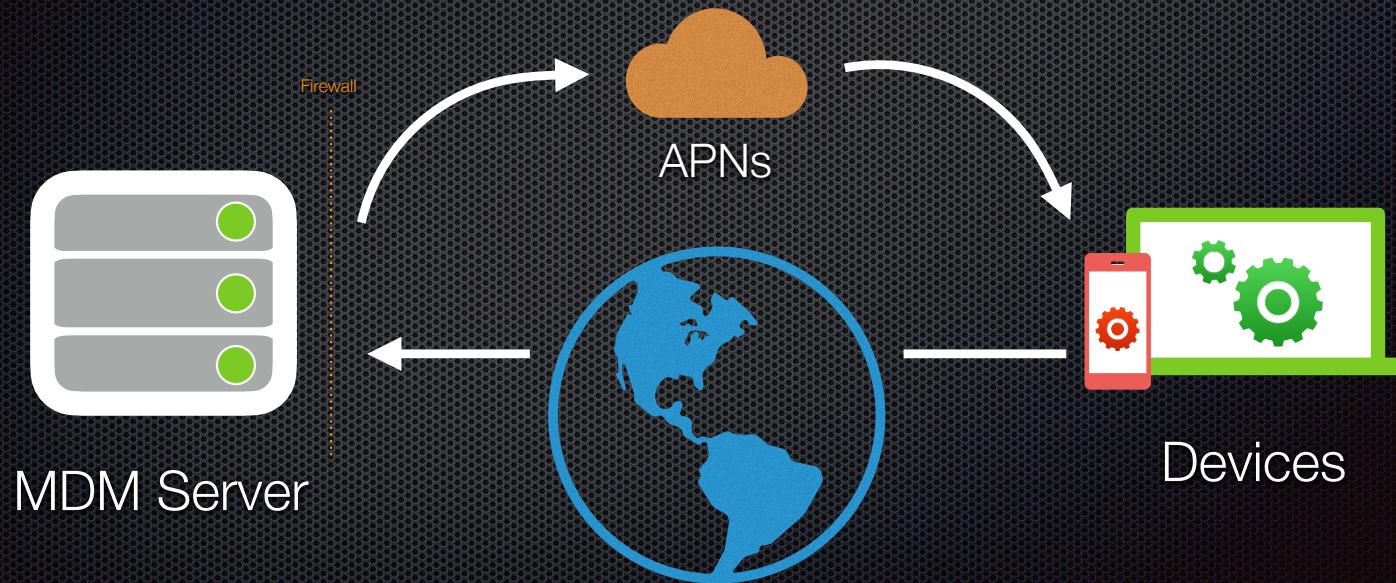
Remote Commands

- Every MDM communicates with it's managed devices 'over-the-air' through the Internet.
- MDM Administrators can poll managed devices for information on state.
- MDM Administrators can also send specific commands and scripts to managed devices.
- Declarative Device Management.



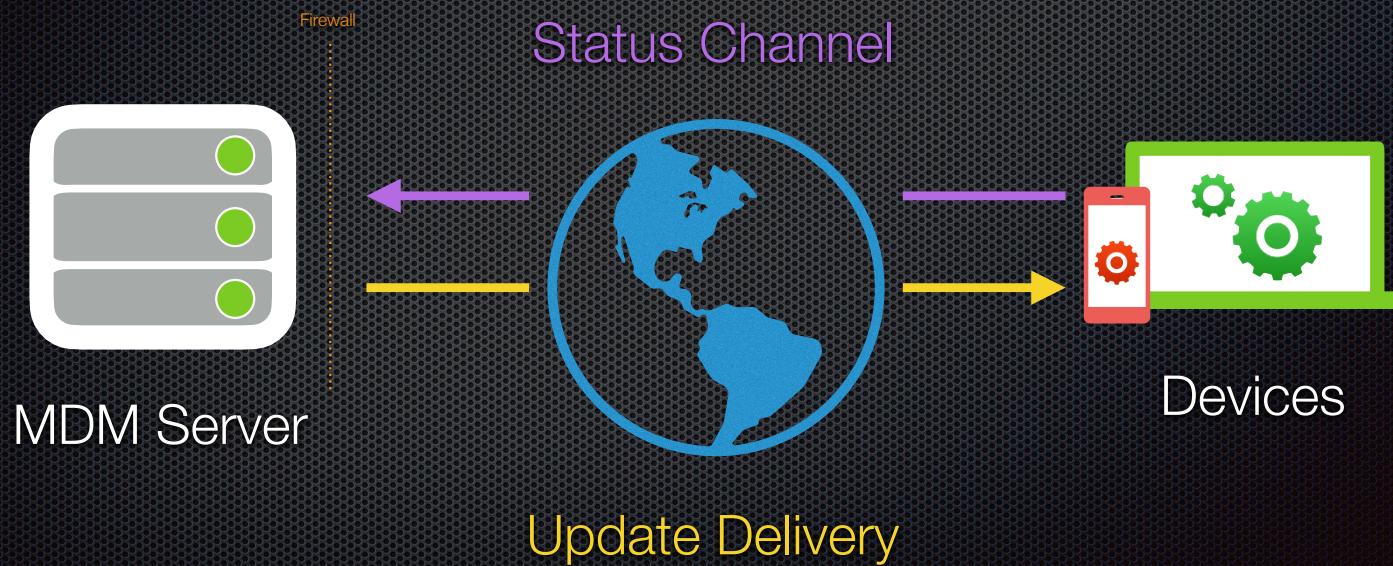
MDM Communication

Push Notifications (APN)



MDM Communication

Declarative Device Management



Determining if a Device is Managed

Practical Exercise

MDM Payload Details

Practical Exercise

Installing & Removing Config Profiles

Practical Exercise



AUTOMATA

Technology Services

Understanding Apple Accounts

Using Apple Accounts

Managed Apple Accounts

Creating an Apple Account

Creating Managed Apple Accounts