

BlackBerry UEM

The technical accreditation training path for BlackBerry UEM includes a blend of web-based training, instructor-led training, and online assessments.

The BlackBerry UEM version 12.11 Essentials course is intended for new IT professionals who are responsible for designing and maintaining the BlackBerry UEM solution. The BlackBerry UEM Advanced course is intended for IT professionals who design, maintain, and troubleshoot the BlackBerry UEM solution. Due to some overlap in the curriculum, it is important to determine the specific training needs of the learner(s) in order to select the most appropriate training program(s).

BlackBerry UEM version 12.11 Essentials

All web-based training must be completed using the BlackBerry Universe learning portal prior to the instructor-led training. The instructor-led training must be completed using one of BlackBerry's Authorized Training Partners and content will be accessed using the BlackBerry Universe learning portal. All assessments must be proctored through one of BlackBerry's Authorized Training Partners. To successfully achieve the accreditation for BlackBerry UEM version 12.11 Essentials learners must complete all training and assessment requirements listed in the charts below.

Web-Based Training (Pre-Work)

Training Module	Course Code	Duration	Description	Goals
BlackBerry UEM version 12.11 Architecture and Data Flows	718-00229-123	1 hour	In this web-based course, you will learn about the BlackBerry UEM architecture. You will also analyze how data flows when devices are activated and the different paths data can take when active devices access your organization's network.	<ul style="list-style-type: none"> Describe the BlackBerry UEM components Describe the key ports required by BlackBerry UEM components Analyze how data flows when a device is activated Analyze how data flows when a device receives configuration updates Analyze how data flows when a device sends or receives work data
BlackBerry UEM version 12.11 Architecture and Data Flows - Assessment	719-00230-123	1 hour	This Assessment will evaluate the learner according to the objectives for the associated learning module.	The passing score for this assessment is 77%.

Instructor-Led Training

Training Module	Course Code	Duration	Description	Goals
BlackBerry UEM version 12.11 Essentials	716-00222-123	1 day	Through the use of activities, hands-on labs, and discussions you will learn about the BlackBerry UEM solution.	<ul style="list-style-type: none"> Describe what UEM is Review the UEM architecture Describe UEM licensing models Describe how to obtain licenses for UEM Determine the best licensing option for a given environment Manage licenses in a UEM environment Understand and resolve license compliance issues List the steps for planning your UEM deployment Given an existing environment, assess an organization's needs Using the resources provided, evaluate given environments to determine if they meet UEM requirements Given a sample environment, plan the deployment of UEM Successfully create a deployment plan for UEM List the prerequisites for installation Summarize the process to install UEM given the sample environment Identify the mandatory and optional installation steps, tasks, and components List the post installation procedures and determine which tasks are applicable for the lab environment Successfully install UEM and troubleshoot any issues List the recommended best practices for configuring UEM List the mandatory settings required to configure UEM

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Instructor-Led Training

Training Module	Course Code	Duration	Description	Goals
				<ul style="list-style-type: none"> • Configure basic UEM settings using resources and information provided • Add administrators • Add and remove apps • Assign apps or app groups to users, user groups, or device groups • Create policies and profiles to manage users and their devices • Create user and device groups • Configure activation settings • Choose an activation type based on your organization's needs • Create activation profiles • Add users and directory-linked groups
BlackBerry UEM version 12.11 Essentials - Assessment	719-00226-123	30 minutes	This Assessment will evaluate the learner according to the objectives for the associated learning module.	The passing score for this assessment is 80%.

BlackBerry UEM version 12.11 Advanced

All web-based training must be completed using the BlackBerry Universe learning portal prior to the instructor-led training. The instructor-led training must be completed using one of BlackBerry's Authorized Training Partners and content will be accessed using the BlackBerry Universe learning portal. All assessments must be proctored through one of BlackBerry's Authorized Training Partners. To successfully achieve the accreditation for BlackBerry UEM version 12.11 Advanced learners must complete all training and assessment requirements listed in the charts below.

Web-Based Training (Pre-Work)

Training Module	Course Code	Duration	Description	Goals
BlackBerry UEM version 12.11 High Availability	718-00227-123	1 day	In this web-based course, you will learn about the options available to configure high availability in BlackBerry UEM. It uses scenarios and interactive practice exercises to take you through the process to plan and configure BlackBerry UEM for high availability.	<ul style="list-style-type: none"> • Identify the key components involved in the high availability architecture for BlackBerry UEM • Summarize the tasks required to configure high availability in BlackBerry UEM • Identify how BlackBerry UEM evaluates the health of BlackBerry UEM components • List the steps to set up high availability in a BlackBerry UEM environment • Match the high availability process description with its corresponding animation
BlackBerry UEM version 12.11 High Availability - Assessment	719-00228-123	30 minutes	This Assessment will evaluate the learner according to the objectives for the associated learning module.	The passing score for this assessment is 80%.

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Web-Based Training (Pre-Work)

Training Module	Course Code	Duration	Description	Goals
BlackBerry UEM version 12.11 Architecture and Data Flows	718-00229-123	1 hour	In this web-based course, you will learn about the BlackBerry UEM architecture. You will also analyze how data flows when devices are activated and the different paths data can take when active devices access your organization's network.	<ul style="list-style-type: none"> Describe the BlackBerry UEM components Describe the key ports required by BlackBerry UEM components Analyze how data flows when a device is activated Analyze how data flows when a device receives configuration updates Analyze how data flows when a device sends or receives work data
BlackBerry UEM version 12.11 Architecture and Data Flows - Assessment	719-00230-123	1 hour	This Assessment will evaluate the learner according to the objectives for the associated learning module.	The passing score for this assessment is 77%.

Instructor-Led Training

Training Module	Course Code	Duration	Description	Goals
BlackBerry UEM version 12.11 Advanced	726-00232-123	3 days	Through the use of activities, hands-on labs, and discussions you will learn about the BlackBerry UEM solution.	<ul style="list-style-type: none"> Review the architecture and data flows of UEM Review UEM high availability Determine the best licensing option for a given environment Identify how to resolve licensing issues List the prerequisites for installation Summarize the process to install UEM given the sample environment Identify the mandatory and optional installation steps, tasks, and components Analyze high availability installation impacts based on sample environments List the post installation procedures List the recommended best practices for configuring UEM Configure UEM to connect to your company directory Configure trusted certificates for UEM Configure proxy servers for UEM Configure device management settings for UEM Configure UEM Self-Service for user access Configure additional basic and advanced settings using resources and information provided Install BEMS Configure BEMS services Customize the UEM installation Create additional administrators Set up certificates Create an app library Create policies and profiles Create email templates and activation profiles Create user roles and user groups Create device groups Create device groups Add users Choose an activation type based on your organization's needs Activate devices (where available)

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Instructor-Led Training

Training Module	Course Code	Duration	Description	Goals
				<ul style="list-style-type: none"> • Describe the upgrade or migration paths • Choose the best upgrade or migration path for a sample environment • Analyze high availability upgrade or migration impacts on sample environments • Assess potential points of failure before beginning the upgrade or migration • Perform a migration and resolve any issues • Assess the impacts of adding high availability • Assess the impact of increasing BlackBerry Connectivity Node instances • Troubleshoot installation issues • Analyze the installation log files to identify error messages that may have prevented a successful installation • Research any error messages to find resolution • Troubleshoot upgrade and migration issues • Troubleshoot activation issues • Identify activation error messages in example log files • Break down activation error messages in example log files • Understand and use advanced tools and techniques for troubleshooting BlackBerry UEM issues • Summarize the best practices to secure your environment • Describe device commands and controls that can be used to secure a device
BlackBerry UEM version 12.11 Advanced - Assessment	729-00240-123	90 minutes	This Assessment will evaluate the learner according to the objectives for the associated learning module.	The passing score for this assessment is 80%.