

CXM-202: Managing and Supporting a Mobility Solution with Citrix XenMobile

Course Duration: 24 Hours (3 Days)

Overview

The CXM-202: Managing and Supporting a Mobility Solution with Citrix XenMobile course provides IT professionals with in-depth knowledge and hands-on experience in deploying, managing, securing, and troubleshooting Citrix XenMobile solutions. This three-day (24-hour) training covers key aspects of Enterprise Mobility Management (EMM) and Mobile Application Management (MAM) to help organizations enhance security, improve productivity, and streamline mobile device administration. Participants will learn about device enrolment, policy enforcement, application and content management, security best practices, enterprise integrations, and troubleshooting techniques. By the end of the course, attendees will have the necessary skills to effectively deploy and support XenMobile solutions, ensuring seamless enterprise mobility across various devices and platforms.

Audience Profile

This course is designed for IT professionals, system administrators, mobility engineers, and security professionals who are responsible for implementing and maintaining Citrix XenMobile solutions within an enterprise environment. It is particularly beneficial for:

- Citrix Administrators who manage and support mobile device security and application access.
- Enterprise Mobility Engineers responsible for deploying and maintaining Citrix Endpoint Management solutions.
- IT Security Professionals looking to enhance their knowledge of mobile device security and compliance management.
- System Administrators and IT Support Teams responsible for troubleshooting and optimizing XenMobile environments.
- Network Engineers integrating XenMobile with corporate infrastructure, Active Directory, and security policies.
- Consultants and Technical Architects involved in enterprise mobility and digital transformation projects.

Course Syllabus

Module 1: Introduction to Citrix XenMobile and Mobility Solutions

- Understanding Enterprise Mobility Management (EMM)

- Overview of Citrix XenMobile Features and Capabilities
- Citrix XenMobile Deployment Models and Licensing
- XenMobile Components and Architecture Overview
- Key Benefits of Implementing Citrix XenMobile
- Understanding Mobile Device Management (MDM) and Mobile Application Management (MAM)
- Introduction to Citrix Endpoint Management

Module 2: XenMobile Architecture and Deployment Considerations

- Understanding XenMobile Server Architecture
- XenMobile On-Premises vs. Cloud Deployment Options
- Installation and Configuration of XenMobile Server
- Understanding Database and Storage Requirements
- XenMobile High Availability and Disaster Recovery
- Configuring Load Balancing and Redundancy
- Best Practices for Secure Deployment

Module 3: Device Enrollment and Management

- Enrollment Options for iOS, Android, and Windows Devices
- Configuring Device Policies and Restrictions
- Managing Device Compliance and Enforcement Rules
- Implementing Certificate-Based Authentication for Devices
- Enforcing Security Policies and Device Encryption
- Configuring Remote Wipe and Lock Features
- Managing User Profiles and Roles for Device Access

Module 4: Application and Content Management in XenMobile

- Configuring Mobile Application Management (MAM) Policies
- Managing Enterprise and Public App Stores
- App Wrapping and Secure Deployment of Applications
- Configuring Secure Access to Corporate Applications
- Understanding Secure Content and File Sharing
- Integrating XenMobile with Citrix ShareFile
- Enabling Secure Web Browsing and Email Management

Module 5: Security and Compliance in a Mobile Environment

- Understanding Security Risks in Mobile Environments
- Implementing Endpoint Protection and Threat Defense
- Configuring Data Loss Prevention (DLP) Policies
- Using Role-Based Access Control (RBAC) for Enhanced Security
- Implementing VPN and Secure Connectivity Features
- Ensuring Compliance with Industry Standards and Regulations
- Auditing and Monitoring User Activity

Module 6: Integrating XenMobile with Enterprise Infrastructure

- Integrating XenMobile with Active Directory and LDAP
- Configuring Single Sign-On (SSO) for Mobile Applications
- Integrating with Microsoft Exchange and Office 365
- Configuring Network Access Control (NAC) and Firewalls
- Integrating with Third-Party Security Solutions
- Managing API Integrations and Custom Workflows
- Ensuring Seamless Integration with Citrix Virtual Apps and Desktops

Module 7: Monitoring, Troubleshooting, and Support Best Practices

- Understanding Common Issues in Citrix XenMobile
- Using Citrix Support Tools and Troubleshooting Techniques
- Monitoring System Performance and User Activity Logs
- Configuring Alerts and Notifications for System Health
- Debugging Device Enrollment and Application Issues
- Troubleshooting Secure Email, VPN, and MAM Issues
- Best Practices for User Support and IT Helpdesk Operations

Module 8: Advanced Configuration and Optimization Techniques

- Optimizing Performance of XenMobile Server
- Configuring Advanced Security Features and Policies
- Managing Multi-Tenant Deployments and Custom Policies
- Using Automation and Scripting for XenMobile Management
- Implementing Advanced Reporting and Analytics
- Migrating from Legacy Mobility Solutions to XenMobile
- Future Trends in Enterprise Mobility and Citrix Innovations

