

IGEL Education On-Site Training

IGEL's Premier Education Experience

In today's rapidly evolving IT landscape, empowering technical teams with the right knowledge and skills is critical to maximizing the value of any technology investment. As organizations modernize their endpoint environments with IGEL's secure and flexible solutions, effective training becomes essential to ensure smooth implementation, confident management, and long-term success.

IGEL Education's Onsite Instructor-Led Training provides a comprehensive, hands-on learning experience designed to accelerate team readiness and deepen technical expertise. Delivered by seasoned IGEL engineers, this three-day, in-person training covers the full IGEL curriculum, offering participants the opportunity to gain practical skills, prepare for certification exams, and address real-world challenges in their own IT environments.

This data sheet serves as a syllabus for the course, providing a detailed overview of the topics covered and what participants can expect to learn throughout the program. It also explores the structure, benefits, and strategic value of IGEL's onsite training offering, and how it supports customers in achieving greater operational efficiency, faster deployment, and stronger return on investment.

What's Included:

- Three Day On-Site Training
- Up to 15 Students
- Prep for ICP, ICE, & ICA Exams (exam access for all students)

Why On-Site Classroom Training?

- Tailored, Hands-On Learning: Training is customized to address the customer's use cases with real-world application.
- Team-Wide Skill Boost: Up to 15 staff learn together, ensuring consistent knowledge and faster adoption.
- Direct Expert Access: Live interaction with an IGEL engineer enables instant answers and deeper insights.

IGEL Education - Instructor Led Training: ICP, ICE, & ICA Prep

Course Objectives

Bespoke IGEL Certification Bootcamp designed for the customer's unique needs as well as preparation for the IGEL Certified Professional, IGEL Certified Engineer, and IGEL Certified Architect exams.

Exam(s) learn.igel.com - ICP, ICE*, & ICA* (*Premium)

Course Requirements Free registration on IGEL Academy (learn.igel.com), IGEL Foundations Course on IGEL Academy, laptop, WiFi-enabled meeting room, projector/TV

Instruction

IGEL SME(s), IGEL Education Team Member

Day 1	Est. Time
Lesson 1: Introduction Learning Objectives: 1. Summarize the key components of IGEL's Secure Endpoint Platform - OS, UMS, & Cloud Services 2. Summarize IGEL & Linux 3. Articulate how IGEL's relationship with technology partners benefits organizations 4. Summarize how IGEL is "Engineered for the Enterprise" 5. Paraphrase the ideal use-cases for IGEL OS 6. Explain the UD Pocket's functionality & use-case 7. Summarize the UMS12 architecture (Console & Web App) 8. Summarize the Unified Protocol 9. Summarize IGEL regarding High-Availability & Load-balancing	~45mins
Lesson 2: UMS 12 Installation Learning Objectives: 1. Describe the purpose of the dual console UMS12 architecture (Console & Web App)** 2. Demonstrate the UMS server installation process* 3. Explain which installation components are recommended for their use-cases*** 4. Execute the log in procedures for both UMS 12 consoles**	~ 60mins
Break	~15mins
Lesson 3: UMS Basic Configuration Learning Objectives: 1. Configure the DNS Host Name 2. Configure Active Directory/LDAP in the UMS Administration (UMS Console) 3. Execute Administrative Tasks like Active Directory & Role-Based Access Control in the UMS Console** 4. Export UMS ID as newly added UMS Admin 5. Create Default Directory Rules	~60mins
Lunch & Q/A	~60mins
Lesson 4: Configuring the IGEL Customer Portal & ILP Learning Objectives: 1. Log into the IGEL Customer Portal 2. Invite Users to have specific roles 3. Execute the UMS Registration in the IGEL Customer Portal 4. Log into the UMS Web App 5. Confirm the App Portal is working properly 6. Execute setting up a 2nd Super Admin in the IGEL Customer Portal* 7. Summarize the various roles in the IGEL Customer Portal* 8. Execute logging into the IGEL License Portal at activation.igel.com 9. Invite users 10. Register UMS ID in the ILP 11. Activate Product Packs 12. Accept IGEL's EULA 13. Enable Automatic License Deployment** 14. Execute Automatic License Renewal**	~90mins

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Break	~15mins
Lesson 5: The IGEL App Portal Learning Objectives: 1. Identify the different user contexts in the IGEL App Portal* 2. Execute importing apps from the App Portal to the UMS 3. Explain app categorization in the UMS Web App* 4. Articulate an UMS Admins options when pushing apps to devices* 5. Change the default UMS behavior based on admin preferences 6. Execute automatic updates through the UMS Web App	~90mins
Debrief Q&A	
Day 2	
Recap Day #1: Lesson 1-6 Q&A	~15mins
Lesson 6: Creating Profiles in the UMS Web App Learning Objectives: 1. Execute profile creation in both the Configuration tab & Apps tab in the UMSWA 2. Explain why creating subfolders in the Profiles section is a recommended Best Practice 3. Demonstrate why creating separate profiles for each app is a recommended Best Practice** 4. Execute advanced profile configurator settings using the Systems tab 6. Demonstrate the Files & Corporate Identity Customizations features in the UMSWA*** 7. Classify file types to ensure proper classification on the endpoints*** 8. Articulate how Dependency Apps function** 9. Articulate how Priority Profiles function* 10. Explain & execute Template Keys within profiles*	~ 60mins
Break	~15mins
Lesson 7: Device Registration & Configuration Learning Objectives: 1. Execute Device Scan to register both OS11 & OS12 devices 2. Execute device "Reset to Factory Default" in the UMSWA 3. Explain the purpose of First-Authentication Keys* 4. Create a First Authentication Key in the UMS Console 5. Execute proper certificate fingerprint retrieval & management in both UMS Consoles 6. Complete a successful manual & automatic device onboarding 7. Execute device management for OS11 Profiles & OS12 Profiles using Best Practices in both UMS Consoles	~75mins
Lunch & Q/A	~60mins
Lesson 8: Configuring the IGEL Onboarding Service Learning Objectives: 1. Execute connecting an Identity Provider to the IGEL Customer Portal 2. Configure UMS for Onboarding Services 3. Execute device management in the UMS Web App*	~45mins
Lesson 9: Single Sign-On (SSO) Learning Objectives: 1. Enable Single-Sign On in the UMS Web App 2. Execute a connection with an approved IdP for Single Sign-On 3. Explain recommended Best Practices around SSO* 4. Test connection	~45mins
Break	~15mins

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Lesson 10: Cloud Workspace Integrations & VDI Learning Objective: 1. Configure & deploy a Cloud Workspace Integration in the UMS Web App	~30mins
Lesson 11: UMS Features & Functionality Learning Objectives: 1. Utilize the Views (Console) & Searches (UMSWA) features in the UMS to filter device lists based on similar attributes*** 2. Execute Logging in the UMS Console** 3. Execute a Job in the UMS Console* 4. Execute Messages to Devices in the UMS Console* 5. Execute Renaming Devices*	~75mins
Debrief Q&A	
Day 3	
Recap Day #1 & 2: Lesson 1-11 Q&A	~15mins
Lesson 12: Advanced Design Considerations & Networking Concepts Learning Objectives: 1. Design an appropriately sized & scaled IGEL environment to fit my use-case and infrastructure 2. Identify various ways IGEL OS devices can communicate with the UMS server internally & externally and then prepare the appropriate environment	~ 45mins
Lesson 13: Advanced Client Deployment Learning Objective: 1. Execute multiple methods to deploy & boot up IGEL OS on endpoint devices when the devices have no OS installed, a different OS installed, or an older version of IGEL OS installed.	~ 45mins
Break	~15mins
Lesson 14: Disaster Recovery Learning Objective: 1. Execute Best Practices when recovering an IGEL Environment after a "disaster"	~30mins
Lunch & Q/A	~60mins
Lesson 15: Advanced UMS Concepts Learning Objective: 1. Apply advanced UMS Functionality such as: Database Migration, Post-Installation Configuration, UMS Hygiene, License Clean-Up & Reclamation, & Removing Unused Profiles	~60mins
Break	~15mins
Lesson 16: Best Practices Learning Objective: 1. Apply key best practices when designing and deploying any IGEL environment with focus on large scale or high complexity.	~60mins
Debrief Q&A	