

# Reporting, Analytics and Automation WorkspaceOne Intelligence

## Part 1: Overview

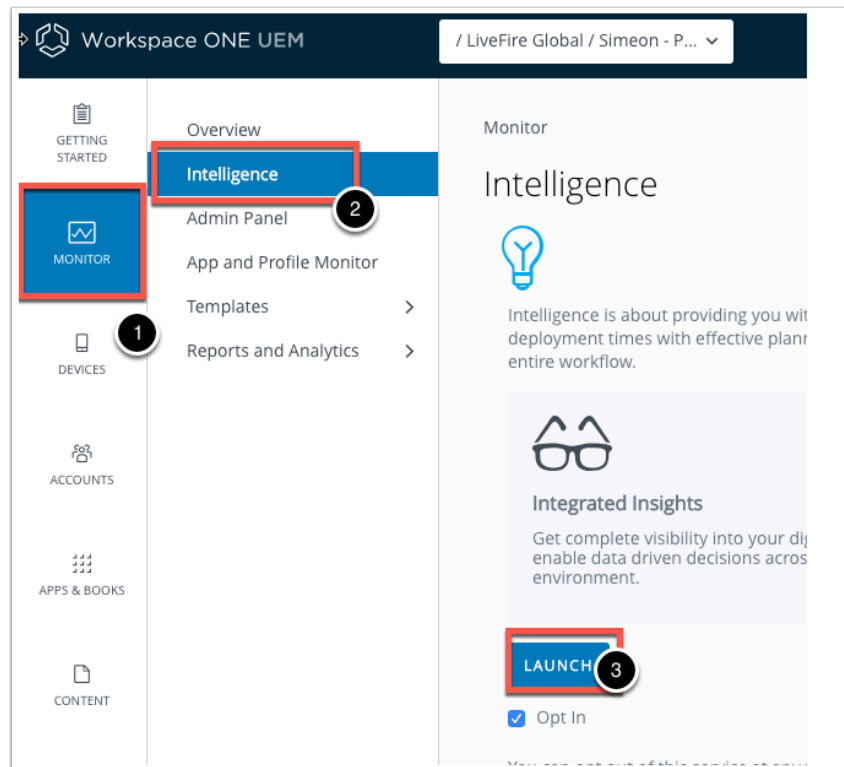
VMware Workspace ONE Intelligence gives you insights into your digital workspace. At the moment Intelligence can aggregate information from three different sources: Workspace ONE Access, Workspace ONE UEM, and Aptelligent.

### Components

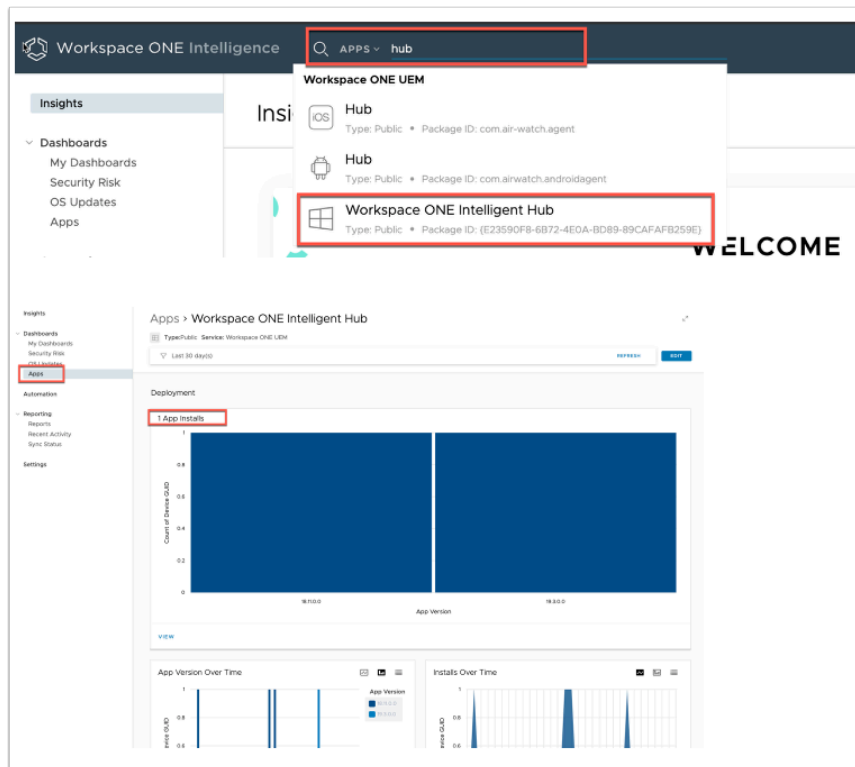
Workspace ONE Intelligence aggregates data from Workspace ONE UEM and Aptelligent by VMware. It includes **Dashboards**, **Reports**, and **Automation** to analyze data and perform actions for efficiency and remediation. It integrates with third-party connection services like Slack and ServiceNow for notifications.

In this lab we will look at how to create reports, dashboards and build automation based on this information.

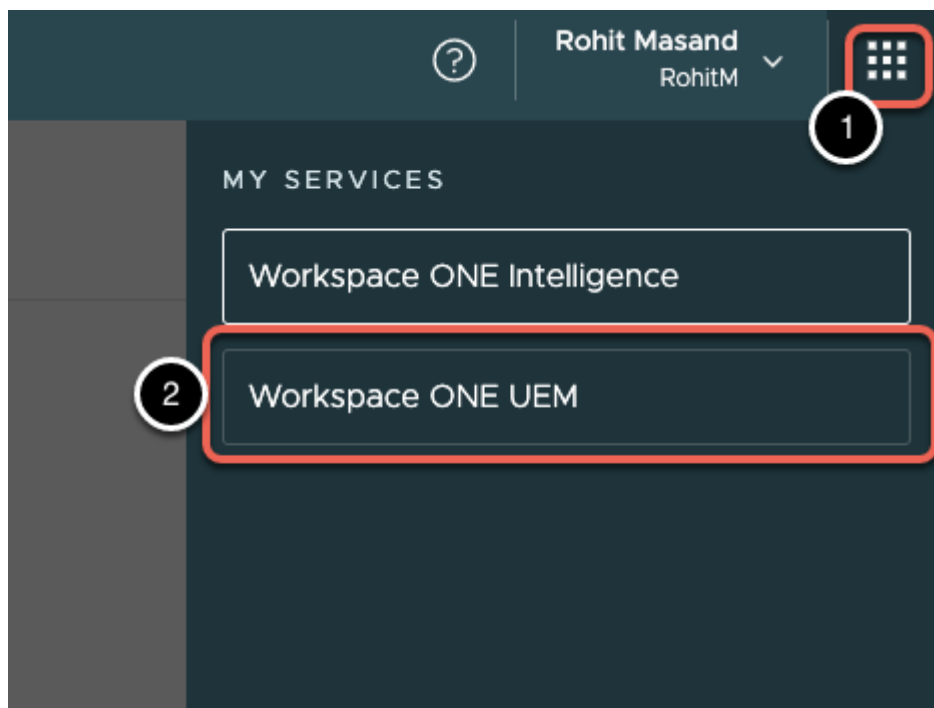
1. Accessing **Workspace ONE Intelligence** from the **Workspace ONE UEM** console:
  1. Open a browser and navigate to **cn-livewire.awmdm.com** and authenticate using your **username** and **password**.
  2. Navigate to **MONITOR** in the **Workspace ONE UEM Admin** console > Select **Intelligence** and select **LAUNCH**



2. You will now be redirected to the **Workspace ONE Intelligence** server.
  - Here you will find **at the top** a **search function** which allows you to search for **Apps**, **Automations**, **Reports**, **Automation**, **Dashboards**, **OS**, **Reports** and **Widgets**.
1. Select **Apps**. This is very useful if you want to just look for something quickly.
2. In the **Search** area type "**Hub**". Notice the devices that you have the hub installed.
3. Click on **Windows**, or any other that you have installed. You will now get a glimpse into the devices this app is installed on, the version of the application, the time it was installed etc.
  - Notice you are also directed in the left hand navigation bar to **Apps** under **Dashboards**. We will come back to **Dashboards** at a later stage in the lab.



3. Return to the **Workspace ONE UEM** console:
  1. Select the **square menu** for **MY SERVICES** in the top right corner of the UI.
  2. Select **Workspace ONE UEM** from the **MY SERVICES** menu.



## Part 2: Reporting

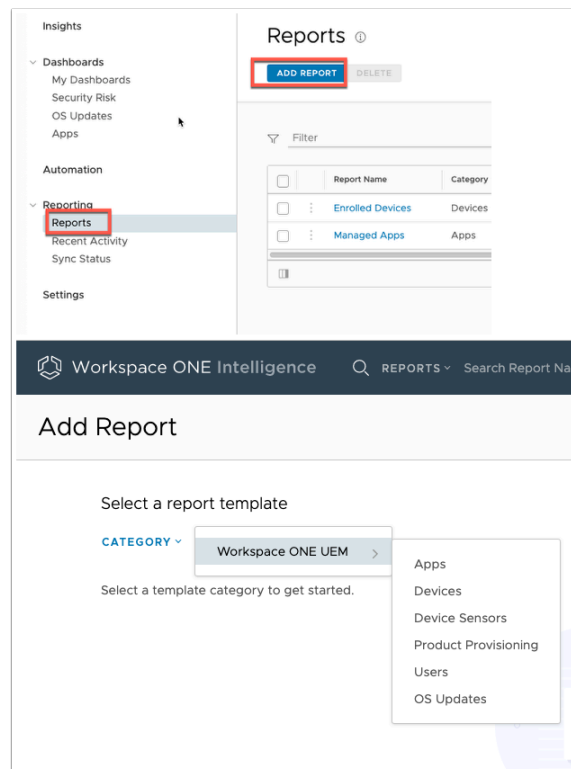
1. Under **Reporting** Click on **Sync Status**

- Reports** tie in directly into the database of the WorkspaceOne Workspace ONE UEM environment. For SaaS environment no additional setup required. However for on-premise Workspace ONE UEM deployments you will require the ETL (extract, transform, load) service which pushed data from the Workspace ONE UEM database to the Intelligence Cloud Service on AWS. This would have to be installed on a separate server. In order to see the current Status of the ETL service.

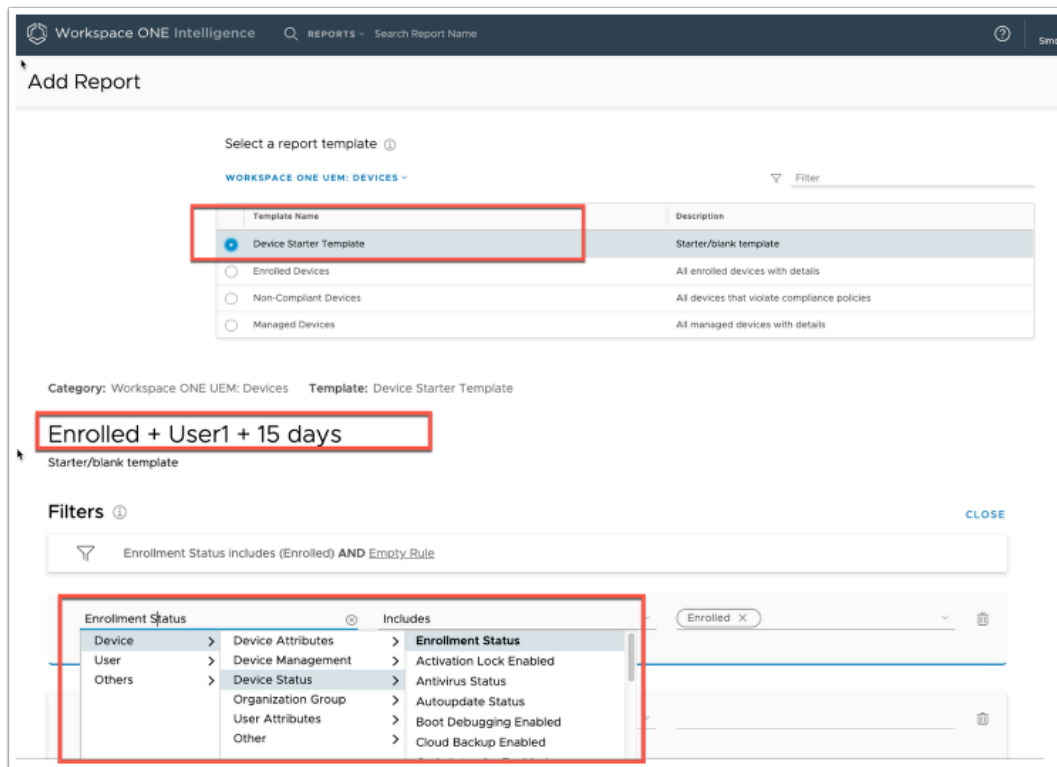
Sync Status ⓘ	
<a href="#">SHARE LOG</a>	
<b>Data Import</b>	Track the progress of your organization's data sync process.
✓ Percentage of devices imported:	100%
✓ Percentage of apps imported:	100%
ⓘ Last device category sync:	Apr 11, 2019, 10:24:15 AM
ⓘ Last app category sync:	Apr 11, 2019, 10:14:14 AM
<b>ETL Service</b>	The ETL service collects data from your Workspace ONE UEM console data. Monitor the condition of the ETL service below.
✓ Last check-in time:	Apr 11, 2019, 11:17:31 AM
ⓘ Current service version:	19.04.05:7
ⓘ Last service restart time:	Apr 9, 2019, 12:55:25 AM
ⓘ Last service upgrade time:	Apr 9, 2019, 12:55:25 AM
<b>ETL Server</b>	Monitor the condition of the ETL server below.
ⓘ Total memory:	733.00 MB
✓ Available Memory:	405.00 MB
✓ Available disk:	System (C:) 35.33 GB
✓ Available disk:	Data (E:) 30.53 GB
⚠ JRE Version:	1.8.0_161

## 2. Under **Reporting**

1. Click on **Reports** and click on **ADD REPORT**
  - You will now have the option to select category of report you would like to create.
2. In the **Add Report** window expand the **dropdown arrow** next to **CATEGORY**, Click on **Workspace ONE UEM > Devices**
  - Notice here you have a few reports already pre-populated for the admin to use.



3. Select the **radio button** next to **Device Starter Template**
  1. Select **NEXT** at the bottom of the page.
  2. Where it says **Device Starter Template** re-name it to **Enrolled + CustomUser + 15 days**.
  3. Below **Empty Rule**, In the **Search** field select on **Search** , select **Device** > **Device Status** > **Enrollment Status**
  4. To the right of **Enrollment Status** using the **drop-down** to the right of **Includes**. Replace **Includes** with **Equals** .
  5. To the right of **Equals**, from the drop down select **Enrolled**.



4. Under your first Filter in the middle, select the **+** to add another filter
  1. In the **Search** area select **Device > User Attributes > User Name**
    1. In the area to the right of **Display**, select the **drop down** on the right side of **Includes** and select **Equals**
    2. In the area to the right of **Equals** select the **drop down** and select your **Custom User**.
  2. Below the filter in the middle select the **+** to add another filter and click **Device > Device Management > Last Seen**
    1. In the area to the right of **Last Seen**, select the **drop down** on the right side of **Includes** and select **After**
    2. In the area to the right of **After** select the **drop down** and select select **04/01/2019** (April 1 2019)

**Filters** ⓘ CLOSE

Enrollment Status equals (Enrolled) AND Display Name equals (User1 PD1)

Enrollment Status ⓘ Equals ▼ Enrolled ⓘ

Display Name ⓘ Equals ▼ User1 PD1 ⓘ

Device Attributes > Device Management > Email  
 User > Device Status > First Name  
 Others > Organization Group > Last Name  
 User Attributes > Middle Name  
 Other > Username

**Report Preview**

Dev ⓘ

Last Seen ⓘ Enrollment Status ⓘ Device Type ⓘ

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**Filters** ⓘ CLOSE

Enrollment Status equals (Enrolled) AND Display Name equals (User1 PD1) AND Last Seen after 4/1/2019 12:00 AM

Enrollment Status ⓘ Equals ▼ Enrolled ⓘ

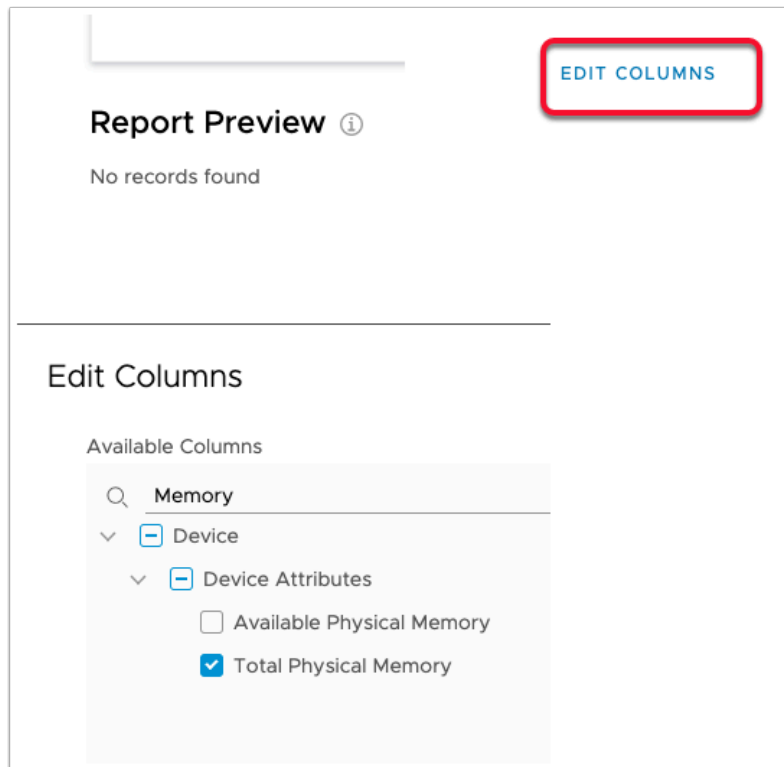
Display Name ⓘ Equals ▼ User1 PD1 ⓘ

Last Seen ⓘ After ▼ 04/01/2019 12:00 AM ⓘ

Device Attributes > Device Management > Device Type  
 User > Device Status > Enrollment Date  
 Others > Organization Group > Last Cloud Backup  
 User Attributes > Last Compliance Check

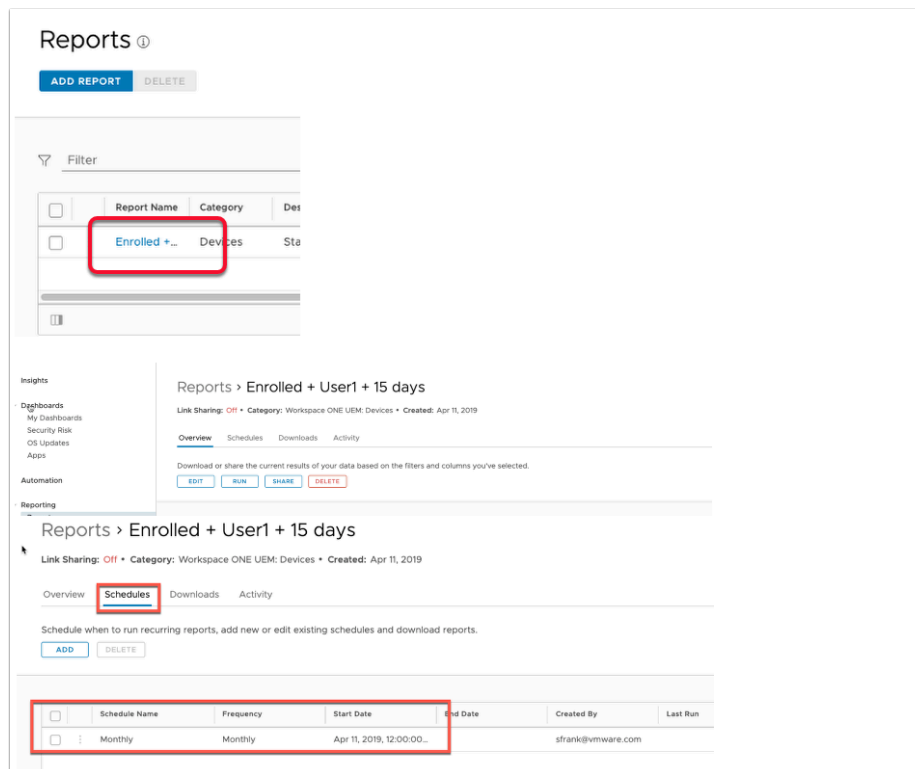
**Report Preview**

5. Below your filters, In the **Report Preview** section,
  1. In the far-right side of **Report Preview** click on **EDIT COLUMNS**. note. Intelligence allows you to customize the results to your business requirements.
  2. In the Edit Columns window, under **Available Columns** in the **Search** area type **Memory** and select **Total Physical Memory**.
  3. In the bottom left-hand corner select **ADD (1)**. You will see the column **Total Physical Memory** is added.
    - Note, you can re-arrange the order in which columns are presented in the report by dragging the column.
  4. Select **SAVE** to close the **EDIT COLUMNS** window
  5. Select **SAVE** at the bottom right to save your **custom Report**



6. Go back into your Custom Report by select **Enrolled +.** under **Report Name**
- Notice you have 4 tabs at the top **Overview**, **Schedules**, **Downloads**, and **Activity**
  - You have the ability to **Edit** the report, **Run** the report and **Share** and **delete** the report.
  - Share is a great feature as you can e-mail various parties or even make it available via an external link to someone outside the organisation.
  - The second tab is **Schedules**, this is where you can set when the report should run. It can be setup **hourly**, **daily**, **weekly**, or **monthly**.

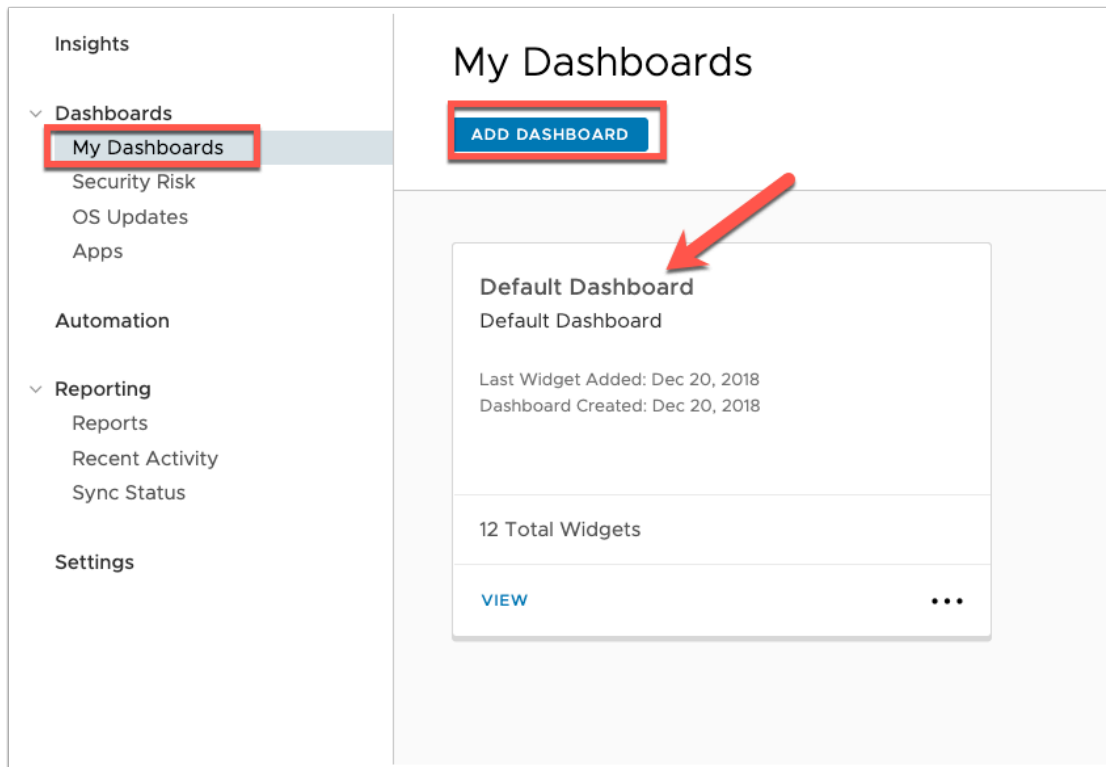




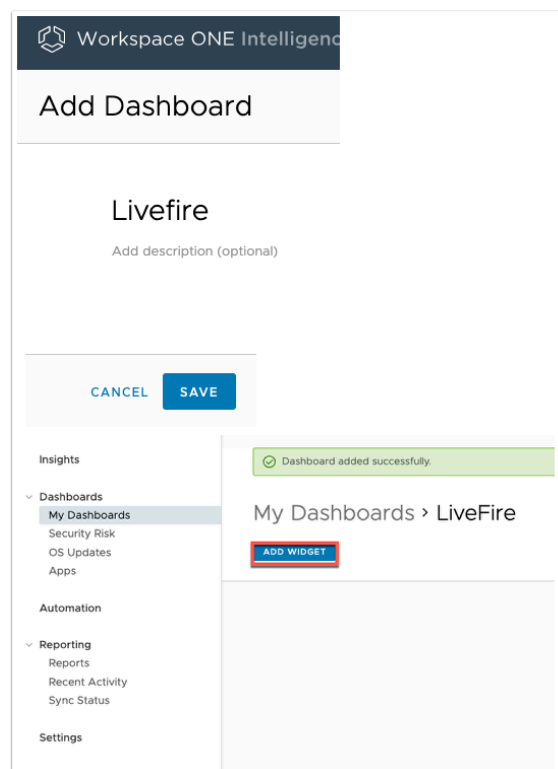
## Part 3: Dashboards

**i** **My Dashboards** powered by Workspace ONE Intelligence, displays data you customize with applied widgets. Display data as graphics and analyze the trends occurring in areas within your Workspace ONE platform by App, Device, or Operating system (OS) update. Data in this view are consolidated from other dashboards.

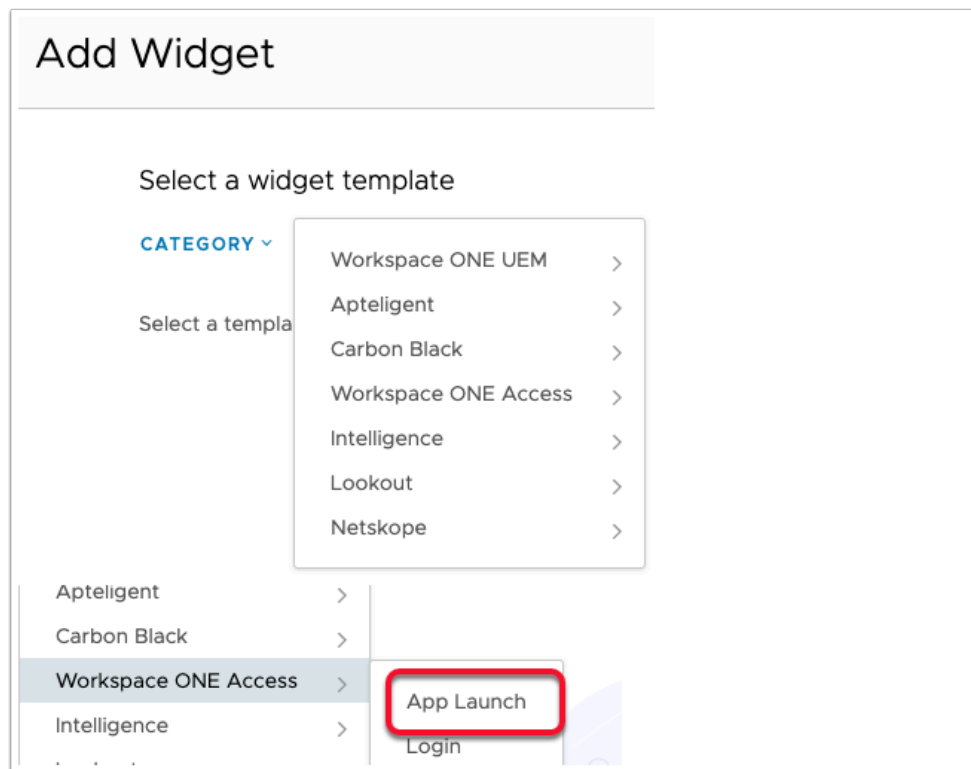
1. In the Workspace ONE Intelligence window
  1. In left hand-hand pane, select to **Dashboards** > **My Dashboards**
  2. Select **ADD DASHBOARD**
- Notice there is already a **Default Dashboard** setup with 12 widgets, this can also be view. For this lab we will create a new Dashboard.



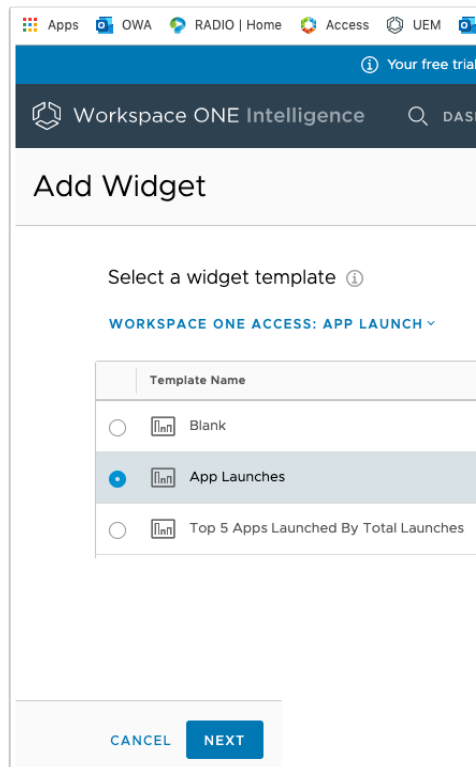
2. In the **Add Dashboard** window,
  1. In the **Name your Dashboard** area type **LiveFire** and select **SAVE** in the bottom right.
  2. In the **My Dashboards > Lifefire** window select **ADD WIDGET**



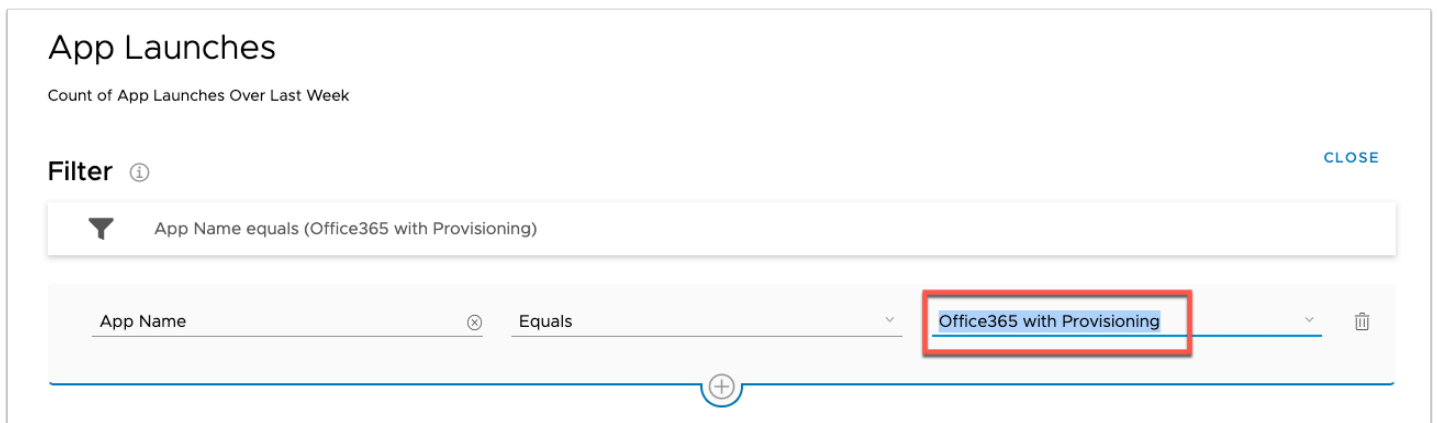
3. In the **ADD WIDGET** window
  1. Next to **CATEGORY** select the **drop down**
  2. Select **Workspace ONE Access > APP LAUNCH**



4. We will now have the option to create from blank widget or existing widget.
  1. In the Template Name Column select the radio button next to **App Launches** (second one from the top)
  2. Select **NEXT** in the bottom right corner.



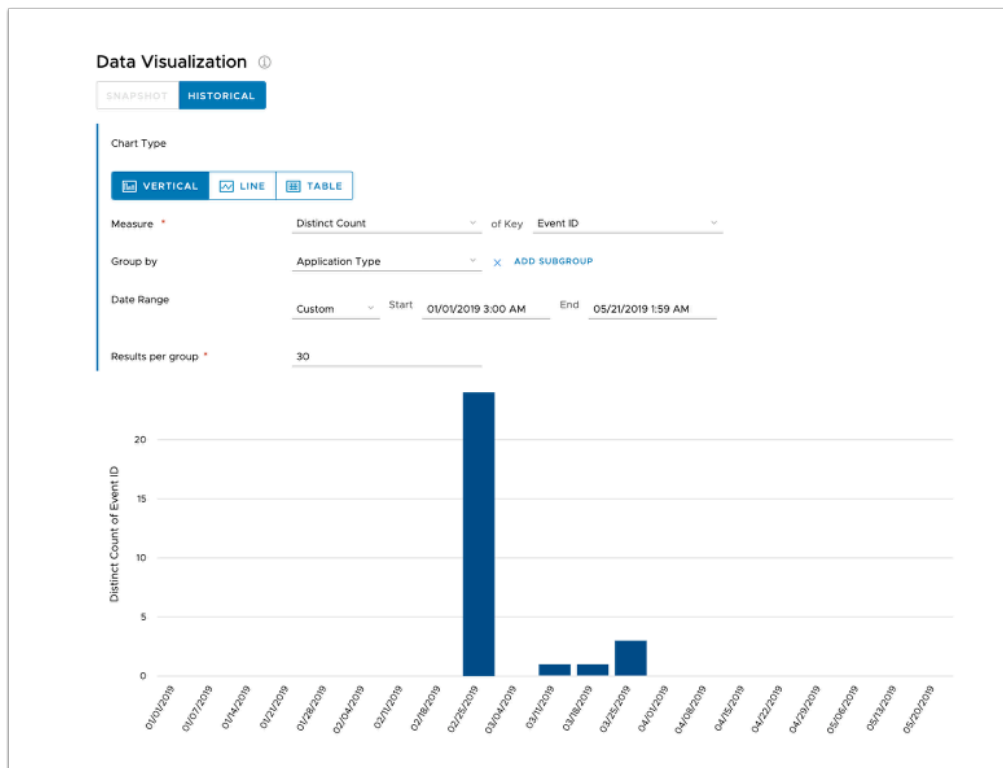
5. In the **App Launches** window under the **Filter** heading
  - Select **App Name** > **Equals** > **Office 365 with Provisioning**. (**NOTE**: If you have done the Deep Links lab, Select **Word**)



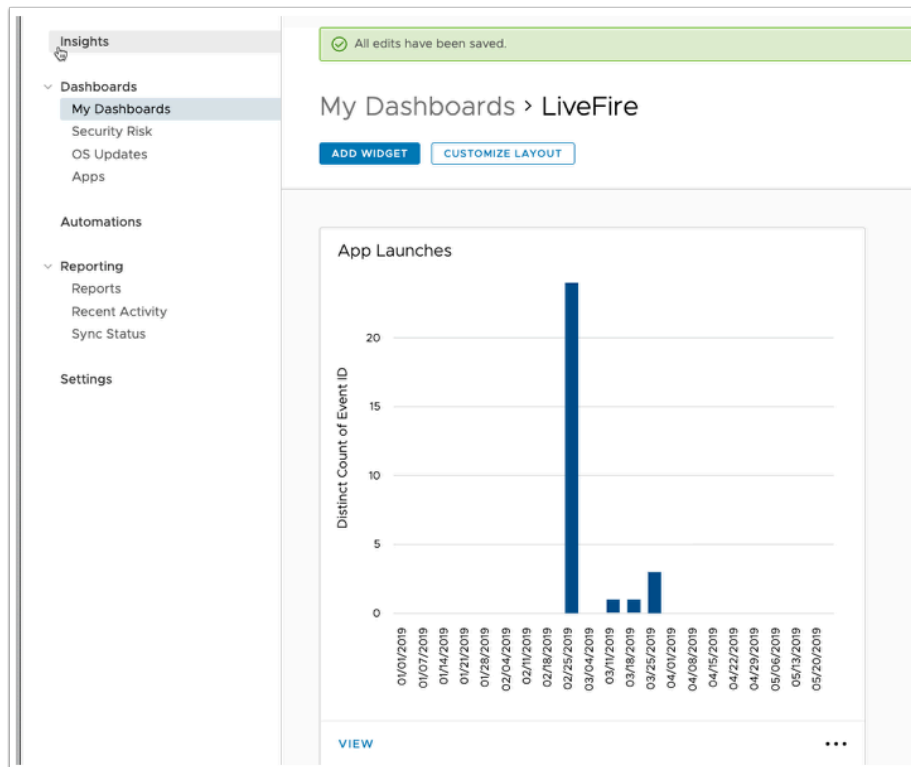
6. Under **Data Visualization**
  1. Next to **SNAPSHOT** select **HISTORICAL**
  2. Under the **VERTICAL** tab enter the following filter: -
    1. Next to **Measure** - from the **dropdown** select **Distinct Count** and next to **of Key** from the **dropdown** select **Event ID**
    2. Next to **Group by** - from the **dropdown** select **Application Type**
    3. Next to **Date Range** - from the **dropdown** select **Custom** next to **Start 05/01/2019** next to **End {todays date}**
    4. Next to **Results per group** - type **30**

- You will now get a data visualization of the times someone access this particular application within a give time period.

3. Select **SAVE** at the bottom right to close the wizard.



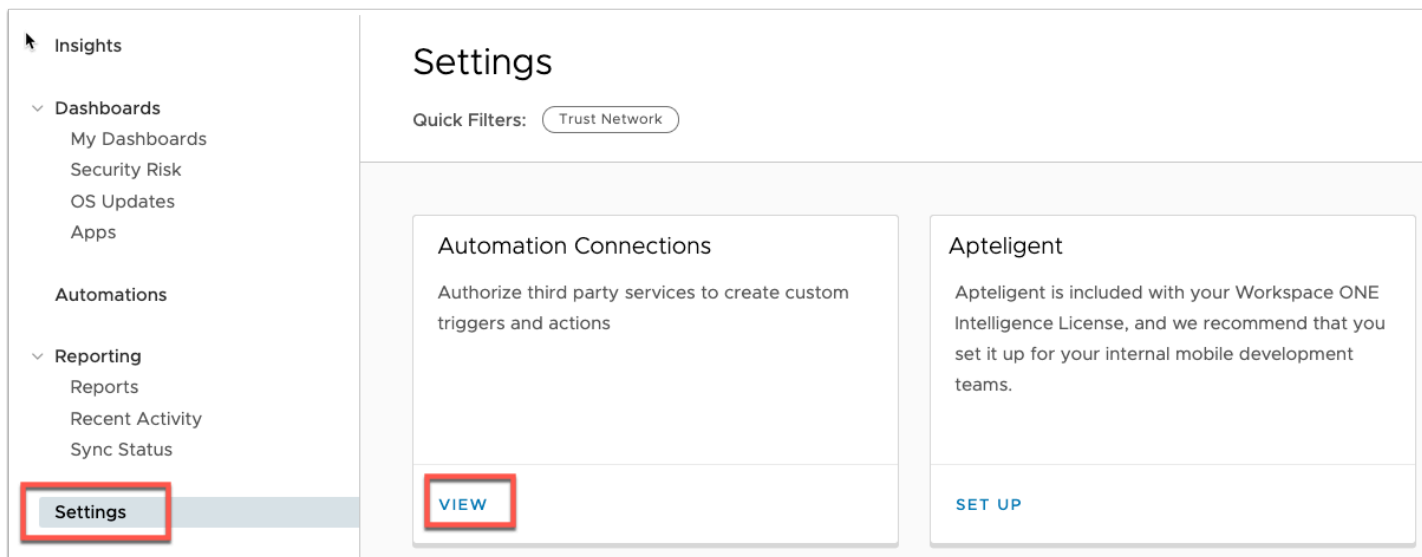
7. You will now see the the LiveFire Dashboard has one widget "App Launches" with very specific data visualized for the admin to consume.



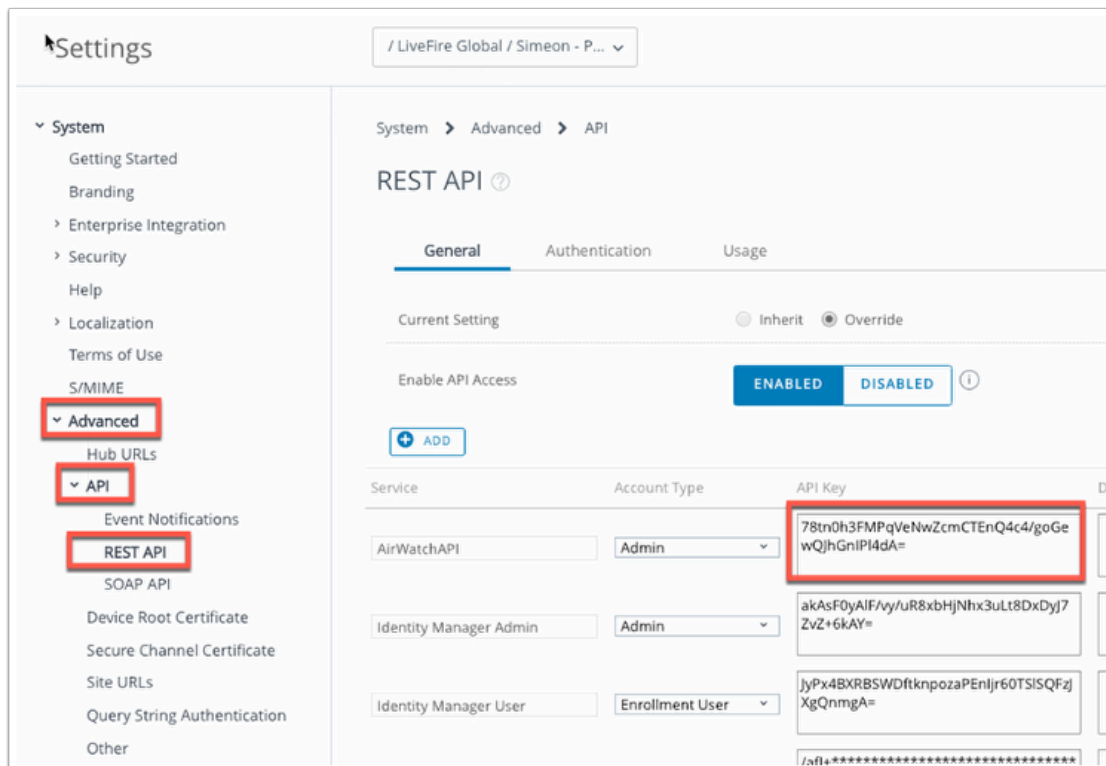
## Part 4: Automation

Automation requires the use of "Connectors" to connect to other services via API to execute a sub set of commands based on the input. Currently, Automation is possible out of box with Workspace ONE UEM, Slack and ServiceNow. You can create a custom connection as well. In this example, we will use Workspace ONE UEM as a connector to trigger actions based on the aggregated information.

1. In **Workspace ONE Intelligence**
  1. In the left pane under **Insights**, go to the **Settings** section, select **Integrations**
  2. Under **Automation Connections** select **VIEW**
    - Notice there are three connectors there by default Slack, Workspace ONE UEM, and ServiceNow. This is an ever growing link as VMware continue to partner with vendors.



2. Open a **new tab** if necessary in your browser and revert back to the **Workspace ONE UEM Console**
  1. Select **Groups & Settings > All Settings > System > Advanced**
  2. Expand **API** select **REST API**.
  3. Under **Service** next to **AirWatchAPI** copy the **API key** to Notepad or an equivalent text editor



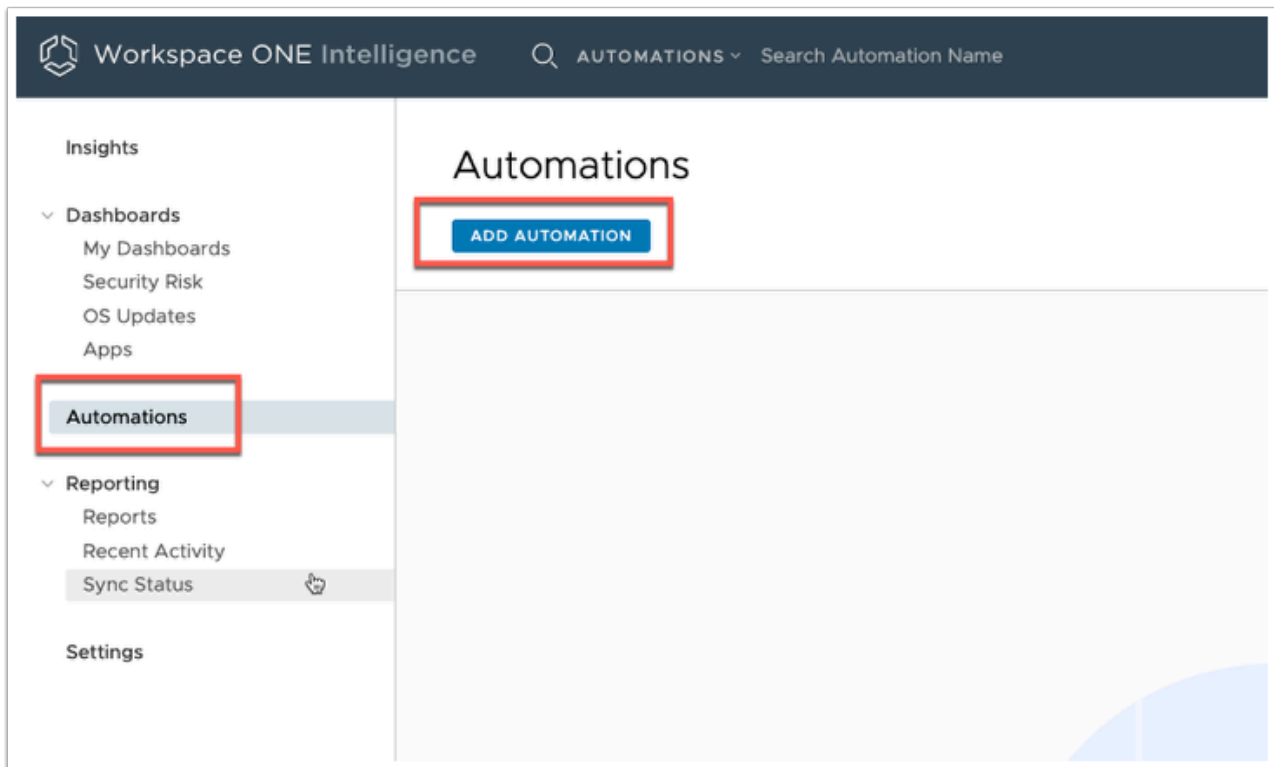
3. Revert back to **Workspace ONE Intelligence**. In the **Integrations > Automation Connections** section

1. Under the **Workspace ONE UEM** connector, select **SET UP**
2. In the **Authorize Connection: Workspace ONE UEM**, select **Provide Credentials**
3. Fill in the information with your Workspace ONE UEM credentials:
  - **BASE URL** : <https://cn-livewire.awmdm.com>
  - **API User Name** : **Your login credentials for your Workspace ONE Tenant**
  - **API user Password** : **Password of your Workspace ONE UEM Tenant**
  - **Workspace ONE UEM Tenant Code** : **API Admin Key from Workspace ONE UEM**
4. Select **Authorize**

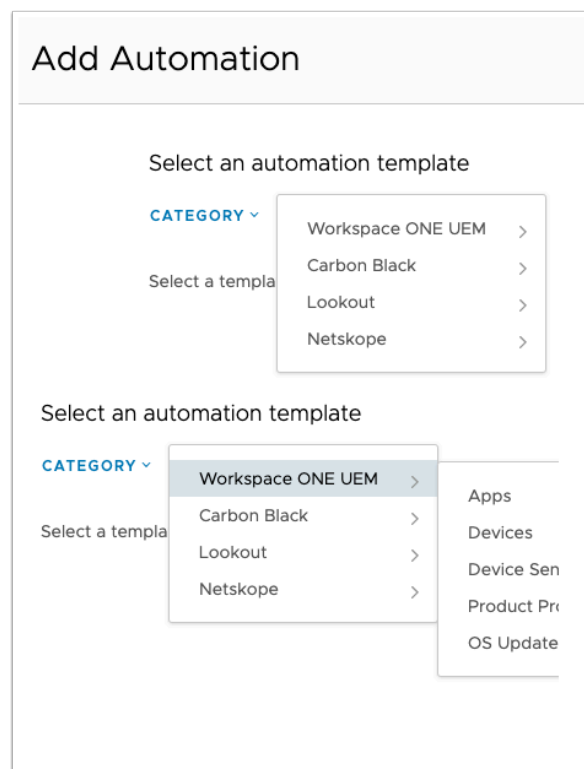
The screenshot shows the 'Integrations > Automatio' page. At the top, there's a section for 'Workspace ONE UEM' with a 'SET UP' button highlighted by a red box. Below this is the 'Authorize Connection: Workspace ONE UEM' section. It shows a list of permissions under 'Connection Permissions' and a 'Provide Credentials' button highlighted by a red box. The 'Provide Credentials' section contains fields for 'Base URL', 'API User Name', 'API User Password', and 'Workspace ONE UEM API Key', each with a corresponding value entered. At the bottom right, there are 'CANCEL' and 'AUTHORIZE' buttons.

4. Now that the connector for WorkspaceOne Workspace ONE UEM has been configured for Automation. Let's build an Automation!
  - Navigate inside the Workspace ONE Intelligence Console click Automations **ADD AUTOMATION**



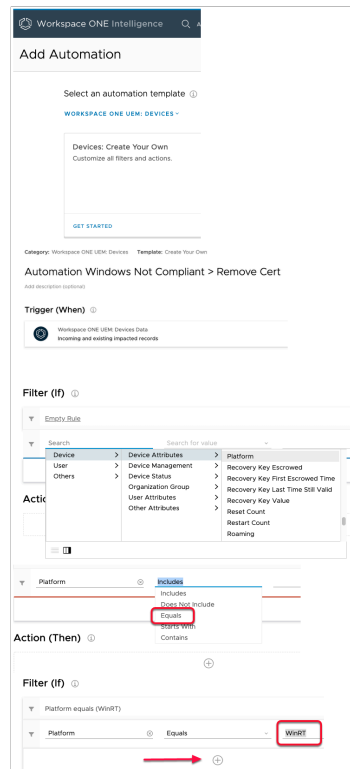


5. In the **Add Automation** window
  1. Next to **Category** select the **drop down**
  2. Select **Workspace ONE UEM** > **Devices**



6. In the Add Automation window
  1. In the **Devices: Create Your Own** section select **GET STARTED**

2. In the **Name your automation** section type **Automation Windows Not Compliant > Remove Cert**
3. Under **Filter (If)**
  - In the **Search** area select **Device > Device Attributes > Platform**
  - To the right of **Platform** select the **Includes dropdown** and change to **Equals**
  - In the area to the right of **Includes** select **WinRT**
  - Just below your **first filter** in the middle select the **?**



7. Under **Filter (If)** under **Platform** in the **Search** area
  1. In the **Search** area select **Device > Device Status > Compliance Status**
  2. To the right of **Compliance Status** select the **Includes dropdown** and change to **Does not Include**
  3. In the area to the right of **Does not Include** select **Compliant**

**Filter (If)** ⓘ

Platform equals (WinRT)

2 AND Empty Rule

Platform Equals WinRT

2 Search Search for value

Device > Device Attributes > Code Integrity Enabled

User > Device Management > Compliance Status

Others > Device Status > Compromised

Organization Group > Data Roaming Enabled

User Attributes > Encryption Status

Other Attributes > Enrollment Status

Firewall Global State Status

**Action (Then)** ⓘ

**Filter (If)** ⓘ

Platform equals (WinRT)

2 AND Compliance Status Includes

Platform Equals WinRT

2 Compliance Status Includes

Includes

Does Not Include

Equals

Starts With

Contains

**Action (Then)** ⓘ

**Filter (If)** ⓘ

Platform equals (WinRT)

2 AND Compliance Status does not include (Compliant)

Platform Equals WinRT

2 Compliance Status Does Not Include Compliant X

8. Below your filters In the **Action (Then)** area

1. Select the ?

2. Under **Action (Then)** in the **Search for trigger or connections area**, in the **drop down** select **Workspace ONE UEM ---> Remove Profile**

- We now need to get the **Profile ID**. Get this from the **Workspace ONE UEM** Console

**Filter (If)** ⓘ

Platform equals (WinRT)

2 AND Compliance Status does not include (Compliant)

Platform Equals WinRT

2 Compliance Status Does Not Include Compliant X

**Action (Then)** ⓘ

Workspace ONE UEM → Remove Profile ⓘ

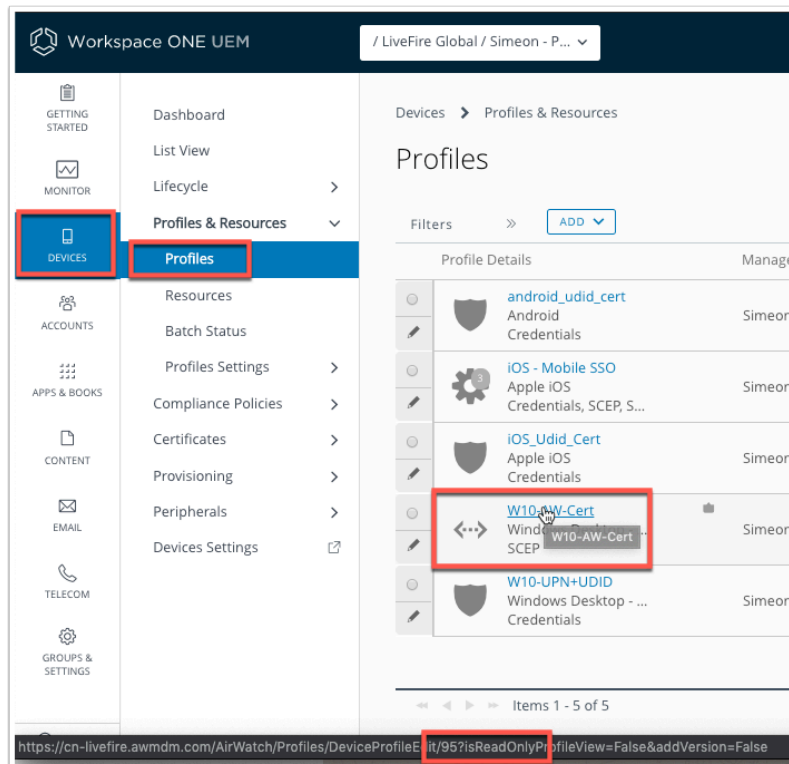
Profile ID \*

9. In the Workspace ONE UEM Console

1. Go to **Devices** > **Profiles & Resources** > **Profiles**.
2. Point to the applicable Windows SSO profile in the Profiles List View to display the item's URL in the bottom left of the browser.
  - Find the ID number located in the middle of the string.

An example of the string is:

[https://<Workspace\\_ONE\\_Workspace ONE UEM>/AirWatch/Profiles/DeviceProfileEdit/95?isReadOnlyProfileView=x](https://<Workspace_ONE_Workspace ONE UEM>/AirWatch/Profiles/DeviceProfileEdit/95?isReadOnlyProfileView=x).



10. Go back to your Workspace ONE Intelligence Console

1. Use the unique number in your URL string and next to **Profile ID** type in the **UNIQUE NUMBER**
2. In the far right next to **Enable automation** change the to **Toggle** from **OFF** to **ON**
3. Select **SAVE**
4. Select **Save and Enable**

You have now finished the Automation that lets us Automate actions into WorkspaceOne Workspace ONE UEM based on triggers. This completes the Intelligence lab.

**Note**, you can choose to take multiple actions like emailing the user, changing organization group or even removing multiple applications and profiles from the device.

Action (Then) ⓘ

Workspace ONE UEM → Remove Profile ⓘ

Profile ID \*

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Enable automation

☒

CANCEL

SAVE

Save & Enable

Confirming this action will allow the workflow to execute on the entire filtered result set and any new incoming state. Do you want to save and enable this automation?

CANCEL

SAVE & ENABLE