

**IBM Security MaaS360**



**With  
Watson™**

Frank Gentile

# Virtual User Group – DIY with MaaS360

March, 2020

# Agenda

- Virtual User Group Goals
- Topic: Do it Yourself with MaaS360

>> *Matt Shaver*

*MaaS360 Knowledge and Content Manager*



>> *Dawn LaPides*

*MaaS360 Curriculum Architect*



>> *Margaret Radford*

*MaaS360 CSM – eNurture Programs*



- ✓ Instructional Material
- ✓ Continuous Learning
- ✓ Hands on Training
- ✓ eNurture Programs

Q&A

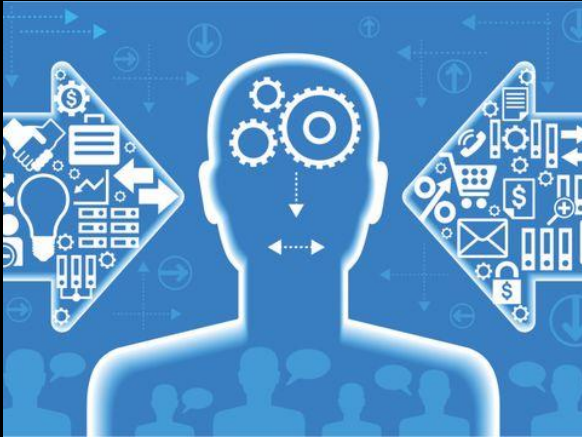
- Wrap Up & Resources

# Virtual User Group Goals

- Collaboration
- Community
- Customer Advocacy
- Feedback

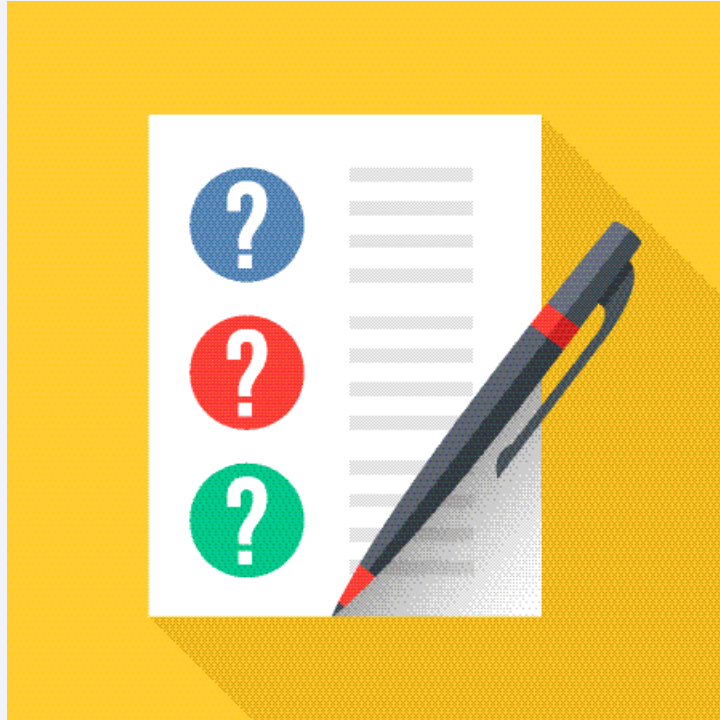
# MaaS360 Instructional Material

Matt Shaver – Knowledge and Content Manager



- ❖ IBM Knowledge Center ([ibm.biz/maas360knowledge](https://ibm.biz/maas360knowledge))
- ❖ Guided Walk Throughs
- ❖ Integrated Portal Tips
- ❖ Contextual Help
- ❖ Support Search
- ❖ Use Cases

# Poll –Do you leverage MaaS360 Instructional Content?



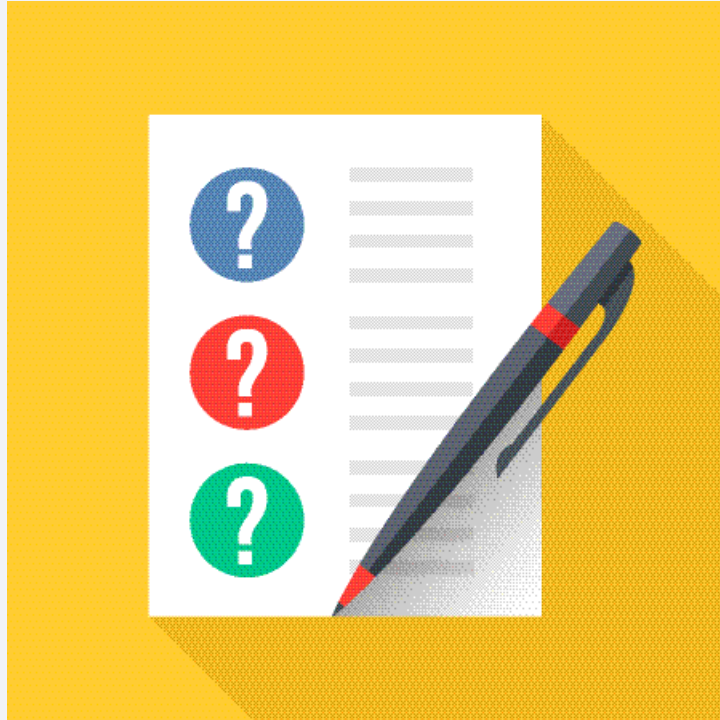
# MaaS360 Continuous Learning

Matt Shaver – Knowledge and Content Manager



- ❖ Ongoing Product Education ([ibm.biz/learnmaas360](https://ibm.biz/learnmaas360))
- ❖ [Product Notifications](#)
- ❖ [Open Mic Webinars](#)
- ❖ Security Community Blogs ([ibm.biz/maas360usercommunity](https://ibm.biz/maas360usercommunity))
- ❖ Status Page ([status.maas360.com/](https://status.maas360.com/))
- ❖ Use Cases

# Poll – Which MaaS360 Continuous Learning do you find most helpful?



# MaaS360 Training

Dawn LaPides— Curriculum Architect




- ❖ [MaaS360 Course Catalog](#)
- ❖ Course Types
- ❖ Training Roadmaps
- ❖ Badges
- ❖ VIP Rewards



# MaaS360 Course Types







- ❖ Hands-on Labs
- ❖ Videos
- ❖ Challenges
- ❖ Self-Paced Badges
- ❖ Documentation
- ❖ Event Replays

## IBM MaaS360 Foundations


 Browse this category (82)

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Or select by type:




-  Hands-on Labs (13)
-  Video Courses (47)
-  Challenges (5)
-  Self-Paced Badges (3)
-  Documentation (3)
-  Event Replays (32)

## IBM MaaS360 Integrations

 Browse this category (24)

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Or select by type:

-  Hands-on Labs (5)
-  Video Courses (12)
-  Event Replays (8)

# MaaS360 Training Roadmaps

The screenshot shows the IBM Security Learning Academy website. At the top, there is a green banner with a message about earning IBM VIP Rewards points. Below this is a navigation bar with links for Home, Dashboard, Events, My Courses, Course Catalog, and FAQ. The main content area displays a breadcrumb trail: Course Catalog > All Product Segments > Mobile Security: IBM MaaS360 Subjects > IBM MaaS360 Training Roadmaps Roadmaps. Under the heading 'IBM MAAS360 TRAINING ROADMAPS:', there is a list of six training roadmaps, each with an icon and a title: MaaS360 Administrator, MaaS360 Business Partner Administrator, MaaS360 Deployment Professional, MaaS360 Help Desk, MaaS360 Help Desk Business Partner, and MaaS360 Integration Professional. Each item has a link to 'Click roadmap title to expand/collapse roadmap'.

Earn IBM VIP Rewards points from the SLA! [Click here to learn how and see the participating courses.](#)

Create IBM ID Account English - United States (en\_us) Dawn LaPides

IBM Security Learning Academy  
Prepare to outthink security threats

Home Dashboard Events My Courses Course Catalog FAQ

Hide blocks Standard view



> Course Catalog > All Product Segments > Mobile Security: IBM MaaS360 Subjects > IBM MaaS360 Training Roadmaps Roadmaps




IBM MAAS360 TRAINING ROADMAPS:


MaaS360 Administrator	<a href="#">Click roadmap title to expand/collapse roadmap</a>
MaaS360 Business Partner Administrator	<a href="#">Click roadmap title to expand/collapse roadmap</a>
MaaS360 Deployment Professional	<a href="#">Click roadmap title to expand/collapse roadmap</a>
MaaS360 Help Desk	<a href="#">Click roadmap title to expand/collapse roadmap</a>
MaaS360 Help Desk Business Partner	<a href="#">Click roadmap title to expand/collapse roadmap</a>
MaaS360 Integration Professional	<a href="#">Click roadmap title to expand/collapse roadmap</a>







- ❖ [ibm.biz/maas360TrainingRoadmaps](https://ibm.biz/maas360TrainingRoadmaps)
- ❖ Administrator
- ❖ Administrator Business Partner
- ❖ Deployment Professional
- ❖ Help Desk
- ❖ Help Desk Business Partner
- ❖ Integration Professional









# Personal Progress Reports


 Earn IBM VIP Rewards points from the SLA! [Click here](#) to learn how and see the participating courses. 

Create IBM ID Account  English - United States (en\_us)  Dawn LaPides 

 **IBM Security Learning Academy**  
Prepare to outthink security threats

 Home  Dashboard  Events  My Courses  Course Catalog  FAQ  Hide blocks  Standard view

 > Progress Report

## Personal Progress Report

This page shows your progress on courses you are enrolled in.

You can also choose to [share your progress report](#) with others, or [view the progress of people who have shared their reports](#) with you.

Courses

Roadmaps

Roadmaps (tabular)

Export to Excel

Export to PDF

Print

Search:

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# MaaS360 Badges

[MaaS360 Architect Badge](#)


[MaaS360 Help Desk Badge](#)

[MaaS360 Administrator Badge](#)

MaaS360 Architect Badge	MaaS360 Help Desk Role Badge	MaaS360 Administrator Badge
		
MaaS360 Architect	MaaS360 Help Desk Role	MaaS360 Administrator
 1h Foundational	 1h Foundational	 1h 40m Intermediate

# MaaS360 Challenges / IBM VIP Rewards for Security

## [Earn VIP Rewards in the Security Learning Academy](#) [IBM VIP Rewards Program](#)


 IBM Security Learning Academy  
Prepare to outthink security threats

[Home](#) [Dashboard](#) [Events](#) [My Courses](#) [This course](#) [Course Catalog](#) [FAQ](#)

[Hide blocks](#) [Standard view](#)

[Courses](#) > [Academy Resources](#) > Earn IBM VIP Rewards in Security Learning Academy

### Engage. Earn points. Get rewards.



IBM VIP Rewards for Security is an online advocate engagement program that allows IBM to recognize and engage with you, our customers. In IBM VIP Rewards for Security, you earn points by completing fun challenges. Then, as recognition for the value you add to IBM, you can redeem those points for rewards such as gift cards or exclusive time with IBM experts.

You can now be awarded points by taking specified courses in the Security Learning Academy.

In order for us to automatically award you points upon completing a course, you need to complete these one-time activities:

1. Opt-in to allow the points transfer
2. Join IBM VIP Rewards for Security (if you haven't already)

#### Administration

Course administration

- Unenroll me from Earn VIP Rewards in SLA

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#### Course Rating

Average rating: 4.6

★★★★★

Number of ratings: 68

# Earn Points. Get Rewards

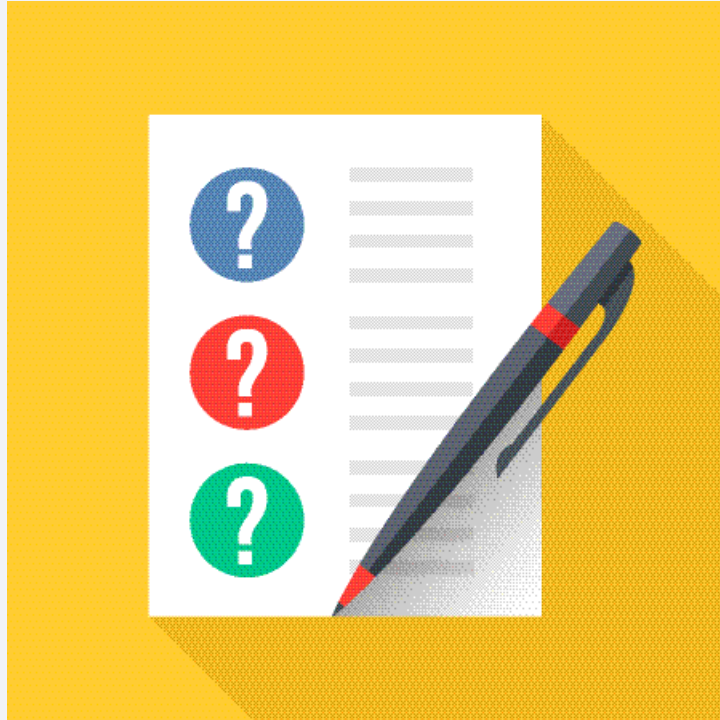
The IBM VIP Rewards hubs are connected to a rewards catalog

Intangible rewards such as time with IBM representatives, social recognition, or special status at IBM events might be offered to the most outstanding advocates

## Rewards Catalog with 6,000+ products and 200+ gift cards

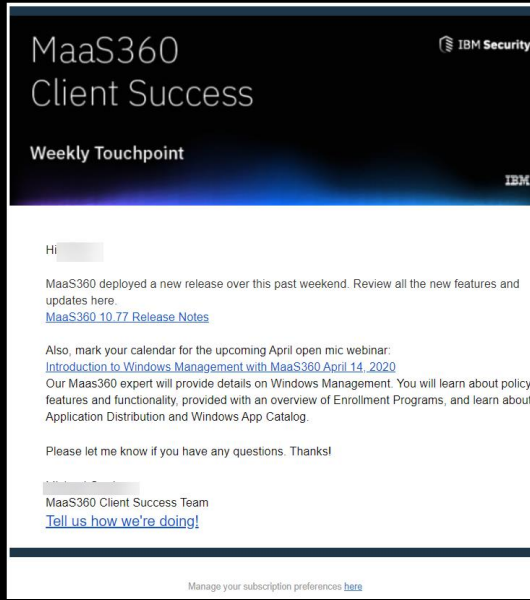
Product Image	Product Name	Points	Product ID
	REACTOR Trident Men's Watch	45893	90717300
	REACTOR Gamma Men's Watch	41807	90717200
	MAUI JIM Banyans	17251	50809500
	MAUI JIM Sugar Beach	16269	90744600

Poll – What is your favorite type of training?  
What badges or training roadmaps might support your enterprise?



# MaaS360 eNurture Programs

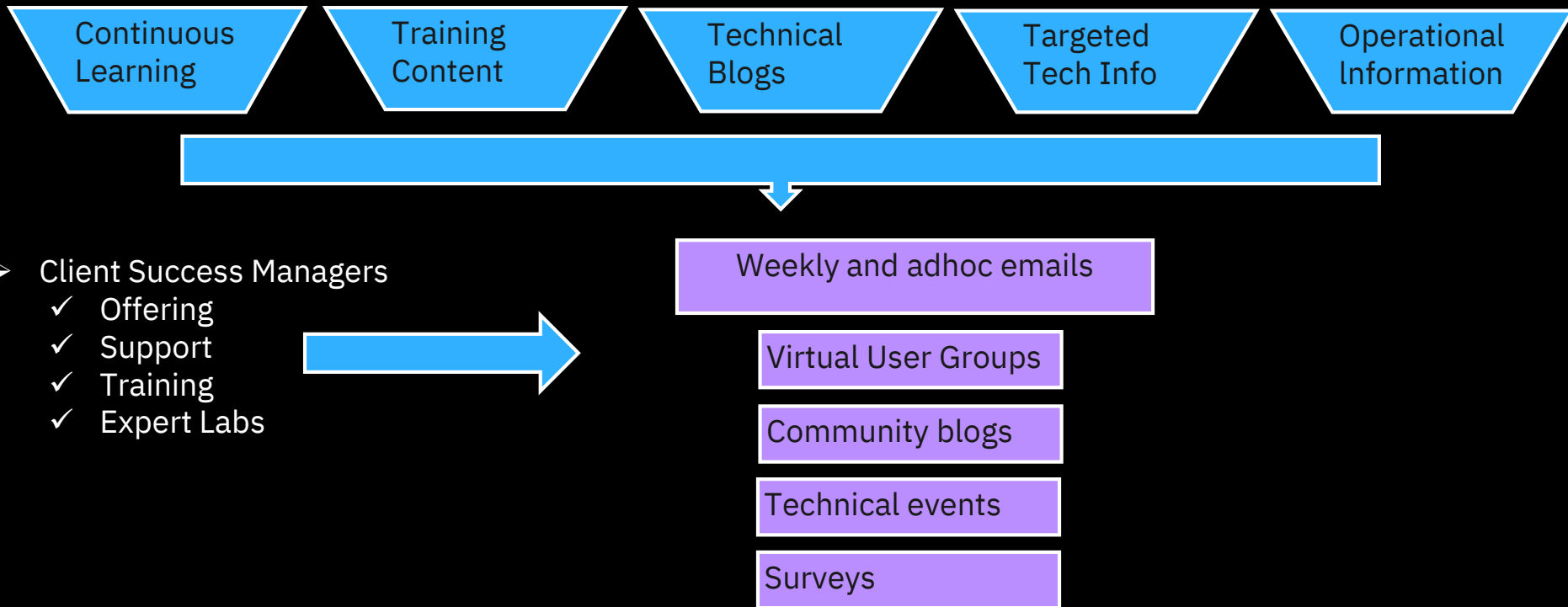
## Margaret Radford – CSM eNurture Programs



- ❖ Weekly Technical Touchpoints
- ❖ Virtual User Groups
- ❖ Targeted Programs
- ❖ Community Blogs
- ❖ Surveys




# What are eNurture communications and programs?




# Example: Weekly and adhoc touchpoints

New release notes, Open mic invite, Think invite

## MaaS360 Client Success



### Weekly Touchpoint



Hi ,

MaaS360 deployed a new release over this past weekend. Review all the new features and updates here.

[MaaS360 10.77 Release Notes](#)

Also, mark your calendar for the upcoming April open mic webinar.

[Introduction to Windows Management with MaaS360 April 14, 2020](#)

Our MaaS360 expert will provide details on Windows Management. You will learn about policy features and functionality, provided with an overview of Enrollment Programs, and learn about Application Distribution and Windows App Catalog.


Please let me know if you have any questions. Thanks!

MaaS360 Client Success Team


[Tell us how we're doing!](#)

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## MaaS360 Client Success



### Weekly Touchpoint



Hi ,

IBM is turning the Think conference into the world's most interesting and personalized, interactive digital event. This is a fantastic opportunity to learn from the world's experts in a digital streaming event, with no cost to you, as an IBM MaaS360 customer.

**IBM Think Digital Event Experience** will take place May 5-7, 2020. Learn about the latest advancements in open technologies from hybrid multicloud to data and AI and interact with luminaries who are using them to transform our lives.

The Think website has been updated to reflect this new Digital Event Experience - you can register, see the list of main speakers, and sign up for ongoing updates. The site will evolve to include the rest of the content including the addition of MaaS360 specific and featured security sessions, so register now and sign up for updates.

[Register here](#)

If you have any questions, please let me know.

MaaS360 Client Success Team

[Tell us how we're doing!](#)

# Example: Community blogs

## Work from Home Best Practices with IBM Security MaaS360, Part One

Posted By [Margaret Radford](#) 3/25/2020 9:01:39 AM

Found In Group: [IBM Security MaaS360 Blogs](#)

In this blog, let's discuss some of the best practices you can implement to improve security, productivity, and user experience for your work from home (WFH) staff with IBM MaaS360 and partner products. There are a lot of topics to cover Your WFH staff might include employees, contractors or partners ...

## MaaS360 and Android Enterprise: Fully Managed Device (Device Owner) and Work Profile (Profile Owner) Overview

Posted By [Margaret Radford](#) 7/8/2019 12:56:46 PM

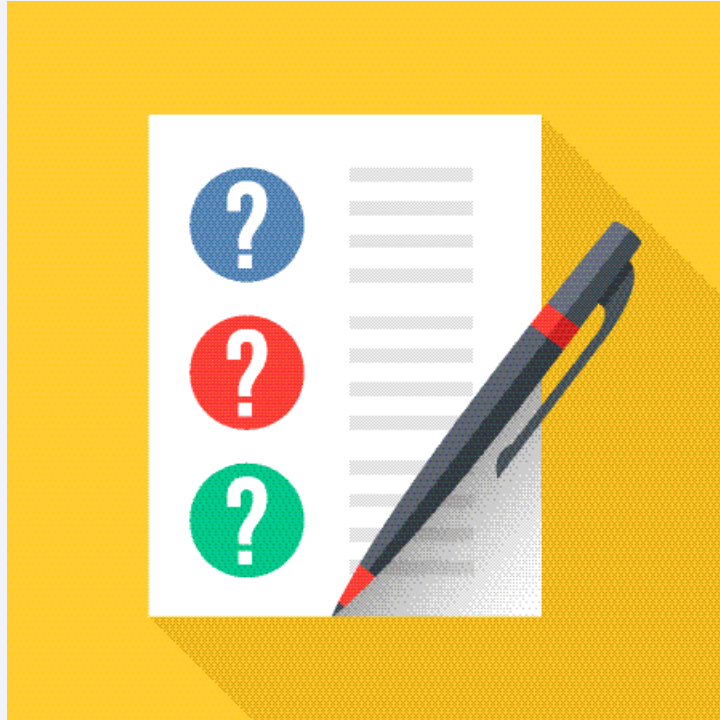
Found In Group: [IBM Security MaaS360 Blogs](#)

The objective of this blog is to provide an overview of the MaaS360 and Android Enterprise solution set and the differences between fully managed device (Device Owner) and work profile (Profile Owner) mode when managing your devices in MaaS360. It's important to understand what each experience has to ...

# How can we improve eNurture programs?

- Open and read eNurture emails
- Take surveys to help us develop effective programs
- Provide feedback to your CSM on what events, blogs, and eNurture communications you would like to receive
- Read our technical blogs and post questions/comments
- Participate in MaaS360 Community discussions
- Attend technical events and provide feedback

# Poll – What would you like to see more of from our eNurture programs?



# Q & A



# Digital Think

<https://www.ibm.com/events/think/>

**IBM**

Think 2020 Curriculum Speakers FAQ

Register for the Digital Event Experience

**Join us May 5 – 6**

Get your free pass

Site feedback

01 Overview

02 Reasons to attend

03 Speakers

# Resources

MaaS360 Security User Community:

<https://community.ibm.com/community/user/security/communities/community-home?CommunityKey=9d8b7835-e47a-4850-b400-d8c77708af84>

## MaaS360 Resources

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- [MaaS360 Product Hub](#)
- [IBM MaaS360 Login](#)
- [MaaS360 Support Home](#)
- [IBM Security Request for Enhancement Community](#)
- [IBM MaaS360 Knowledge Center](#)
- [IBM MaaS360 Security Learning Academy](#)
- [Develop a MaaS360 Integration](#)
- [IBM Security Product Notifications Subscription](#)
- [IBM VIP Rewards for Security](#)



# Thank you

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Statement of Good Security Practices: IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated or misused or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service or security measure can be completely effective in preventing improper use or access. IBM systems, products and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM does not warrant that any systems, products or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

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