CERTIFICATION FOR SMART GLASS-ENABLED REMOTE SUPPORT AND ASSISTANCE

GET READY FOR THE NEW NORMAL

"ZERO CONTACT" SOLUTIONS FOR TEAMWORKING

This program is designed for project administrator to configure, deploy and manage Smart Glass-enabled collaborations that focus on efficient and effective communication in an enterprise environment using Microsoft Teams or Team-viewer. The implementation executive learns to plan, deploy and manage Teams chat, apps, channels, meetings, audio conferencing, live events and calls. Candidates for this certification program should be proficient at managing Teams settings by using PowerShell.

BENEFITS OF SMART GLASS DEPLOYMENT

HIGHER SPEED

- Hands-free work
- Relevant information in view
- Quick ramp-up and scaling

FEWER ERRORS

- Graphical instructions
- Step-by-step guidance
- Sensor control

GREATER FLEXIBILITY

- Fully mobile
- User adaptable
- Device-agnostic

Module 1: Plan & Configure a Smart Glass-enabled Group Collaboration Environment

- Plan and configure network settings for collaboration system
- Implement governance and lifecycle management for collaboration tool
- Configure and manage guest access
- Manage security and compliance
- Deploy and manage collaboration group endpoints
- Monitor and analyze service usage

Module 2: Manage Chat, Calls & Meetings

- Manage chat and collaboration experiences
- Manage meeting experiences
- Manage phone numbers
- Manage phone systems

Module 3: Manage Teams & App Policies

- Manage a team
- Manage memberships in a team
- Implement policies for the collaboration group

Module 4: Simulated Workshop

Collaborate in simulated Smart Glass scenarios with real world applications. Work together in a "zero contact" environment to solve complex problems and create new workplace behaviour innovations.

Simulation scenarios can be constructed for specific industries.

- Telecommunications
- Oil & Gas
- Warehousing & Logistics
- Aerospace Engineering
- Telemedicine
- Various Field Services

Become a bona-fide worker of industry 4.0, certified by UKM.

Having a UKM certification means that you have completed all coursework, passed the relevant exams and are recognized by one of the top university in the country. UKM's leadership in industry 4.0 gives you the advantage you need to succeed in the next industrial revolution.

UNIVERSITI KEBANGSAAN MALAYSIA

CERTIFICATE OF COMPLETION

to

Mohd Adam Bin Zakaria

for the completion of

Smart Glass-Enabled Remote Support and Assistance

on

25th August, 2021

Assoc. Professor Dr. Rashidah Zulkarnain
Head of Training & Competence

SAMPLE