

Pitt Information Technology

Enterprise Desktop Management for Apple Devices

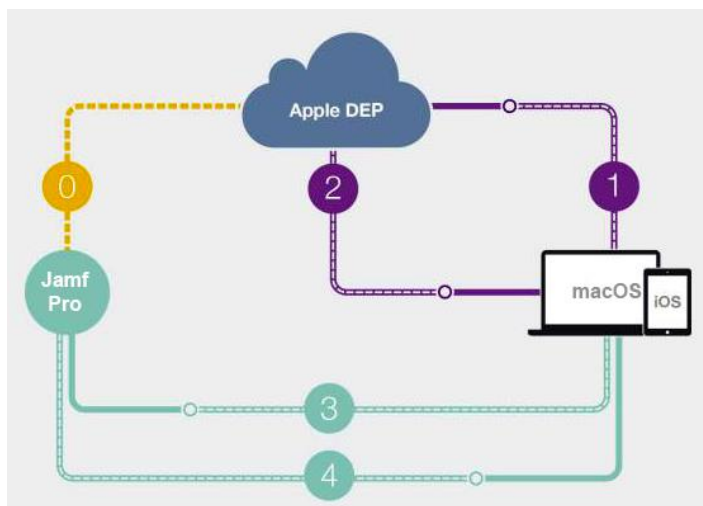
Enterprise Desktop Management

Enterprise Desktop Management (EDM) for Apple Devices is a Pitt IT enterprise service that supports departments in the standardization of settings and software installation, remote administration, and dynamic reporting of Apple devices. Each department will remain an independent and individualized site, while taking advantage of most Jamf Pro features. Departments will not be able to see or access each other's devices or users.

Key Benefits		
Internet-based Device Management	Self Service Software Installation	Software and Hardware Inventory
Filevault 2 Key Escrow	Standard Application Distribution	App Store Application Installation
3 rd Party Application update management	Screen Sharing (from Macs only)	

Apple Device Enrollment Program (DEP)

The Apple Device Enrollment Program, or DEP, is used to manage Apple devices during user completion of the Setup Assistant. Once **Pitt-purchased**¹ devices are enrolled with DEP, their serial numbers can be directed to department-specific sites in EDM Jamf Pro, so new devices can be enrolled and managed without IT staff needing to configure them first. DEP also means that reusing stolen devices, when connected to the internet during setup assistant, will reenroll with Jamf Pro as well.



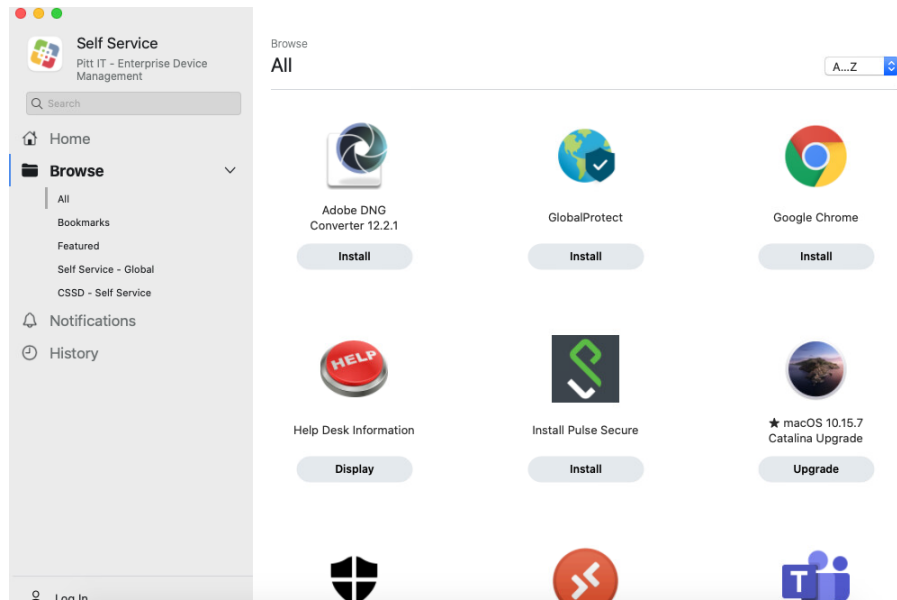
1. During Setup Assistant, device checks in with Apple DEP Service
2. DEP service returns the enrollment details for EDM Jamf Pro server
3. Device enrolls with EDM Jamf Pro
4. After enrollment, configuration profiles are installed on devices, and devices are managed by EDM Jamf Pro

DEP can be combined with Jamf Pro enrollment-triggered policies to install required software once Setup Assistant is completed. With this modern workflow, Macs can be deployed directly to users and without the need to maintain macOS images like older workflows required. In fact, **legacy macOS imaging workflows no longer work on new Macs models starting with the iMac Pro in 2017.**

¹ Devices must be purchased from a supported reseller with a University of Pittsburgh account number

Self Service

Jamf Self Service (like MEMCM Software Center on Windows) is an application installed on each enrolled device that will enable users to install managed software, Volume Purchase Program Apps, configuration profiles, and eBooks from EDM Jamf Pro, as well as visit managed bookmarks.



Standard Self Service Software

macOS			
Google Chrome	Creative Cloud Desktop	macOS Monterey	Microsoft Defender for Endpoint
Microsoft Teams	Mozilla Firefox	Office 365	Pulse Secure
iOS (App Store apps available by request, for example):			
OneDrive	Duo Mobile	Excel	Keynote
Microsoft Authenticator	Numbers	Outlook	Pages
Powerpoint	Skype for Business	Word	

The software displayed to a department's devices in Self Service can be customized by request to the EDM team, but all macOS software packages must be added and managed by the EDM team — **EDM customers cannot add their own software to Jamf Pro, nor view or deploy software outside of Self Service.**

Jamf Pro Console

The Jamf Pro console is browser-based, works in Windows and macOS, and is available from anywhere with internet access. From the console, the departmental technology administrators can:

- Create saved searches to report on software and hardware inventory
- View the status of enrolled devices throughout the department
- Deploy VPP App Store apps to devices
- View FileVault 2 decryption keys for encrypted device recovery
- Send device management commands to enrolled devices
- View policies scoped to department devices

Initial Setup

The initial setup includes all tasks necessary for a department to begin using EDM Jamf Pro. These tasks are divided into 3 stages: Setup, Acceptance Testing, and Completion Report, and are detailed in a Scope of Work document submitted to each customer. Setup includes the actions necessary for understanding a department's needs and environment, preparing a Jamf Pro site, adding department devices to Apple School Manager for DEP, purchasing Volume Purchase Program (VPP) apps, and getting department Apple devices enrolled. Customers are expected to fill out and return an information gathering sheet for initial information about departmental computers and VLANs.

In the acceptance testing process, the EDM team will provide the department's technology administrator acceptance testing documents to test that setup was successful. User device enrollment, Self Service software installation, screen sharing, and DEP enrollment will be tested by the department staff. Success thresholds, included on the testing documents, have been set by the EDM team for each test. If a test does not meet the threshold, the EDM team will assist the department to identify and resolve the issue, retesting to ensure the threshold is met. Successful completion and results will then be presented to the department in the form of a Completion Report, at which point the department has completed initial setup.

Ongoing Technical Support

The EDM team will assist departments with basic troubleshooting and guide department staff to useful resources to solve issues with departmental devices where possible. The EDM team can also offer additional support with tasks such as saved search creation, software distribution to devices, quarterly inventory reports, and adding and retiring devices for DEP. Requests for Basic Support should be submitted to the EDM team 2 weeks in advance.

The EDM team will test and provide macOS updates in Self Service. Major macOS updates can be blocked to specific or all departmental Macs, to encourage users to upgrade macOS in Self Service, which can provide logging as well as basic checks for free space and software that may conflict with the new macOS version. Major macOS updates should be available for Self Service installation within 2 weeks of release.

Additional Software

After initial setup, for software not available already in Self Service, A departmental technology administrator should submit tickets through the Technology Help Desk to request the packaging of software by the EDM team. After the ticket is submitted, the EDM team will schedule a call with the department to discuss the specific application(s), how the application is used, and any associated fees and timelines. Note that this is a one-time service. Additional packaging, including updates will require the submission of additional tickets through the Technology Help Desk. Licensing for applications not included in the standard image is also the responsibility of the department. The departmental technology administrator is responsible for securing licensing and abiding by the licensing agreements. The EDM team is only responsible for packaging the product for use.