

Software Updates & Application Lifecycle Management



Armin Briegel
Consulting Engineer



Neil Martin
Systems Engineer,
MSP Services

Agenda

1 | Software Updates vs Application Lifecycle Management

What's the difference?

2 | Software Updates

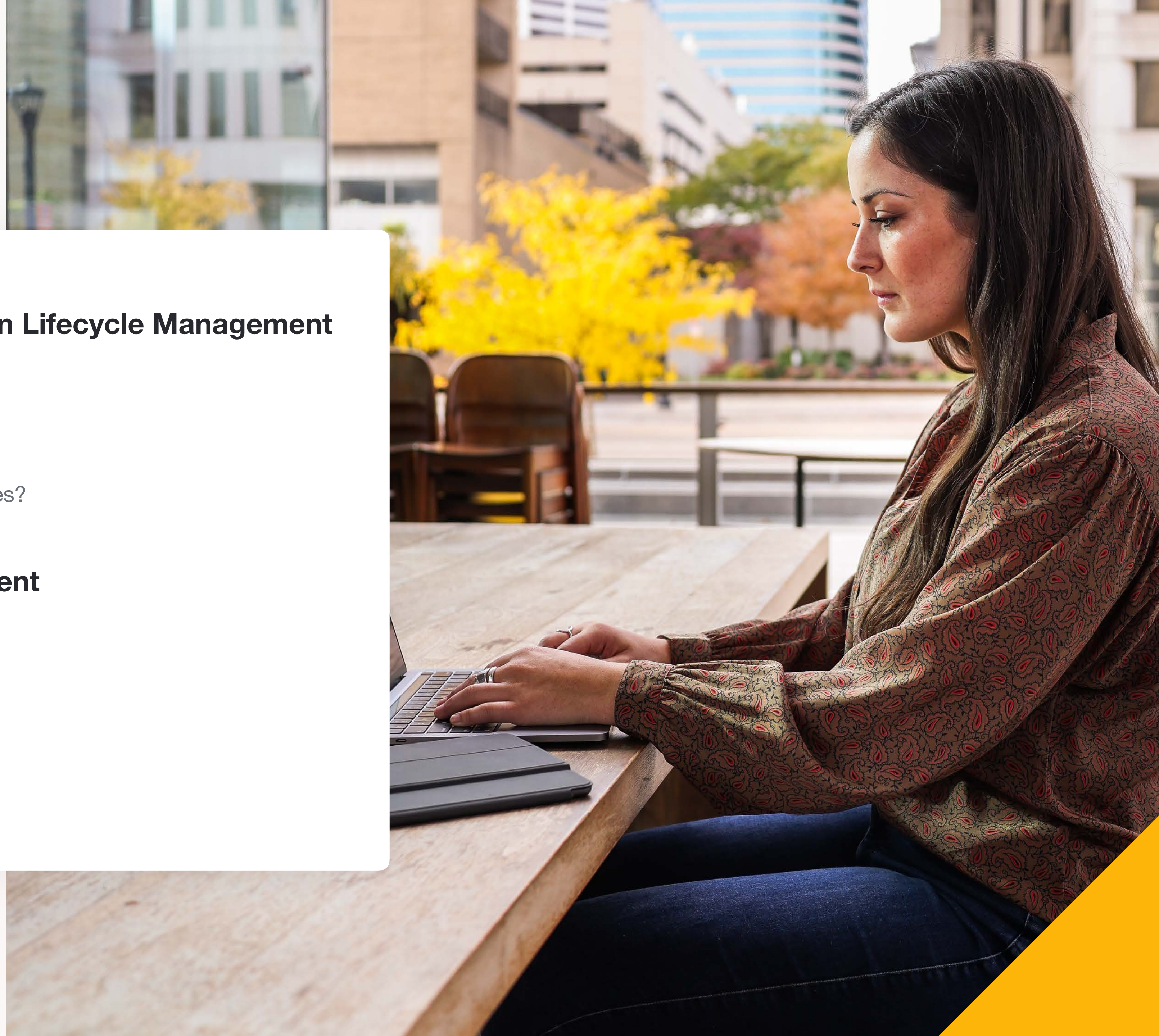
What's new with managing Software Updates?

3 | Application Lifecycle Management

Establishing a methodology

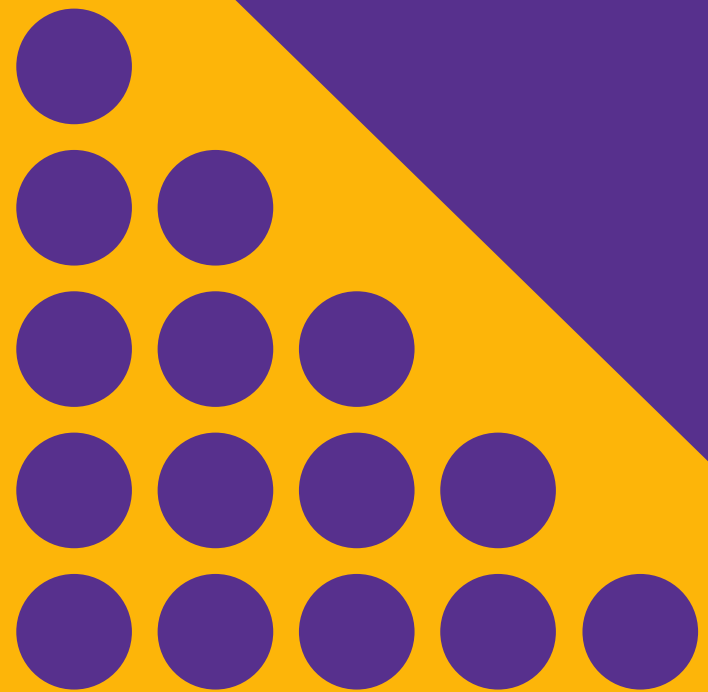
4 | Wrap-up

What does this mean for you?



Software Updates vs Application Lifecycle Management

What's the difference?



Software Updates

- **Apple OS** updates
- Delivered **directly** from Apple
- Major / Minor / RSR / XProtect
- **Security** / Feature focused





Application Lifecycle Management

- **Install**, update, & maintain apps
- **Varied** delivery methods
- Determined by **organisational need**
- **Manage** associated settings

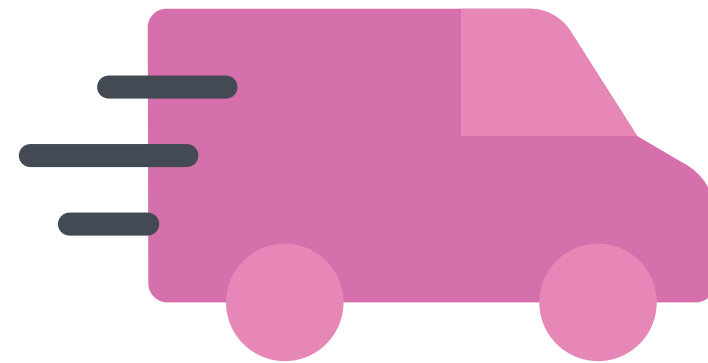
Software Updates



Software Updates



Support



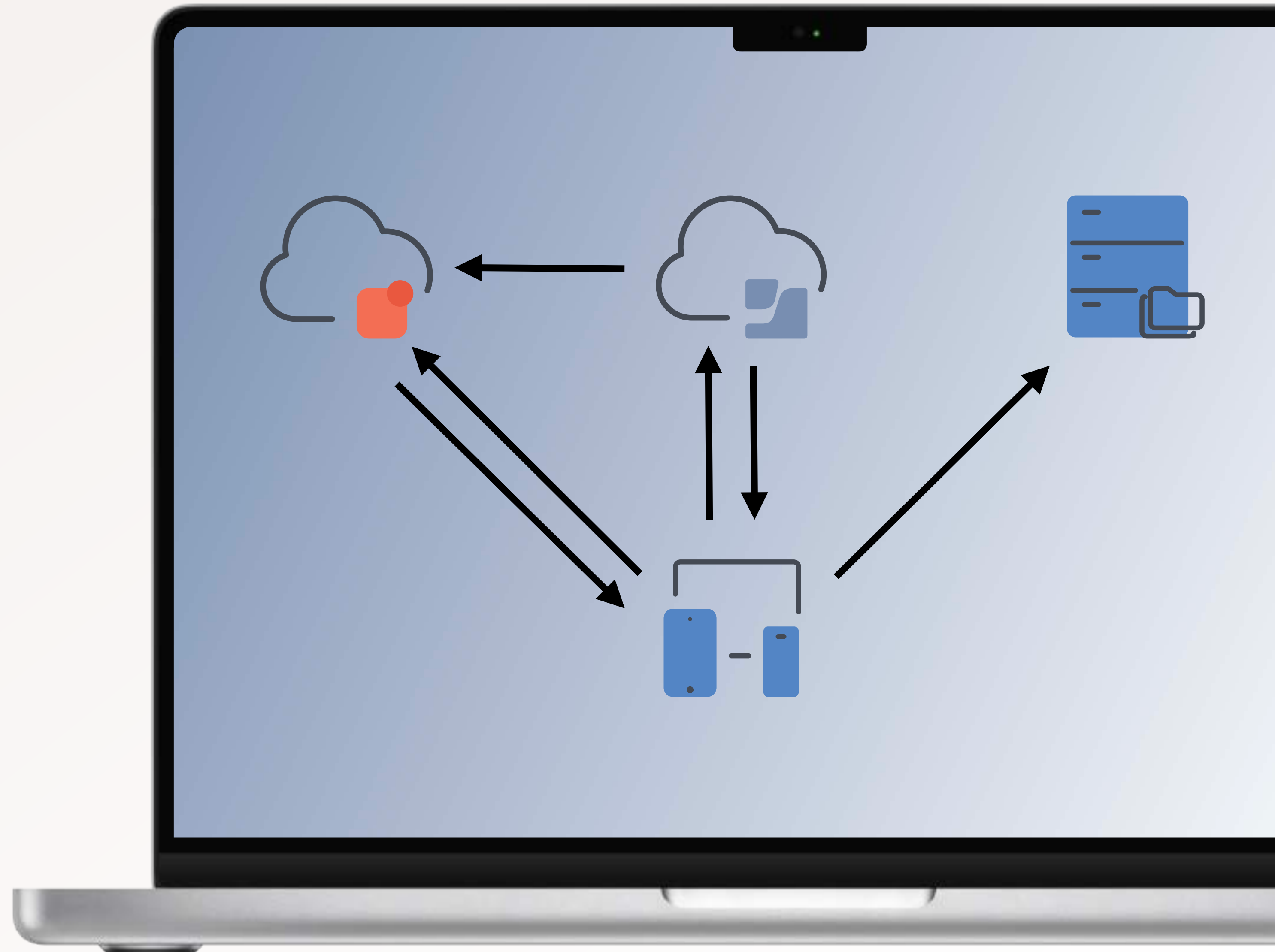
Delivery



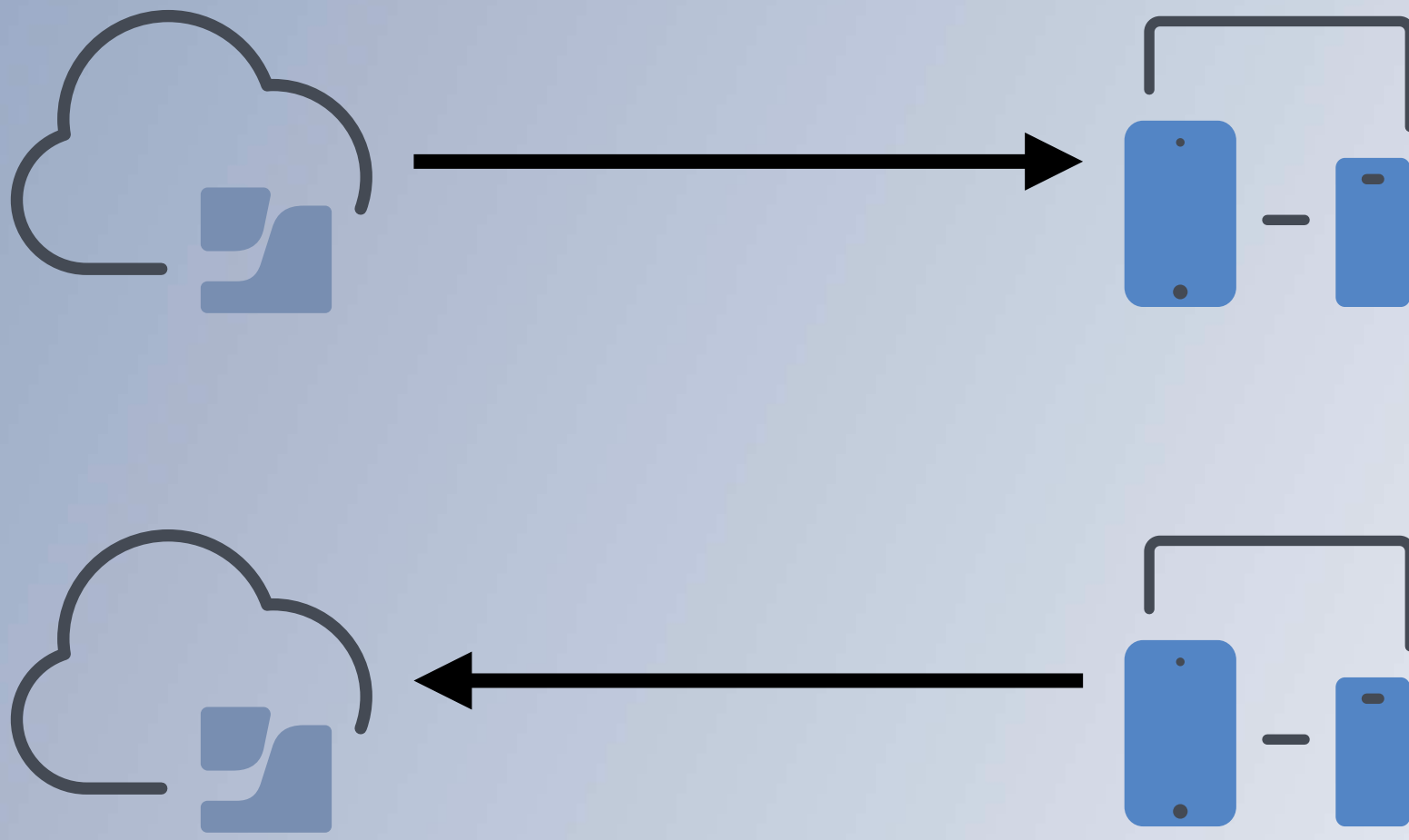
Security

MDM Commands

- Mac OS X 10.11 El Capitan / iOS 9 +
- **Complex** sequence of commands
- **Little feedback** from client to server
- **Light touch** user experience



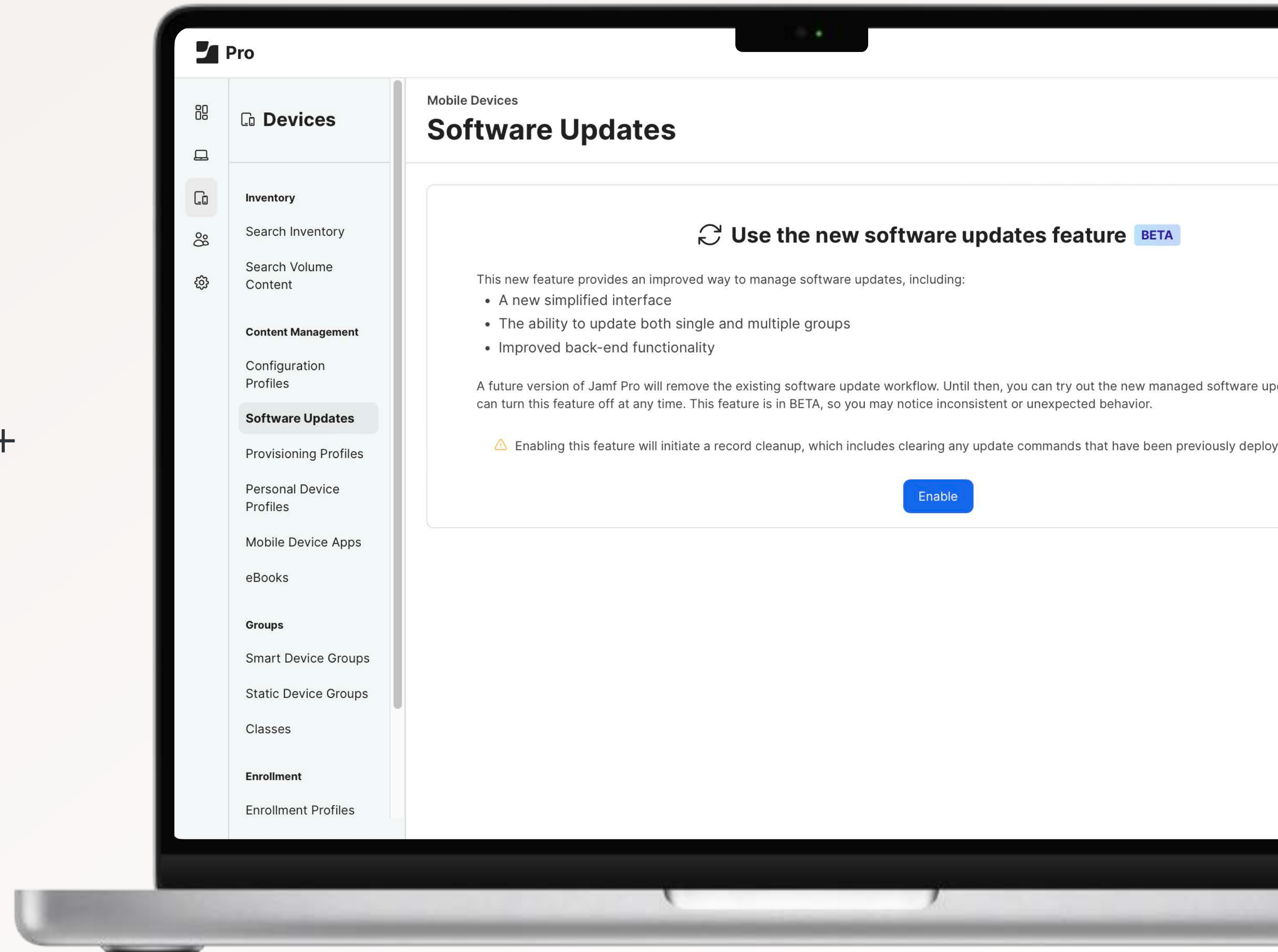
DDM Software Updates (Jamf Pro)



- macOS 14 Sonoma / iOS / iPadOS 17+
- **Simple** declarative statements
- **Regular feedback** from client to server via status channel
- **Improved** user-experience

Using Declarative Device Management update workflows

- ▶ macOS 14 Sonoma / iOS / iPadOS 17 +
- ▶ Best Apple-native experience
- ▶ Cloud Services Connection **MUST** be enabled
- ▶ Select one or more Smart Groups



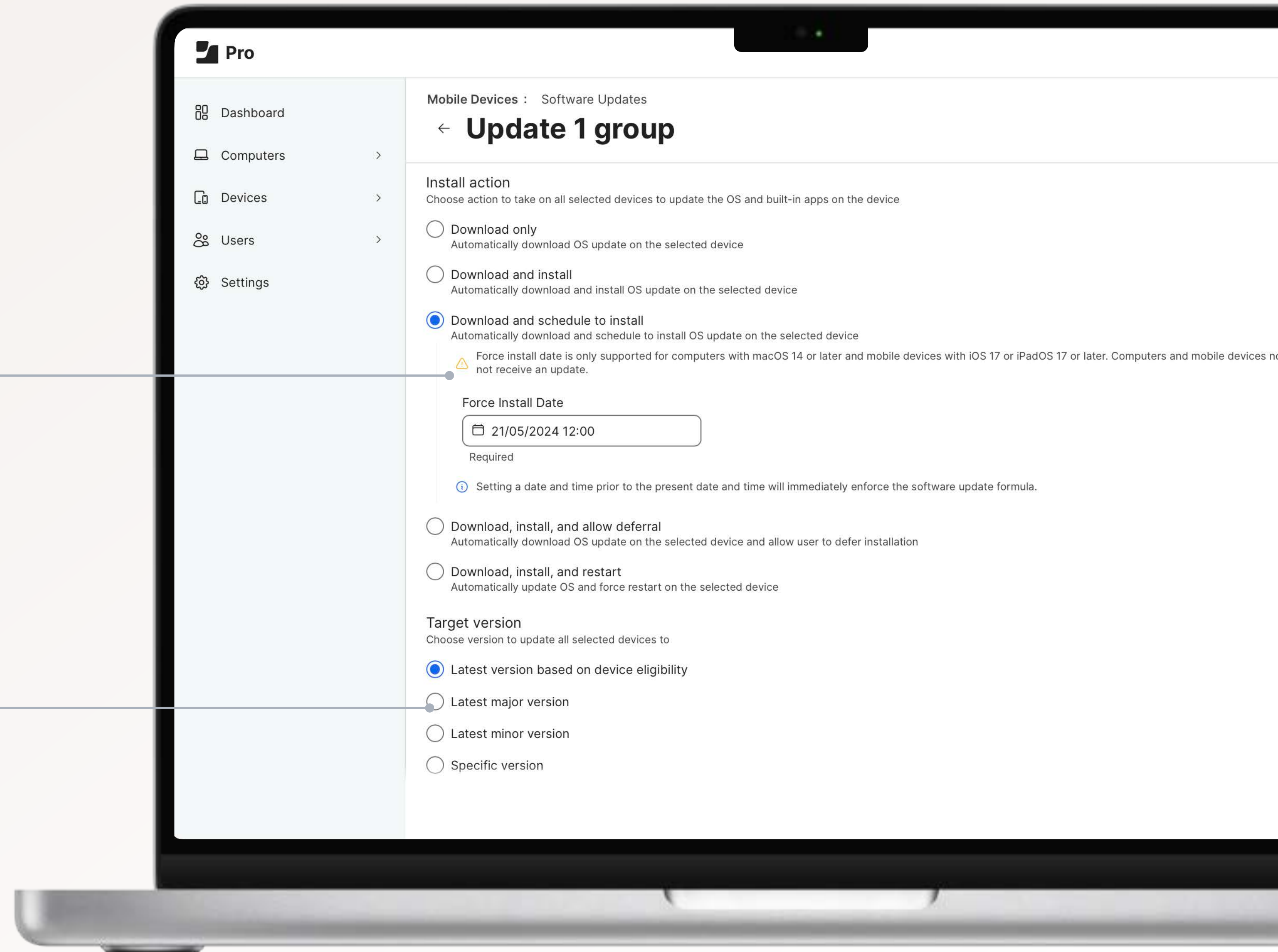
Scheduling options and behaviours

Force Install Date

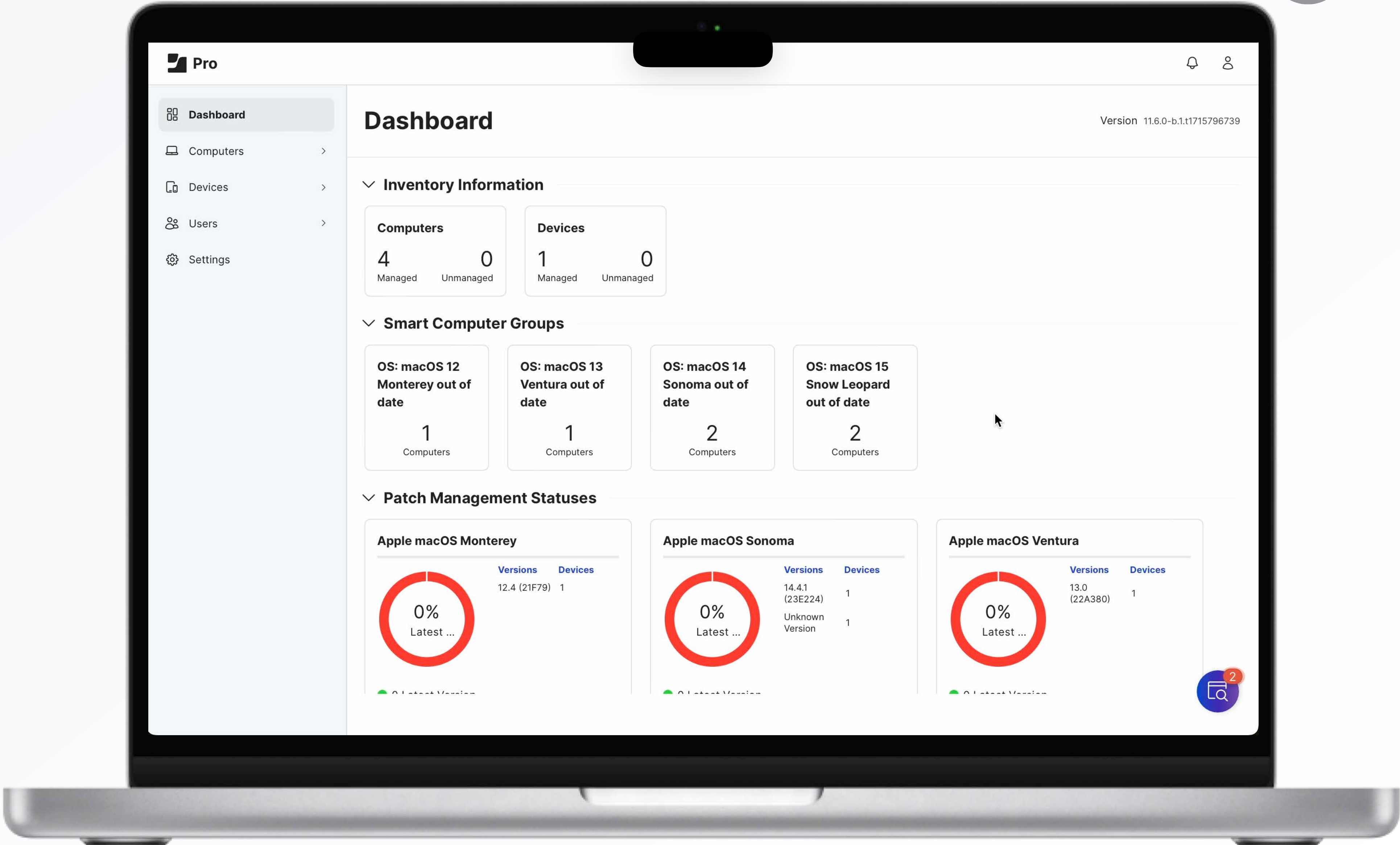
Pick a specific date and time after which the specified update will be force-installed.

Target Version

Choose Latest Version or pick a specific version from a drop-down list.



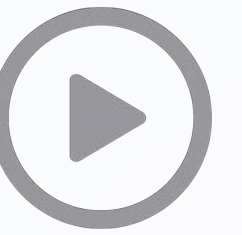
Focus Software Updates



User Experience

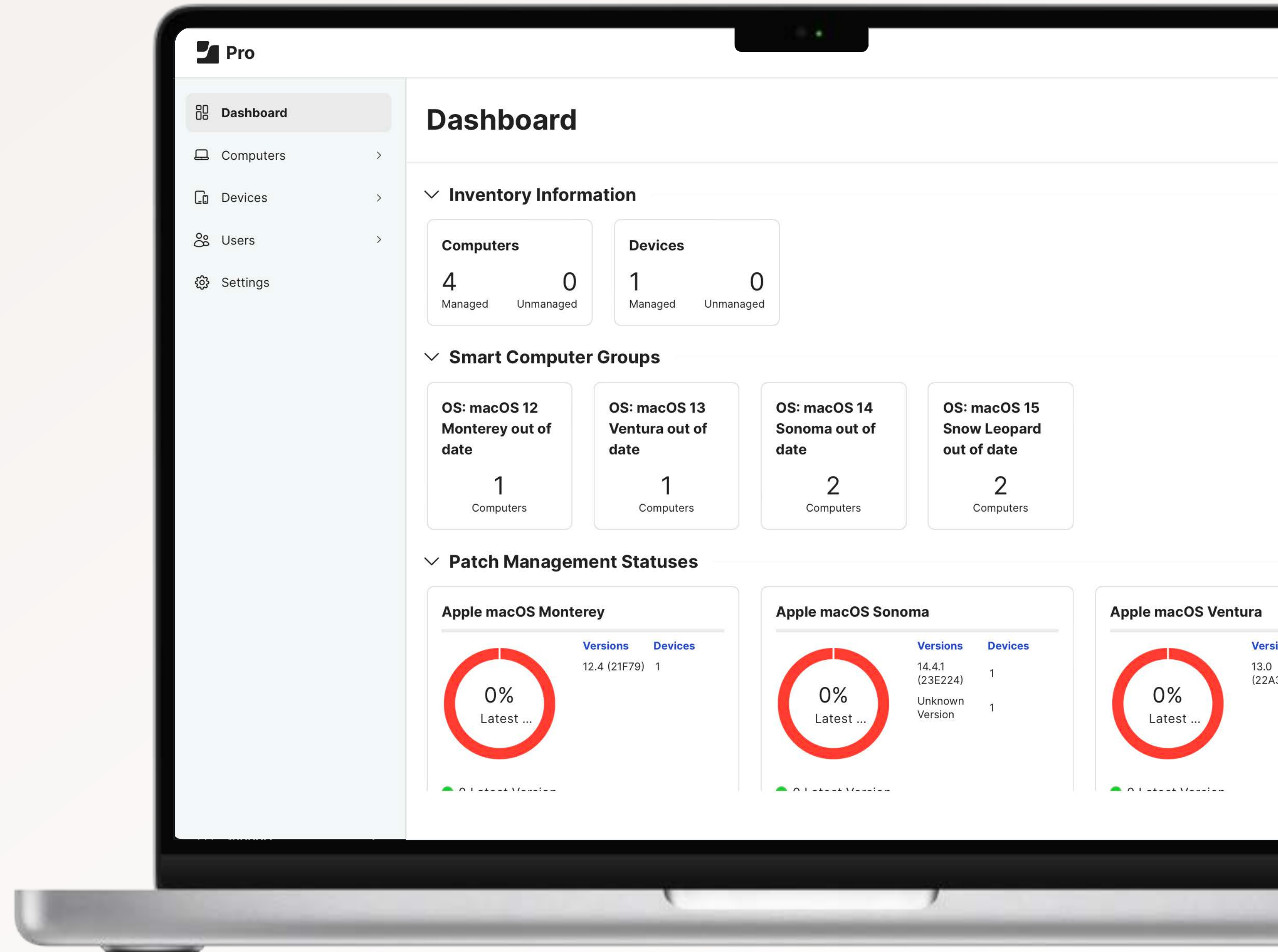


User Experience



Monitoring Software Updates

- ▶ Monitor macOS versions using **Patch Management**
- ▶ Link to **Smart Computer Group** or Advanced Computer Search
- ▶ Good visibility and **easy access**
- ▶ **Jamf School** experience



Troubleshooting Declarative Device Management update workflows

- ▶ Why has the plan **failed**?
 - ▶ Cloud Services Connection
 - ▶ Unsupported OS
 - ▶ Supervision
 - ▶ Update availability

```
{
  "recipeId": "-1",
  "planUuid": "5f2d89f5-b16f-4660-8b04-238e9fbde497",
  "device": {
    "deviceId": "33",
    "objectType": "COMPUTER",
    "href": "/v1/computers-inventory/33"
  },
  "updateAction": "DOWNLOAD_INSTALL_SCHEDULE",
  "versionType": "LATEST_ANY",
  "specificVersion": null,
  "maxDeferrals": 0,
  "forceInstallLocalDateTime": "2024-05-13T18:00:00",
  "status": {
    "state": "PlanFailed",
    "errorReasons": [
      "EXISTING_PLAN_FOR_DEVICE_IN_PROGRESS"
    ]
  }
}
```

Troubleshooting Declarative Device Management update workflows

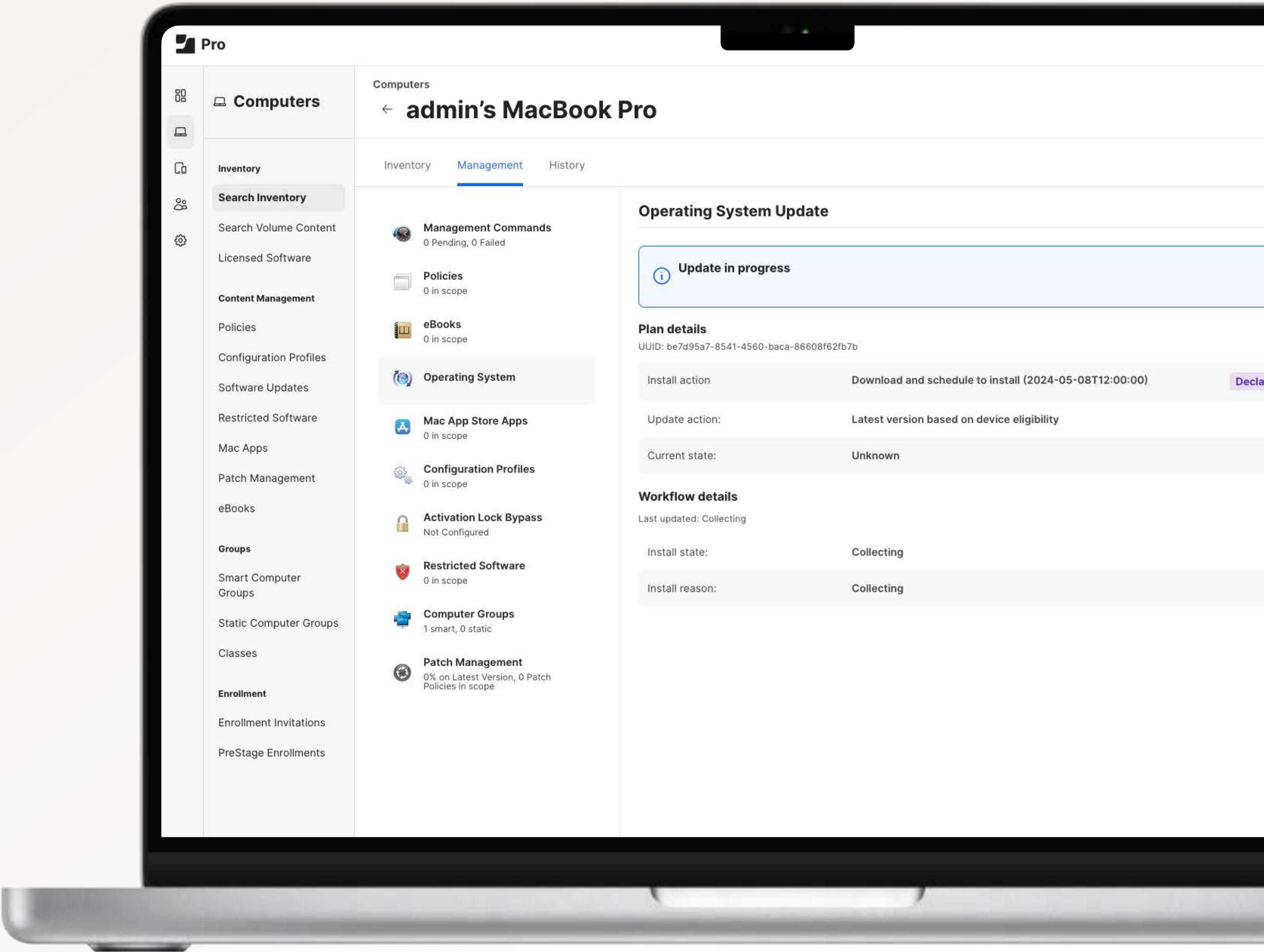


learn.jamf.com

```
{
  "recipeId": "-1",
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      "EXISTING_PLAN_FOR_DEVICE_IN_PROGRESS"
    ]
  }
}
```

Coming soon to Jamf Pro...

- ▶ **Enhanced** reporting
- ▶ Workflow **status**
- ▶ Software Update **Plan history**
- ▶ **Detailed** plan information





How can **end-users** help?

- Set end-user **expectations**
- Establish an organisational **practice**
- Test updates early with **AppleSeed for IT**
- **Win** hearts and minds

Jamf and...



Nudge

- Swift based “reminder” app
- User-led workflow
- Ability to ramp-up urgency of notifications



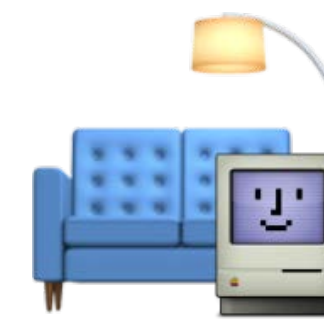
S.U.P.E.R.M.A.N. (super)

- Script based “reminder” workflow
- Backed up with API calls to Jamf Pro
- Ability to remind then force update



Erase-install

- Great for Self Service update workflows
- Excellent experience for major updates
- Useful for offboarding workflows



SOFA.macadmins.io

- Web app cataloguing macOS and iOS updates
- Details of every reported CVE
- Extension Attribute support for Jamf Pro

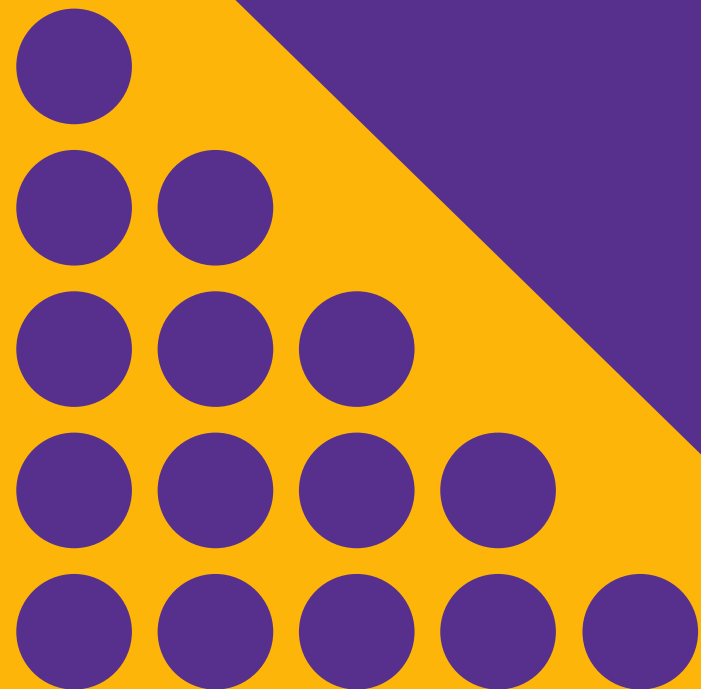


Application Lifecycle Management



Application Lifecycle Management

What does it mean to you?





Where to begin?

“We want to deploy and update apps...”

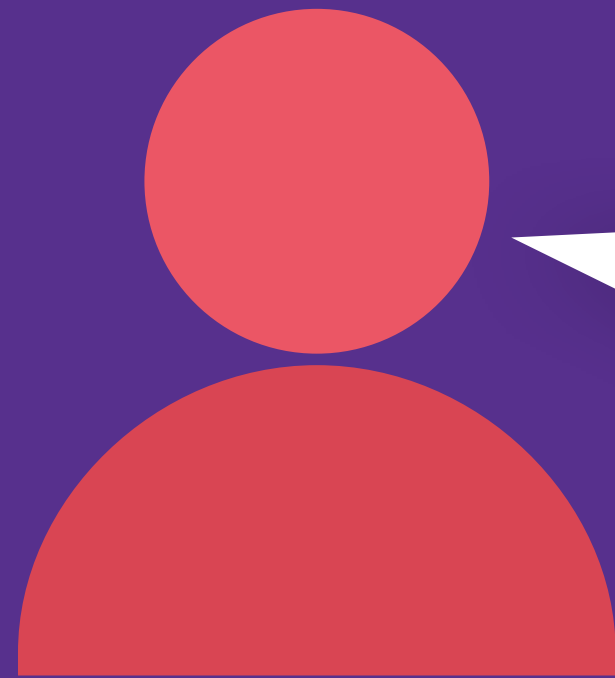
**Every Jamf Admin
Ever**

It depends...



We
want to update
apps as soon as
possible...

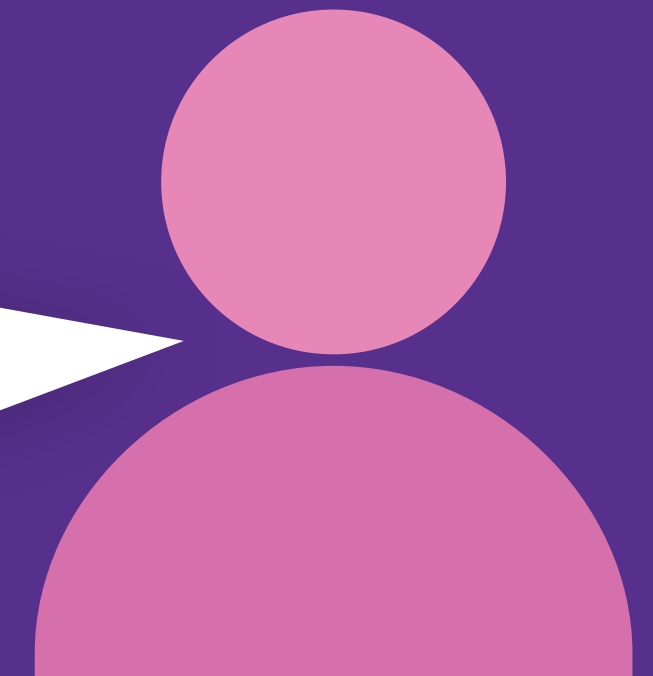
...and monitor
and report for
compliance.



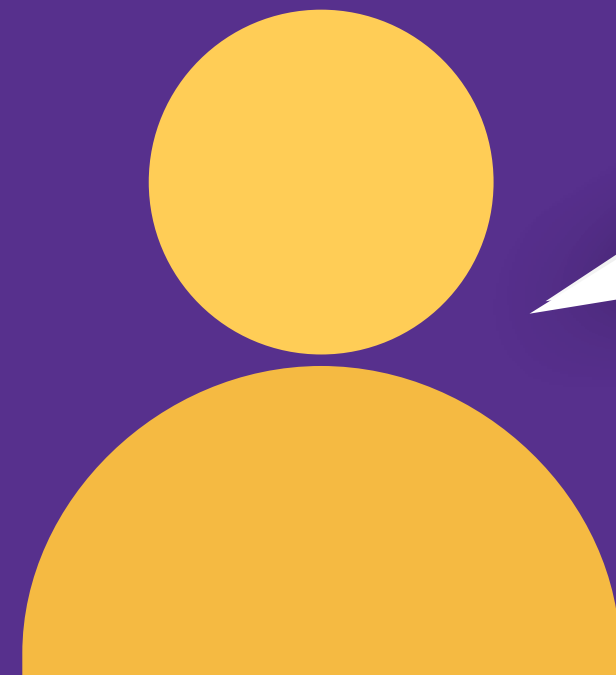
...and control
the exact version they
update to.

How would you like to do that?

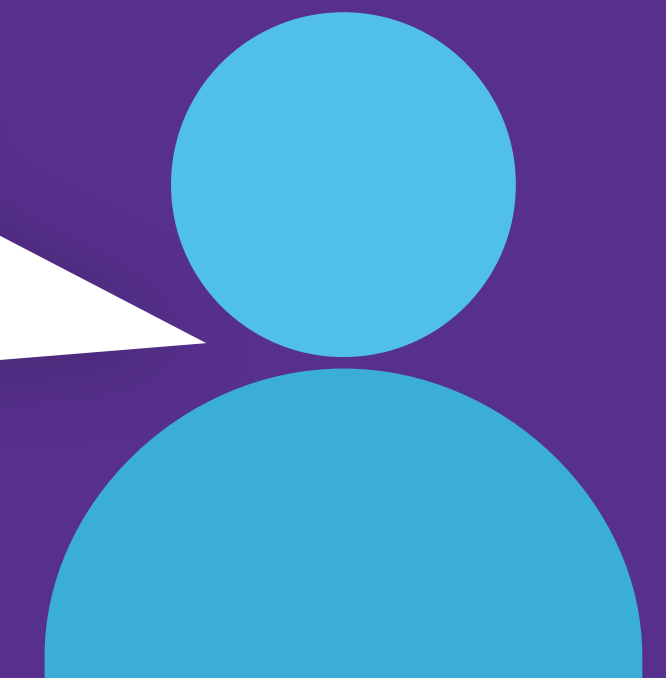
We
to update
n it best
us...



We would like to
deploy and update
apps...



...and we want
to test updates
before we deploy
them.



Priorities

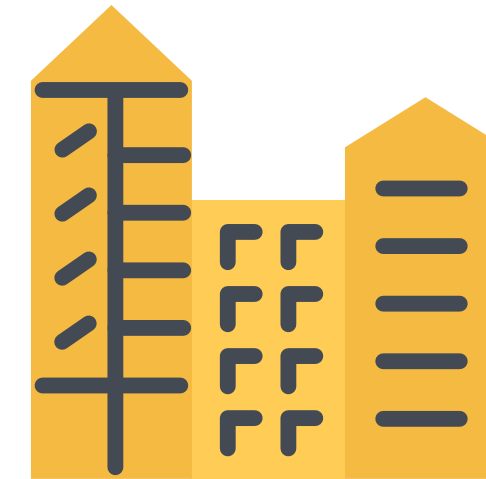


**End-user
experience**

NIST



Security



Organisational need

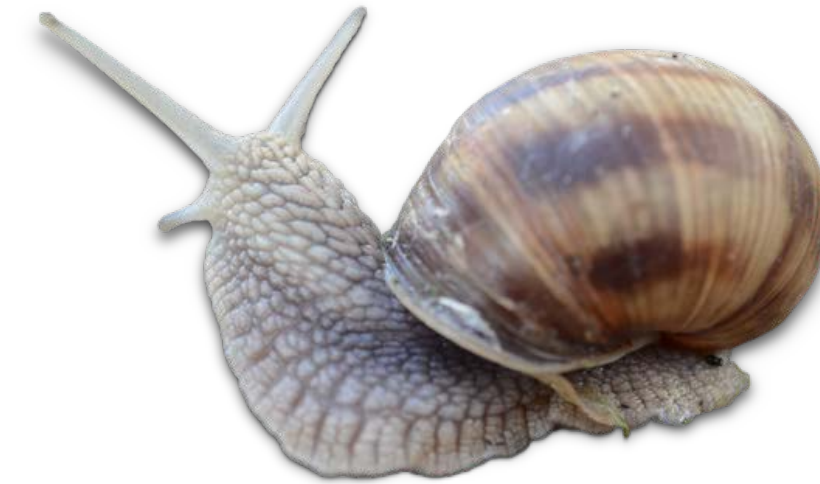
Update Cadence



Fast and furious



**Fast, but
not so furious**



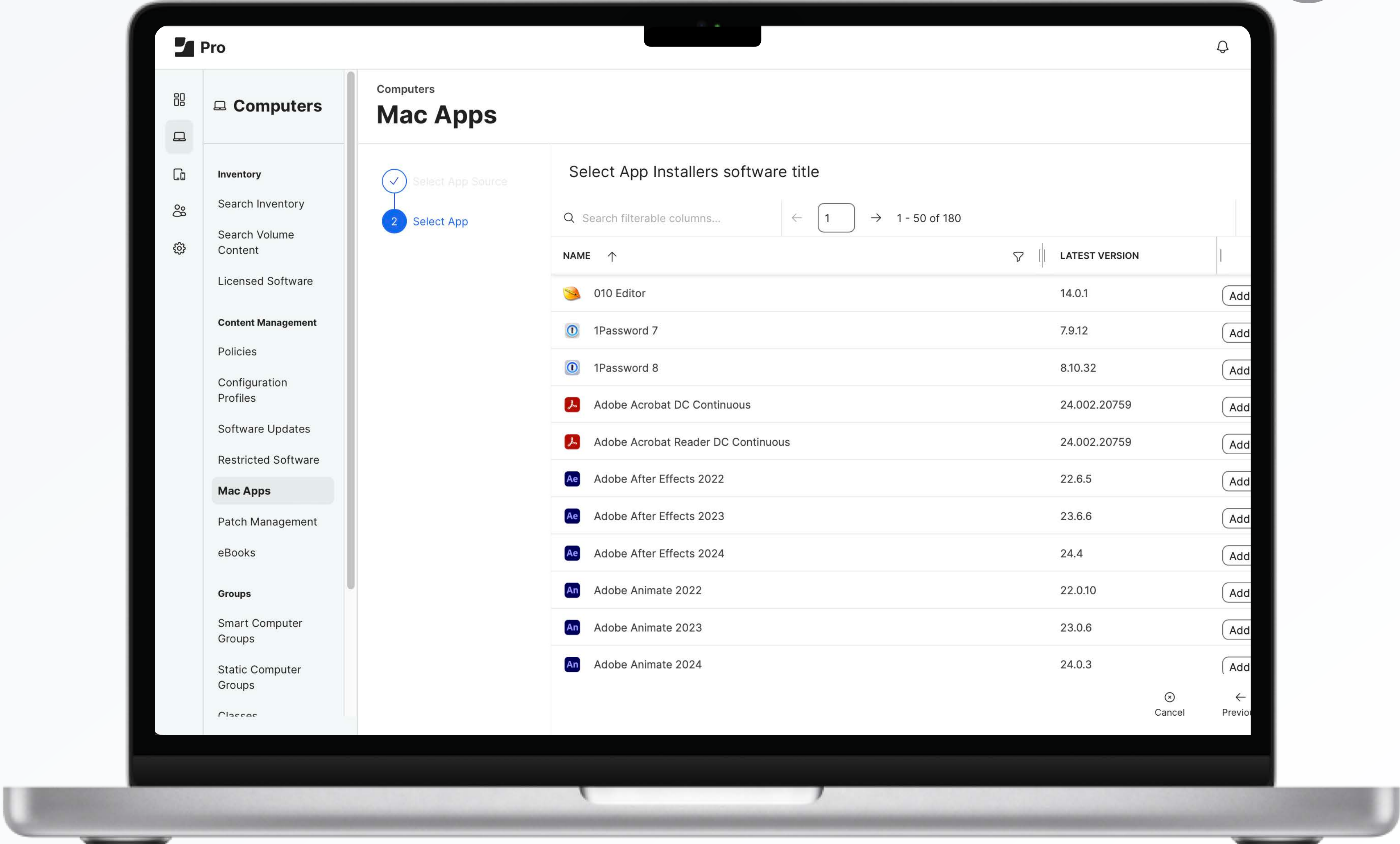
Slow and steady

Choose your method

	App Store Apple’s native method for all MDM providers	Jamf App Catalog Quick and easy deployment of over 180 third-party apps	Package and Policy* Traditional workflows for deploying packaged software	Jamf and... When you need something a little different...
Underlying technology	• APNs • MDM Commands	• APNs • MDM Commands	• Jamf Policies • Jamf Patch Reporting	• Various
Deployment methods	• Automatic • Self Service	• Automatic • Self Service*	• Automatic • Self Service	• Various
End-user experience	• No user interaction • Automatic update only if app is closed	• Custom notifications and deferrals • Forced with deadline and grace period	• Custom notifications and frequency • Forced with deadline and grace period • User deferrals	• Various
Version control	• Current at time of deployment* • Optional automatic updates*	• Current at time of deployment* • Optional automatic updates*	• Any desired version • Optional downgrades	• Various

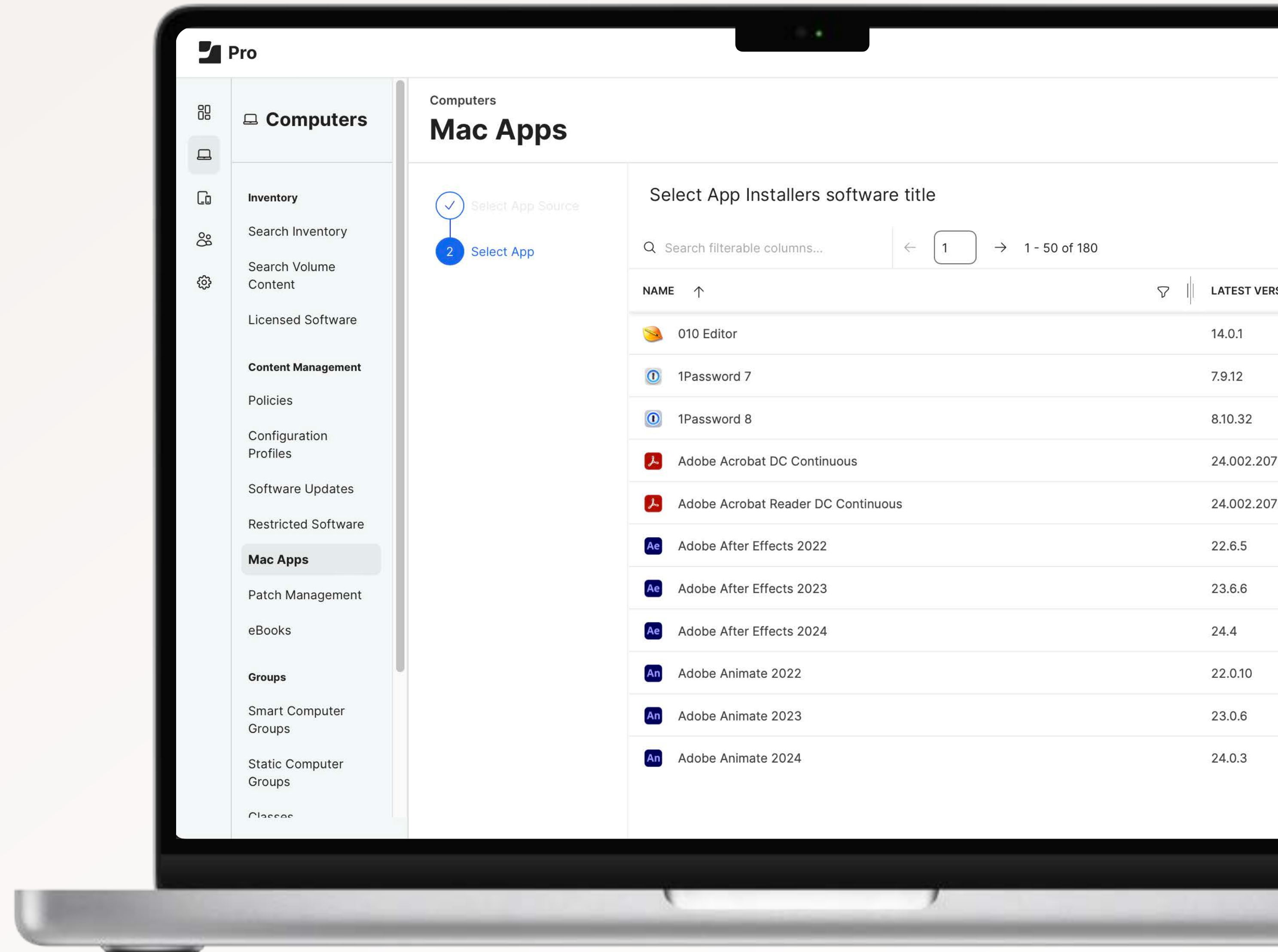
*some features are only available in Jamf Pro

Focus Jamf App Catalog



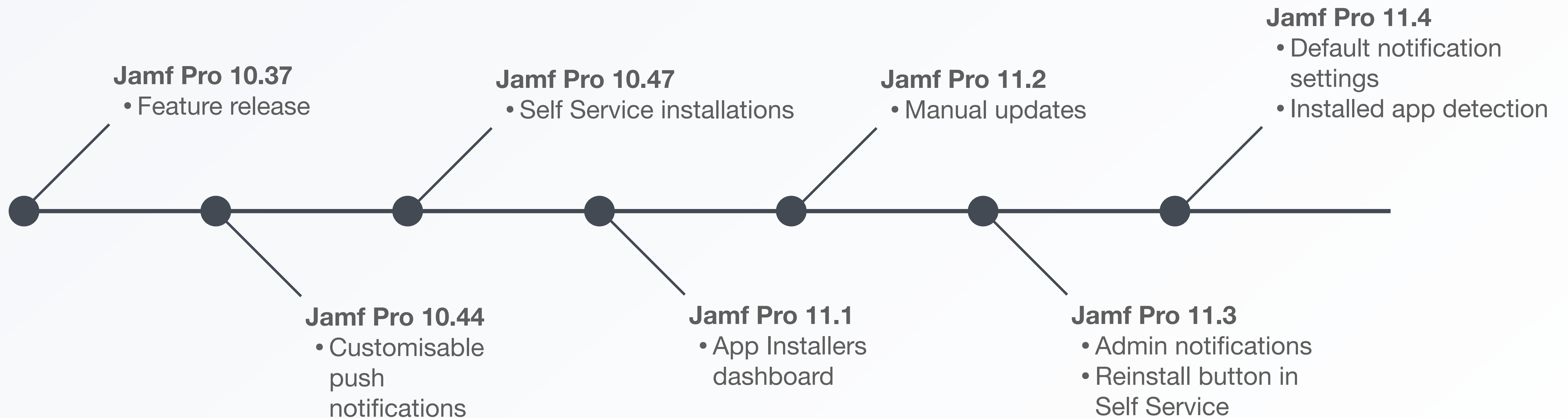
Focus Jamf App Catalog

- ▶ **180** macOS apps
- ▶ **Streamlined** deployments
- ▶ **Automated and Self Service** deployment methods
- ▶ **Advanced** configuration capabilities

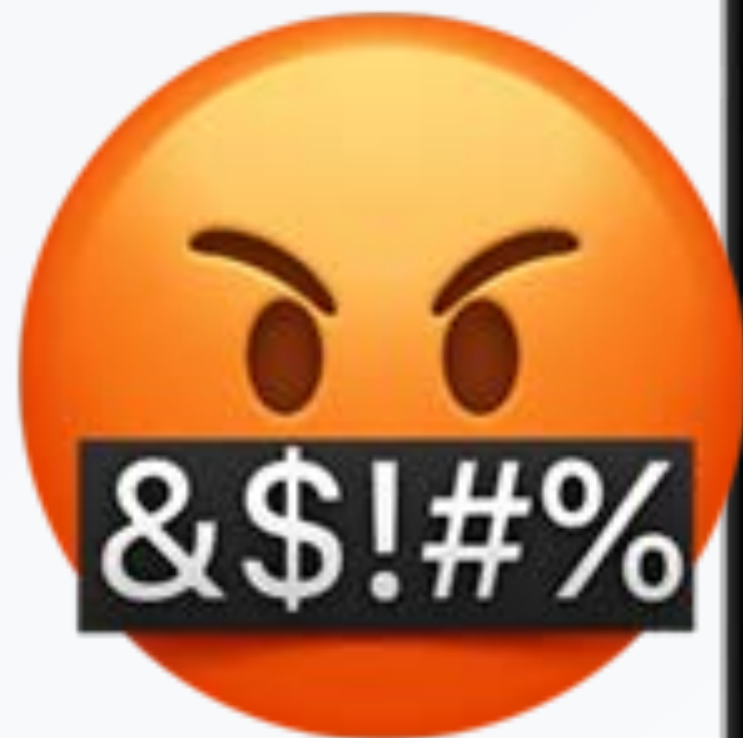


History

Jamf App Catalog



How do we avoid **this**?



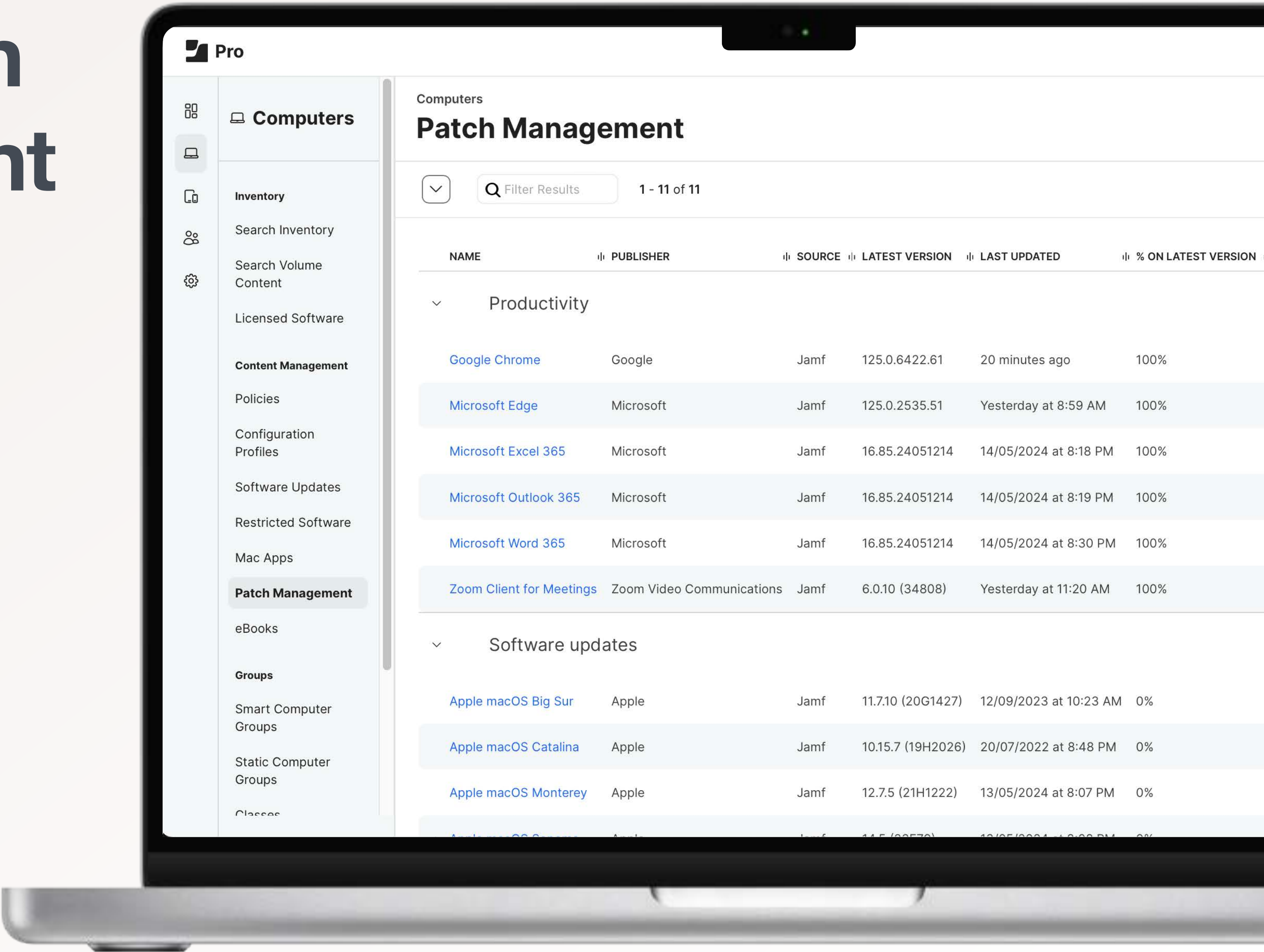
Configurations

- Functionality
 - PPPC
 - System Extensions
 - Content Filter
 - Managed Login Items
- Notifications
- Application & Custom Settings



Monitoring Application Lifecycle Management

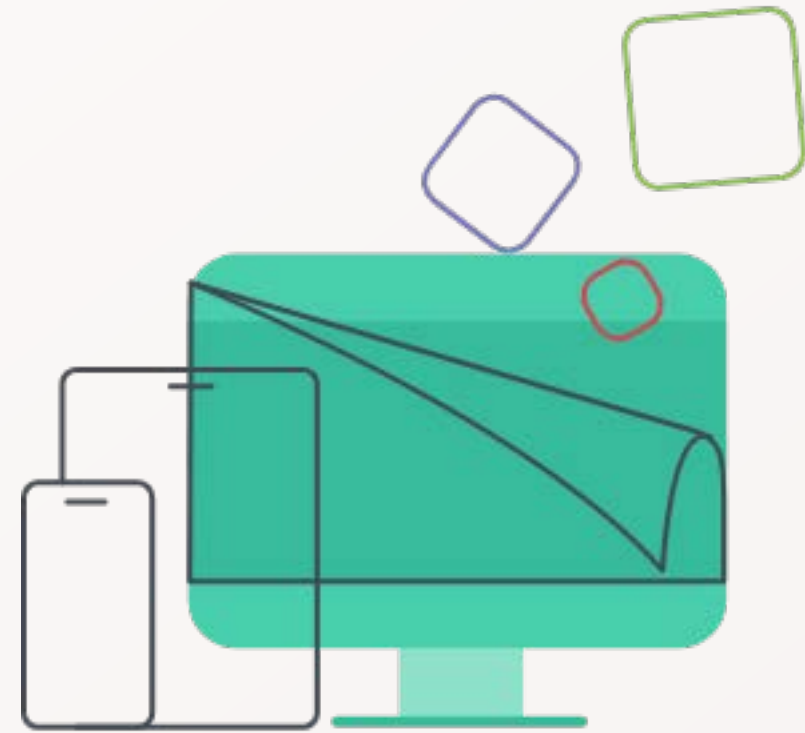
- ▶ Patch Management
- ▶ Jamf App Catalog
- ▶ Smart Groups
- ▶ Advanced Searches



Jamf Marketplace

The Marketplace is a central location for you to find, learn about and use valuable tools that integrate with and extend the Jamf platform.

- ▶ Microsoft
- ▶ Google
- ▶ Adobe
- ▶ Open source...



Your mission, should you choose to accept it...

Try Software Updates, send a DDM update to a supported device

Try Jamf App Catalog, choose and app to install or update

